LASSEN RURAL BUS OPERATION AND MANAGEMENT PROPOSAL

PREPARED FOR LASSEN TRANSIT SERVICE AGENCY

Submitted to:

Attn: Kelly Mumper
Lassen County Public Works
Division of Transportation
707 Nevada St., Suite 4
Susanville, CA 96130

Proposing Firm:

Paratransit Services

4810 Auto Center Way, Suite Z
Bremerton, WA 98312

Contact Person:

JT Wingett
Business Development Manager
1-800-933-3468 ext. 399
jtw@paratransit.net

Proposal Due: April 8, 2016

Paratransit Services

CORPORATE BOARD OF DIRECTORS

Wayne Ablitt
Lois Anderson
Dr. Paul Aufderheide, DPM
Mary Ann Huntington
Eugene Lobe
William H. Mahan
Ken Mahan
Gordon Walgren, JD

David Baker
President/CEO

Since 1980, the mission of Paratransit Services has been to provide quality coordinated transportation and community services that meet the needs of the people we are entrusted to serve.

Ph (360) 377-7176
TDD 1-800-934-5438
Fax (360) 377-6017

4810 Auto Center Way
Suite Z
Bremerton, WA 98312

www.paratransit.net

April 4, 2016

ATTN: Kelly Mumper
Lassen County Public Works Division of Transportation
707 Nevada St., Suite 4
Susanville, CA 9613

RE: PROPOSAL IN RESPONSE TO RFP FOR OPERATION AND MANAGEMENT OF LASSEN RURAL BUS SYSTEM PUBLIC TRANSIT SERVICE

Dear Kelly,

Paratransit Services has reviewed *Request for Proposal for Operation and Management of the Lassen Rural Bus System Public Transit Service* released February 23 this year. We have also received and reviewed Addenda Nos. 1, 2, 3 and 4 (corrected) to the RFP.

Paratransit Services is a nonprofit company dedicated to providing public transportation that is comfortable, safe, on-time, and accessible to people who have disabilities. For 36 years we have specialized in operating transportation programs for rural and small urban communities like those in Lassen County, and we have thoroughly enjoyed the experience of being your contractor for Lassen Rural Bus over the past 5 years.

Paratransit Services has proven to be a reliable contractor in Lassen County, and we have earned an excellent reputation from our contracting partners throughout Washington, Oregon, and Northern California, who appreciate the attention we give to them, and our commitment to providing high quality transit service.

During the contractor selection process, my contact person is Business Development Manager JT Wingett, who may be reached by e-mail:jtw@paratransit.net, and by phone at 1-800-933-3468 ext. 399.Following contract award, I am authorized and will negotiate the Agreement with Lassen Transit Service Agency. You may contact me any time: dwb@paratransit.net or call me at the above number, extension 383.

I look forward to continuing the great working relationship that has been established between Lassen Transit Service Agency and Paratransit Services.

Sincerely,

David W. Baker
President/CEO

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ATTACHMENTS: FORMS AND REPORTS

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Proposal
Forms

LISTING OF MATERIALS IN THIS SECTION

A. Statement of Principals

B. Service and Budget Cost Proposal

Fixed Monthly Rate Worksheet
Fixed Hourly Rate Worksheet

C. Proposer's Bond

[Proposer's Bond included with *Original* copy of Proposal.]

D. Performance Bond

We submit our Letter of Credit confirmation from Columbia Bank. As allowed in Addendum #1 response to Question 21, we are not submitting the form included in the RFP. We note also that per RFP Section V, Part V, "Performance Guarantee," the Agency will accept "a bond or other acceptable surety." Given that LTSA has accepted our Letter of Credit for the current contract, we make the assumption that the Letter of Credit will continue to be an acceptable surety.

Additional Forms Per RFP Part III.B.1

Federal Lobbying Requirements
Debarment and Suspension Requirements

California Labor Code Declaration Per RFP Part III.B.4

It is the general policy of Paratransit Services, whenever we take over the management of a transit system, to retain staff who are in good standing with the current contractor and the contracting agency. It is sensible business practice, one that fosters good will within the community and enhances program continuity during a service transition.

The California Labor Codes referenced in the RFP, 1072 and 1073, relate to the situation where a new contractor takes over for a prior contractor, and Paratransit Services always complies in those instances. However, as we are the incumbent contractor for Lassen Rural Bus, the provisions would not apply to Paratransit Services in this case.

V. PROPOSAL FORMS

A. STATEMENT OF PRINCIPALS

The names of all persons interested in the foregoing proposal as principals are as follows:

(Stockholders and limited partners need not be listed unless they are officers or employees of the corporation or limited partnership. All general partners and corporate officers shall be listed. If a stockholder or partner is a firm, list the principals of that firm, as stated herein. If proposer or other interested person is a corporation, it must furnish a certificate attesting to corporate existence and authority of officers to sign contracts and other documents. State legal name of corporation, names of the president, secretary, treasurer, and manager thereof.)

Name	BUSINESS ADDRESS	INTEREST
Wayne Ablitt	4810 Auto Center Way, Bremerton, WA 98312	Director
Lois Anderson	4810 Auto Center Way, Bremerton, WA 98312	Director
Paul Aufderheide	4810 Auto Center Way, Bremerton, WA 98312	Director, Vice Chairman
David Baker	4810 Auto Center Way, Bremerton, WA 98312	Officer, President/CEO
Mary Ann Huntington	4810 Auto Center Way, Bremerton, WA 98312	Director
Eugene Lobe	4810 Auto Center Way, Bremerton, WA 98312	Director
Ken Mahan	4810 Auto Center Way, Bremerton, WA 98312	Director, Secretary/Treasurer
William Mahan	4810 Auto Center Way, Bremerton, WA 98312	Director, Chairman
Darlene Riley	4810 Auto Center Way, Bremerton, WA 98312	Officer, EVP/CFO
Christie Scheffer	4810 Auto Center Way, Bremerton, WA 98312	Officer, EVP/COO
Gordon Walgren	4810 Auto Center Way, Bremerton, WA 98312	Director

Attach additional sheets if necessary, by staple.

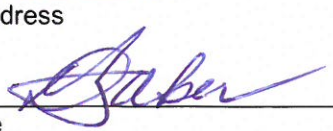
Attest by Authorized Official:

David Baker
Print Name

President/CEO
Title

4810 Auto Center Way
Street Address

Bremerton,WA 98312
City, State, Zip



Signature

B. Service and Budget Cost Proposal

	Period I 2016/17	Period II 2017/18	Period III 2018/19	Optional Period IV 2019/20	Optional Period V 2020/21
Service Level VRSH	12,800 ± 5%	12,800 ± 5%	12,800 ± 5%	12,800 ± 5%	12,800 ± 5%
Price Formula					
Fixed Monthly Rate	$ 33,806	$ 34,316	$ 34,832	$ 35,354	$ 35,884
Fixed Hourly Rate	$ 25.08	$ 25.47	$ 25.86	$ 26.25	$ 26.65

Calculation of Maximum Annual Cost *(based on 12,800 Vehicle Revenue Hours)*

	2016/17	2017/18	2018/19	2019/20	2020/21
Fixed Monthly Rate X 12 Months	$ 405,676	$ 411,792	$ 417,984	$ 424,248	$ 430,608
Fixed Hourly Rate X 12,800 ± 5% VRH's	$ 321,024	$ 326,016	$ 331,008	$ 336,000	$ 341,120
Total Maximum Annual Cost*	$ 726,700	$ 737,808	$ 748,992	$ 760,248	$ 771,728

* Based on 12,800 Vehicle Revenue Hours Per Year at Contractor's Proposed Fixed Hourly Rate and Fixed Monthly Rate.

Offeror: Paratransit Services

Phone: 360-377-7176 Fax: 360-373-9094

Address: 4810 Auto Center Way, Ste. Z
Bremerton, WA 98312

Signature: _____ Date: 4/4/2016

Title: President/CEO

This Service and Budget Proposal represents an offer to do work as described in the RFP, RFP Addendum #1-4, the Sample Agreement, and the detailed budget breakdown on the following pages. This offer shall remain valid until June 30, 2019, and the amount of the proposal indicated above shall remain valid through the term of the Agreement.

Name of Contractor: Paratransit Services
(Please print)

Signature: _____
(Authorized Person with Legal Authority to Bind Proposer)

Signer's Name: David Baker
(Please print)

Signer's Title: President/CEO
(Please print)

Date Signed: 4/4/16

Fixed Hourly Rate Worksheet

Fixed Hourly Rate:

	2016/17	2017/18	2018/19	OPTIONAL 2019/20	OPTIONAL 2020/21
Drivers' Wages	$ 14.43	$ 14.65	$ 14.87	$ 15.09	$ 15.32
Driver's Benefits	$ 6.07	$ 6.16	$ 6.25	$ 6.34	$ 6.43
Vehicle Repair: Parts and Supplies	$ 3.02	$ 3.07	$ 3.12	$ 3.17	$ 3.22
Tires	$ 0.68	$ 0.69	$ 0.70	$ 0.71	$ 0.72
Washing solutions	$ Included	$ Included	$ Included	$ Included	$ Included
Towing	$ Included	$ Included	$ Included	$ Included	$ Included
Other expenses (Please specify):	$	$	$	$	$
Outside repairs	$ 0.37	$ 0.38	$ 0.39	$ 0.40	$ 0.41
Licenses/permits	$ 0.01	$ 0.01	$ 0.01	$ 0.01	$ 0.01
Variable margin	$ 0.50	$ 0.51	$ 0.52	$ 0.53	$ 0.54
	$	$	$	$	$
	$	$	$	$	$
	$	$	$	$	$
	$	$	$	$	$
	$	$	$	$	$
	$	$	$	$	$
TOTAL:**	$ 25.08	$ 25.47	$ 25.86	$ 26.25	$ 26.65

** Total shall equal proposed Fixed Hourly Rate

Offeror: Paratransit Services

Phone: 360-377-7176 Fax: 360-373-9094

Address: 4810 Auto Center Way, Ste. Z
Bremerton, WA 98312

Signature: _____ Date: 4/4/2016

Title: President/CEO

Fixed Monthly Rate Worksheet

Fixed Monthly Rate:	2016/17	2017/18	2018/19	OPTIONAL 2019/20	OPTIONAL 2020/21
Management Wages	$ 5,307	$ 5,387	$ 5,468	$ 5,550	$ 5,633
Management Benefits	$ 1,283	$ 1,302	$ 1,322	$ 1,342	$ 1,362
Operations Assistant	$ 3,392	$ 3,443	$ 3,495	$ 3,547	$ 3,600
Operations Assistant	$ 1,109	$ 1,126	$ 1,143	$ 1,160	$ 1,177
Maintenance Wages	$ 8,277	$ 8,401	$ 8,527	$ 8,655	$ 8,785
Maintenance Benefits	$ 2,221	$ 2,254	$ 2,288	$ 2,322	$ 2,357
Paid Time Off					
Employee Incentives	$ 142	$ 144	$ 146	$ 148	$ 150
Other Wages	$ Incl	$ Incl	$ Incl	$ Incl	$ Incl
Other Benefits	$ 1,125	$ 1,142	$ 1,159	$ 1,176	$ 1,194
Overtime	$ Incl	$ Incl	$ Incl	$ Incl	$ Incl
Insurance	$ 4,973	$ 5,048	$ 5,124	$ 5,201	$ 5,279
Performance Bond	$ 125	$ 127	$ 129	$ 131	$ 133
Training and recruitment expenses	$ 400	$ 406	$ 412	$ 418	$ 424
Safety Expenses	$ 183	$ 186	$ 189	$ 192	$ 195
Uniforms	$ 370	$ 376	$ 382	$ 388	$ 394
Janitorial	$ 135	$ 137	$ 139	$ 141	$ 143
Telephone	$ 586	$ 595	$ 604	$ 613	$ 622
Postage	$ Incl	$ Incl	$ Incl	$ Incl	$ Incl
Office Supplies	$ 625	$ 634	$ 644	$ 654	$ 664
Preventative Maintenance	$ Incl	$ Incl	$ Incl	$ Incl	$ Incl
Parts Supplies	$ Incl	$ Incl	$ Incl	$ Incl	$ Incl
Accounting	$ 213	$ 216	$ 219	$ 222	$ 225
Non-Revenue Vehicle Expense	$ 334	$ 339	$ 344	$ 349	$ 354
One Time Start□up Expenses	$ 0	$ 0	$ 0	$ 0	$ 0
Management Fee and Profit	$ 623	$ 632	$ 641	$ 651	$ 661
Other Expense *(Please Specify)*:					
Building Rentals	$ 120	$ 122	$ 124	$ 126	$ 128
Utilities	$ 170	$ 173	$ 176	$ 179	$ 182
Other General & Administrative Support	$ 1,517	$ 1,540	$ 1,563	$ 1,587	$ 1,611
Employee Welfare	$ 162	$ 164	$ 166	$ 168	$ 171
Travel/Conferences	$ 219	$ 222	$ 225	$ 228	$ 231
Office Equipment Capitalization	$ 65	$ 66	$ 67	$ 68	$ 69
Other Expenses	$ 132	$ 134	$ 136	$ 138	$ 140
TOTAL: *	$ 33,806	$ 34,316	$ 34,832	$ 35,354	$ 35,884

* Total shall equal Fixed Monthly Rate

Offeror: Paratransit Services

Phone: 360-377-7176 Fax: 360-373-9094

Address: 4810 Auto Center Way, Ste. Z
Bremerton, WA 98312

Signature: Date: 4/4/2016

Title: President/CEO

CONTRACTOR PROPOSED EQUIPMENT LIST

List any and all equipment that may be utilized in providing service under this Agreement.

Year of Manufacture	Manufacturer	Model or Type	Type of Lift Brand Name and Model Number	Number of Seats & Wheelchair Spaces
1.	SEE STATEMENT BELOW			
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

Bidder: Paratransit Services
(Type name)

Per: _____
David Baker, (Signature) President/CEO

Date: 4/4/16

Paratransit Services is providing "Tools, Supplies, and Equipment" as listed in Proposal questionnaire response #18. We are not proposing to provide service vehicles.

Columbia Bank

JAMES G. MILLER
Vice President

March 23, 2016

Kelly Mumper
Lassen County Public Works Division of Transportation
707 Nevada St., Suite 4
Susanville, CA 96130

RE: Letter of Credit in lieu of Performance Bond for Paratransit Services

COLUMBIA BANK and PARATRANSIT SERVICES AGREE TO THE FOLLOWING:

Paratransit Services ("PRINCIPAL") is held and firmly bound unto the Lassen Transit Service Agency ("OWNER") in the sum of (10%) of the annual contract amount secured by a Standby Letter of Credit issued by Columbia Bank ("BANK") for the said amount.

The condition of this obligation is such that whereas the PRINCIPAL entered into a certain Contract with the OWNER.

NOW THEREFORE, if the PRINCIPAL shall well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said Contract during the original term of said contract and any extension thereof that may be granted by the OWNER, with or without notice to the BANK and during the life of any guarantee required under the Contract and shall also well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said Contract that may hereafter be made, then this obligation to be void, otherwise to remain in full force and virtue.

Columbia Bank holds the Letter of Credit on behalf of Paratransit Services for Lassen Transit Service Agency for its current contract and would extend this service should Paratransit Services be awarded the contract set to begin on July 1, 2016.

Paratransit is a longtime customer in good standing with Columbia Bank.

If you have any questions, feel free to contact me.

James Miller

Vice President
Columbia Bank

1301 A Street • P.O. Box 2156 • Tacoma, Washington 98401-2156 • (253) 305-1934 • Fax (253) 272-2854
e-mail: jmiller@columbiabank.com

4. **LOBBYING** – 31 U.S.C.1352; 49CFR Part 19 and Part 20

Lobbying and Certification Requirements, Disclosure of Lobbying Activities, et al, must be made by Contractor. The undersigned Contractor certifies, to the best of his/her knowledge and belief that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq* .)]

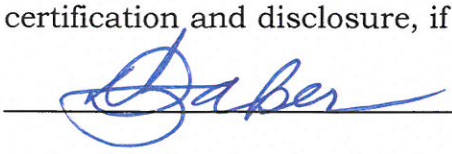
(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers *(including sub-contracts, sub-grants, and contracts under grants, loans, and cooperative agreements)* and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 *(as amended by the Lobbying Disclosure Act of 1995)*. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

(Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure.)

The Contractor, Paratransit Services, certifies or affirms the truthfulness and accuracy of each statement of its certification and

disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq., apply* to this certification and disclosure, if any.



Signature of Contractor's Authorized Official

David Baker

Printed Name of Contractor's Authorized Official

President/CEO

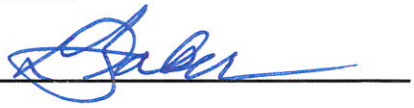
Title of Contractor's Authorized Official

4/4/16

Date

13. GOVERNMENT – WIDE DEBARMENT AND SUSPENSION *(Non-procurement)* – 49 CFR part 29; Executive Order 12549

This Contract is a covered transaction for purposes of 49 CFR Part 29. As such, the Contractor is required to verify that none of the Contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945. The Contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into. By signing and submitting its bid or proposal, the bidder or proposer certifies as follows: The certification in this clause is a material representation of fact relied upon by the LTSA. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the LTSA, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.



Signature of Contractor's Authorized Official

David Baker

Printed Name of Contractor's Authorized Official

President/CEO

Title of Contractor's Authorized Official

4/4/16

Date

Proposal Questionnaire Responses

Heading numbers correspond to question numbers on *Proposal Questionnaire Form*; The *Form* is included in Attachments. In most cases, the question or instruction is restated (italics).

1. CONFLICT OF INTEREST STATEMENT

Q: Does the individual proposing firm, any participating firm in any proposed joint venture, or any proposed subcontractor have any conflict of interest within the following context?

No person performing services for the Lassen Transit Service Agency in connection with any project resulting from this proposal shall have financial or other personal interest, other than employment or retention by the LTSA, in any contract or subcontract in connection with such project. No officer or employee of such person performing services for the LTSA shall have any financial or other personal interest in any real property acquired for any such project, unless such interest is openly disclosed upon the public records of the LTSA and such officer, employee or person has participated in property acquisition for or on behalf of the LTSA.

Paratransit Services **does not** have any conflict of interest in the context of the statement above.

2. EXPERIENCE AND CONTRACT LISTING

Q: State the number of years the proposer has provided or managed publicly funded transit services. List time spans and describe the service provided (including annual revenue vehicle mileage, number and size of vehicles, size of service area, client group served, and amount of farebox revenue collected annually for each system referenced). Identify the responsible individual, providing his/her phone number, who can verify service. Attach additional description material, if necessary…

This year Paratransit Services marks **36 years** in business. We specialize in providing quality transportation services in rural and small urban communities, and have been privileged to operate Lassen Rural bus since 2011.

BRIEF HISTORY OF PARATRANSIT SERVICES

Kitsap Peninsula Housing and Transportation Association, 1980–1984

Paratransit Services has been a part of coordinated transportation since our formation under the Kitsap Peninsula Housing and Transportation Association (KPHTA) in 1980. The Transportation Department was formed by the consolidation of specialized transportation resources in Kitsap County, Washington. Several nursing homes, group homes, social service agencies, and community service agencies donated

their vehicles to develop a pool of transportation resources. KPHTA employed the drivers, dispatchers, and staff to operate specialized transportation services for the clients served by participating agencies. These coordinated services laid the groundwork for specialized public transportation in Kitsap County.

Kitsap Paratransit, 1984–1988

In July 1984 the KPHTA Board of Directors voted to separate the transportation section into its own nonprofit entity, and Kitsap Paratransit was formed. This new company continued to provide transportation services to the mobility impaired, and for Medicaid clientele through an agreement with the Washington State Division of Medical Assistance. We were developing into a company known for the creative implementation of community-based, coordinated transit systems. In a 1989 report titled *Best Practices in Specialized and Human Services Transportation Coordination,* Kitsap Paratransit was called "**one of the most successfully coordinated transit systems in the West**."

In 1986 we began providing Dial-A-Ride services in Clallam County on the Olympic Peninsula, and two years later we started a transit operation in Pierce County from an office located near the city of Tacoma, and another operation in Thurston County. In recognition of the multi-county services that Kitsap Paratransit was providing, the corporation's name was changed to Paratransit Services.

Paratransit Services, 1988–present

Our name was new, but our mission and our basic approach to providing coordinated transportation services to the general public, including and persons with special needs, did not change.

In addition to being the year that we officially became "Paratransit Services," 1988 also marks a significant business milestone: it is the year that we established a pilot program for the State of Washington to demonstrate the brokerage system as a means of managing Medicaid transportation systems. This successful demonstration was the beginning of a new business venture for Paratransit Services and a new direction for the State of Washington. In 1990, with Paratransit Services providing Medicaid transportation brokerage services for five northwestern Washington counties, the brokerage model was adopted statewide. Today, Paratransit Services is one of the largest NEMT brokers in the state.

During the decade of the 1990s and continuing into the new millennium, we have found many new opportunities that build on our commitment to quality transportation services, and we expanded our transit operations into the states of Oregon and Northern California.

In 2011, we were honored to be selected as the contractor for **Lassen Rural Bus**! In addition to Lassen County, we also provide transit services in Tehama, Lake, Glenn, Calaveras, and Nevada Counties. In Oregon we operate Cascades East Transit in Bend, and Valley Lift in Medford; and in Washington, in addition to our NEMT brokerage in Bremerton, we operate RiverCities Transit in Longview.

TRANSIT CONTRACT DETAIL

Current Transit Contracts

System Name: Lassen Rural Bus		System Address: 701-980 Johnstonville Road Susanville, CA 96130	
Dates of Service: July 2011–present	Annual Service Miles: 272,578	Number of Vehicles: 13	Size of Vehicles: Bluebird (41+2) and Gillig (39+2) coaches; Chevy and GMC Cutaways; Ford Medium Cutaway
Annual Fare Revenue: $38,243	Contact Telephone: (530) 251-8260	Contact Name: Cynthia Raschein, Project Manager Lassen Transit Service Agency	

System Name: Lake Transit		System Address: 9240 Highway 53 Lower Lake, CA 95457	
Dates of Service: July 2007–present	Annual Service Miles: 901,762	Number of Vehicles: 35	Size of Vehicles: Eldorado MST II (31+2); GM/Glavals (28+2); Ford E-450s (17+3, 18+2)
Annual Fare Revenue: $173,746	Contact Telephone: (559) 734-2646	Contact Name: Mark Wall, Transit Manager Lake Transit Authority	

System Name: TRAX and ParaTRAX		System Address: 1509 Schwab Street, Suite A Red Bluff, CA 96080	
Dates of Service: July 2002 to present	Annual Service Miles: 362,751	Number of Vehicles: 17	Size of Vehicles: Ford Cutaways (12+2), GMC C5500's (19+2, 24+2); Chevy Minivans
Annual Fare Revenue: $67,424	Contact Telephone: (530) 385-1462 ext. 3017	Contact Name: Barbara O'Keefe, Transit Manager County of Tehama	

System Name:		System Address:	
Far Northern Regional Center		1509 Schwab Street, Suite A Red Bluff, CA 96080	
Dates of Service: February 2008 – present	Annual Service Miles: 102,000	Number of Vehicles: 3	Size of Vehicles: Ford Starcraft and Startrans (12+3, 8+2)
Annual Fare Revenue: [n/a]	Contact Telephone: (530) 222-4791	Contact Name: Diana Anderson, Supervisor of Community Services, FNRC	

System Name:		System Address:	
Glenn Transit		258 N. Butte St. Willows, CA 95988	
Dates of Service: August 2006 to present	Annual Service Miles: 400,000	Number of Vehicles: 8	Size of Vehicles: Ford transit buses (17 pass) Freightliner/El Dorados (28 pass).
Annual Fare Revenue: $89,855	Contact Telephone: (530) 934-6540	Contact Name: Mardy Thomas, Program Manager Glenn Transit Service	

System Name:		System Address:	
Truckee Transit		10183 Truckee Airport Road Truckee, CA 96161	
Dates of Service: March 2015–present	Annual Service Miles: 136,122	Number of Vehicles: 5	Size of Vehicles: Chevy Aerolites; Chevy Areo Elite, 33 passenger; 2 Aero Elites for backup
Annual Fare Revenue: $31,457	Contact Telephone: (530) 582-2915	Contact Name: Kelly Beede, Administrative Analyst II – Transit Town of Truckee	

System Name:		System Address:	
Calaveras Transit		750 Industrial Way San Andreas, CA 95249	
Dates of Service: July 2011 to present	Annual Service Miles: 311,418	Number of Vehicles: 11	Size of Vehicles: International HC 290's; Ford Aerotechs; Chevy El Dorado
Annual Fare Revenue: $107,122	Contact Telephone: 209-754-6415	Contact Name: Deborah Mullen, Transit Manager Calaveras County Public Works	

System Name: Gold Country LIFT		System Address: 900 Whispering Pines Lane, Ste. 210 Grass Valley, CA 95945	
Dates of Service: July 2013–present	Annual Service Miles: 212,873	Number of Vehicles: 13	Size of Vehicles: Braun Type D Vans (5+2); Ford E-350 Glavals (18+2, 12+2, 8+2)
Annual Fare Revenue: $144,772	Contact Telephone: (530) 477-0103	Contact Name: Susan Healy-Harman, Transit Services Manager; County of Nevada	

System Name: RiverCities LIFT		System Address: 254 Oregon Way Longview, WA 98632	
Dates of Service: 1996 to present	Annual Service Miles: 179,335	Number of Vehicles: 17	Size of Vehicles: Ford E-450 Cutaways, (12+3 and 10+3), minivan, "MV1"
Annual Fare Revenue: $13,395	Contact Telephone: (360) 442-5221	Contact Name: Jeff Cameron, Public Works Director City of Longview	

System Name: Valley LIFT		System Address: 2821 Bullock Rd. Medford, OR 97504	
Dates of Service: December 2005 to present	Annual Service Miles: 504,747	Number of Vehicles: 29	Size of Vehicles: Ford E350 Vans (6+1); Chrysler Grand Caravans (4+1) ; Ford E-450 (16+2)
Annual Fare Revenue: $111,736	Contact Telephone: (541) 779-5821 Ext. 1413	Contact Name: Julie Brown, General Manager Rogue Valley Transportation District	

System Name: Cascades East Transit–Bend		System Address: 1250 NE Bear Creek Rd. Bend, OR 97701	
Dates of Service: December 2003–present	Annual Service Miles: 467,851	Number of Vehicles: 28	Size of Vehicles: Ford Eldorado and National E-450s, Chevy Eldorado C5500s, 27-pass Champion M2 Defenders
Annual Fare Revenue: $274,144	Contact Telephone: (541) 548-9543	Contact Name: Karen Friend, Deputy Director/Transportation Manager, COIC	

3. QUALIFICATIONS OF GENERAL MANAGER

Q: Specifically identify and describe the experience and qualifications of the proposed on-site General Manager.

GENERAL MANAGER RON LEAL

Ron has been the General Manager for Lassen Rural Bus since July of 2013. Ron is responsible for the management of operations at the site, including administration, maintenance and operations. He performs new and current employee training, Road Supervision and supervision of staff. He ensures efficient operations within budget. He is a certified Transportation Safety Institute trainer, and has been certified by the California Department of Motor Vehicles to administer CDL Skills tests.

Prior to taking the helm in Susanville, Ron was Assistant General Manager for our Lake Transit operation in Lake County, California. He was responsible for assisting the General Manager in ensuring that we provide exemplary transit services that meet expectations of Lake Transit Authority and the transit system ridership. Ron took on a leadership role in the General Manager's absence, and was invaluable as an on-site Driver Trainer, providing behind-the-wheel as well as classroom training. He assisted the General Manager in providing road supervision, employee appraisals, and developing driver schedules. His in-depth knowledge of dispatch operations served him well as he developed systems for the collection of operational date, and prepared statistical reports for the General Manager.

Lassen Rural Bus has thrived under Ron's leadership in Susanville. Some of the success can be attributed to Ron's attitude toward his job and commitment to the community. "One of the services we provide here in Lassen County that we are really proud of," he says "is our service to the Lassen Life Skills group. They're a wonderful group. My drivers fight over the chance to get to drive for them!"

Ron is a great part of our Paratransit Services team, and he looks forward to continuing to work with Lassen Transit Service Agency. "The reason I like managing this transit system here in Lassen County is the staff here is just remarkable, and our relationship with Lassen County is awesome!"

4. KNOWLEDGE OF LRB SERVICE AND FUNDING

Q: Describe your firm's knowledge of the LRB public transit service, including funding sources and the restrictions on the funding sources. Indicate ideas, if any, your firm has that may improve the current operation of the LRB.

As the operator of the system for the past five years, Paratransit Services has **first-hand knowledge** of Lassen Rural Bus. We understand that the system is funded through the California Transportation Development Act (TDA), and that our contract with LTSA is dependent upon the Agency's continued support from the TDA. Further, we understand that the TDA does place restrictions on the services that it funds. This is discussed in more detail in the next section.

Service Improvement Approach

A hallmark of contracts managed by Paratransit Services is a cooperative professional relationship with the contracting agency. Service improvements often suggest themselves during the course of a contract, whether they be the development of new routes or new services for special events, or the development of grant opportunities to expand existing services, or, in some cases, the discontinuation of an existing route due to low ridership.

Last August Paratransit services staff participated in numerous projects at the request of LTSA to assist with the review of the existing City of Susanville route structure, the existing route to Levitt Lake, and Bus stop placement and design.

Over several months Paratransit Services worked closely with LTSA to review all existing bus stop shelter locations to determine and define any needed improvements. Our staff rode on the fixed routes and established a process for data collection to ensure that conclusions reached were based on sound transit planning principles. This included a boarding and alighting assessment, as well as local surveys for the City of Susanville's local route. The route reports were analyzed and presented to LTSA to confirm next steps.

At the request of the LTSA Board, a review of bus stop access and walkability to routes was reviewed with the help of a GIS (Geographic Information System) map showing distance from neighborhoods and local bus stop locations. This provided a clear picture for Directors to review, and to assess the effectiveness of the existing route in Susanville.

In January the information was finalized and recommendations were made to the LTSA Board to add a second City Route during peak hours of operation, from 9AM-3PM Monday–Friday. Upon approval of the recommendation to eliminate Levitt lake route service, funding was recommended to be reallocated to support start up of the additional City Route.

This snapshot of activities from August-January illustrates Paratransit Services' approach to transit service improvement. Our objective when managing a transit contract is to maximize the transportation services provided to the community, given the available resources. Sometimes an examination of service stats may suggest new service, other times the data may indicate that an existing route should be discontinued due to, for example, low ridership numbers (as was recently the case with the Tuesday–Thursday Leavitt Lake service). By providing the LTSA with service stats such as passenger counts, etc., and brainstorming ideas with LTSA, together we can see where the demand is greatest and look for ways to accommodate the changing transportation needs of the community while optimizing the use of the funding and capital equipment available for public transportation.

Looking Ahead

Pay Your Pal. We are currently piloting a mileage reimbursement program in Lake County, where we reimburse the rider, who in turn reimburses their chosen driver ("paying their pal"). We have purchased software for management of the program and are finding it to be easy to implement and manage. The number one reason people do not ask others for a ride, when in need, is they feel guilty about not having something to offer in return. With the mileage reimbursement they now feel good about asking for help when they need a ride to life sustaining services that are outside the transit service area. Once we have fine-tuned the process during the Lake County pilot program, will explore this with LTSA as a future low-cost transportation option for people in Lassen County.

Medi-Cal funding. We have been reviewing the "ins and outs" of becoming a Medi-Cal provider in California, and have submitted an application for one of our other California operations. We are hoping that we will be eligible to receive reimbursement by Medi-Cal for eligible trips being provided on transit. We propose submitting an application for our Lassen site as well, and making every effort to receive reimbursement for eligible trips on Lassen Rural Bus. This would then free up funding for additional services.

5. TRANSPORTATION DEVELOPMENT ACT

Q: Describe your firm's knowledge and experience with the Transportation Development ACT, focusing primarily on the establishment of charter service rates and fare box recovery as they pertain to the LRB.

The California Transportation Development Act TDA) provides funding for public transportation through the Local transportation Fund (LTF) and the State Transit Assistance (STA) fund. These funds are allocated to the counties, who have the option of using them for unmet transit needs or for improvements to streets and roads if there are no unmet transit needs.

Charter Service Provisions. The TDA requires that funds generated by the public transit system through the provision of charter services are to be used for the reduction of deficits incurred by the public transit program. Additionally, the charter service may not interfere with the public transit program nor may it unfairly compete with private providers of charter services. The TDA also establishes guidelines for the rates that the recipient of TDA funds may charge for charter services.

Farebox Recovery Provisions. To qualify for TDA funding, a transit agency like LRB is required to maintain a ratio of fare revenue to operating cost that is at least equal to either (a) the ratio it had during 1978/79, or (b) 20% if the transit agency serves an urbanized area or 10% if in a rural area, whichever is greater between (a) and (b). However, there are other refinements and qualifiers to these requirements. To the extent that the transit system is primarily directed toward serving seniors and people with disabilities, it appears that the Lassen County Transportation Commission *may* set an even lower farebox recovery percentage for LRB.

6. KNOWLEDGE OF ADA

Q: Describe your firm's knowledge and experience with rules and regulations set forth in the Americans with Disabilities ACT in areas as they pertain to the LRB.

As a company that was founded to address the needs of seniors and people who have disabilities, Paratransit Services is fully aware of transit requirements under the Americans with Disabilities Act (ADA). We were providing accessible transportation ten years prior to the ADA, and most of our transit contracts, both currently and throughout our history, include ADA services as part of the transit systems we operate. Currently these systems include ParaTRAX in Tehama County, plus our work with Far Northern Regional Center in Redding; Lake Transit in Lake County; Gold Country LIFT in Nevada County; our new contract in Truckee to operate Truckee Transit; our transit contracts in Bend and Medford, Oregon; and RiverCities LIFT in Longview, Washington.

In addition to providing accessible transit services, Paratransit Services also performs ADA eligibility certification as part of our contracts in Tehama and Calaveras Counties, California. At both sites our staff uses our in-house ADA Certification Database to track and archive applicant information.

We have developed our own training program to ensure that our drivers are in compliance with ADA regulations. Specifically, our *Americans With Disabilities Act Passenger Techniques and Safety* (*ADAPTS*) manual begins with a written introduction to the ADA and its relevance to the transportation industry. This manual is a collection of standard operating procedures that our drivers are required to implement to ensure that our passengers who have disabilities are treated with sensitivity, and in full compliance with ADA standards.

- *Our proprietary* Americans With Disabilities Act Passenger Techniques and Safety *manual is available upon request.*

7. CHP REPORTS

Q: Attach at least four (4) recent CHP safety compliance reports (or other applicable law enforcement safety-related reports) which pertain to transit services operated by your firm.

- *Please see Attachments, CHP Reports, for Safety Compliance Reports/Terminal Record Updates for our locations in Lassen, Tehama, and Calaveras Counties.*

8. STATEMENT RE RATINGS

Q: Has your firm received an "unsatisfactory" rating from a law enforcement or any other regulatory agency with regard to maintenance, records or facility at any time during the past five (5) years?

Paratransit Services **has not** received an "unsatisfactory" rating from a law enforcement or any other regulatory agency with regard to maintenance, records or facility at any time during the past five years.

9. STATEMENT RE MAINTENANCE AND ACCIDENTS

Q: Has your firm been cited over the past five (5) years from any regulatory agency for improper maintenance or for accidents caused by improper maintenance?

Paratransit Services **has not** been cited over the past five years from any regulatory agency for improper maintenance or for accidents caused by improper maintenance.

10. STATEMENT RE LITIGATION

Q: Is there any recent, current or pending litigation involving your firm due to accidents which have resulted in death or injury from operation of a bus system? ("Recent" shall be defined as any judgment entered or settlement reached within the past five (5) years which resulted in a dismissal of a lawsuit.) If yes, specify court and number of the case.

Paratransit Services has successfully navigated the peaks and valleys of the transportation business for thirty-six years. We have operated many transportation services contracts similar in size and scope to

Lassen Rural Bus and we have never defaulted on those contracts. There exist **no** business conditions, such as bankruptcy, pending litigation, legal claims, nor any impending mergers, that would impede the ability of, nor have any material affect upon, Paratransit Services ability to provide the services as described in the Lassen Transit Service Agency RFP Scope of Work.

11. PREVENTABLE ACCIDENTS, PAST 2 YEARS

Q: Please list the number of miles between preventable collision accidents for systems operated by your firm during each of the past two (2) consecutive years.

Lassen Rural Bus

In **2015** Paratransit Services operated *LRB* service vehicles for 272,578 miles with 4 preventable accidents. This calculates to 68,145 miles between preventable accidents.

In **2014** Paratransit Services operated *LRB* service vehicles for 265,779 miles with 2 preventable accidents. This calculates to 132,890 miles between preventable accidents.

Companywide

In **2015** Paratransit Services operated service vehicles for 3,748,838 miles with 48 preventable accidents. This calculates to 78,101 miles between preventable accidents.

In **2014** Paratransit Services operated service vehicles for 3,480,506 miles with 57 preventable accidents. This calculates to 61,062 miles between preventable accidents.

12. 2015 INCOME STATEMENT AND BALANCE SHEET

Q: Attach your firm's 2015 Income Statement and Balance Sheet.

► *Financial Statements are submitted under separate cover to maintain confidentiality.*

13. FINANCIAL/LEGAL ISSUES

Q: Are there any past, current or pending financial/legal issues which might jeopardize your firm's ability to provide services per the requirements of the attached Agreement at the prices quoted by you? If yes, give details.

There **are no** past, current or pending financial/legal issues which might jeopardize Paratransit Services' ability to provide services per the requirements of the *Request for Proposals* at the prices we have quoted.

14. ORGANIZATIONAL RESOURCES

Q: Describe other organizational resources and services which your firm will provide as part of this Agreement at no additional charge.

Paratransit Services ensures that General Managers at all of our locations receive comprehensive corporate support services and guidance from our experienced and dedicated team in Bremerton, Washington, home of our company headquarters.

THE "PARATRANSIT SERVICES WAY"

The "Paratransit Services Way" is a transit operations philosophy based on full corporate support for all operations site, uniformly applied policies and procedures, excellence service through dedicated employees, and a companywide commitment to the communities we serve.

Full corporate support

Paratransit Services makes it a priority to work in a collaborative manner with our contracting partners. We emphasize close communication and shared vision with our customers, and responsiveness to the needs of the transit program. Our corporate executives are, as one of our Transit Agency customers has put it, "as involved as you want them to be" at the local level.

Our corporate team seems to be constantly on the move as they visit our locations in Washington, Oregon, and Northern California to support our local staff and meet with transit agency members. Christie Scheffer, our Chief Operating Officer, visits each location personally on an ongoing basis and is *always* accessible to our contracting partners. She works closely with the agencies who have placed their trust in us, to ensure that Paratransit Services exceeds their expectations for contract performance. And David Baker, our President/CEO, also visits each site every year, and personally makes company award presentations to local staff.

Our corporate department heads similarly log their share of miles in support of our satellite locations. Our **Safety, Training and Audit** Manager, Bill Kluth, visits each site annually to perform driver evaluations, review training records, and to support local training staff. Our **Human Resource**s and Payroll Manager, Lisa Sims, personally visits each site for benefit plan enrollments, and Wayne Evans, our Director of **Information Technology**, and his staff, although they are adept at resolving technical issues remotely, still find that sometimes there is no substitute for visiting a facility in person.

We also provide **Grant Writing** support. A recent example is a request to *Area 4 Agency on Aging* for a *Title III-B* grant. Our corporate team prepared the grant request on behalf of Western Nevada County, California, to obtain funding for door-to-door Sunday service for seniors as part of the "Gold Country LIFT" accessible transit system, which Paratransit Services operates. The grant request was approved, and Sunday service is now in operation (to the delight of local seniors!).

Uniformly applied service standards

Paratransit Services uses several methods (such as daily *Labor Utilization* reports for each transit location, comprehensive annual site audits by our corporate Safety and Training Department, and written Policies and Standard Operation Procedures) to ensure that all of our locations meet the same high standards for quality, whether located in Washington State, Oregon, California, or wherever we are given the privilege of providing transportation.

Excellence begins with our people

Implementation of the "Paratransit Services Way" requires people who have, in addition to their training and job skills, an appreciation for public service. Paratransit Services employees are coached that the service we provide requires that we do the very best job we can every day. We support our employees with training and tools to help them to be successful, and let them know that they are valued members of the Paratransit Services team!

Commitment to the community

Our local staff attend transit advisory meetings, participate in community groups, and often volunteer their time to provide transportation to special local events. They also participate in local, regional and state coordination meetings. Our team in **Susanville** is a great example of this. They participate in the annual Veterans Day and County Fair parades; they team with the Susanville Kiwanis Club to provide a guided Christmas Light Tours for seniors; to help keep the roads safe on New Year's Eve, they worked with the local Diamond Mountain Casino and Hotel to develop the *Safe Ride Home* program. We operate a bus loop between various businesses patronized by party-goers, and drive the patrons *safely* home. And we also helped to establish a very popular summer program, "Bike the Bizz," where our Susanville staff coordinates with the Bureau of Land Management and the Susanville Area Bicycle Association to operate a shuttle service taking bicyclists (and their bicycles!) to one of three trailheads of the Bizz Johnson Trail.

We also believe it is important to identify resources and unmet needs, to work cooperatively with other transit stakeholders to address transit issues, and to look for ways to improve service coordination so that available transit resources are used in a way that maximizes service provided to the public.

Our service approach is built on 36 years of experience in the business of driving safely, operating routes on time, taking good care of our buses, and treating our passengers with courtesy and sensitivity. It supports our Mission to provide quality coordinated transportation and community programs that meet the needs of the people we are entrusted to serve. That's the *Paratransit Services Way!*

EXECUTIVE LEADERSHIP

David Baker, President/Chief Executive Officer

Years with company: 14; Years at current position: 11

David Baker brings an impressive record of accomplishment to the position of President and Chief Executive officer of Paratransit Services, and a sincere commitment to helping those who have special transportation needs. With a strong background in corporate management and finance, Mr. Baker makes valuable contributions to the effective implementation of our contracts. He is assisted by two Executive Vice Presidents, Christie Scheffer, EVP/Chief Operating Officer, and Darlene Riley, EVP/Chief Financial Officer.

Darlene Riley, EVP/Chief Financial Officer

Years with company: 15; Years at current position: 15

Darlene Riley and her staff provide corporate support in the areas of Risk Management, Finance and Accounting, Payroll, and Technical Services. Ms. Riley was instrumental in the formation of the first Nonprofit Insurance Pool in Washington State. Through the pool, Paratransit Services is able to insure vehicles at any of our sites at

manageable rates. In addition, she and her staff are available to assist our General Managers with a broad range of subjects related to bookkeeping, accounting, finance, and technical services.

Christie Scheffer, EVP/Chief Operating Officer

Years with company: 16; Years at current position: 11;
Years in Transportation industry: 20+

Christie Scheffer governs all operational activities relating to our services as a Non-Emergency Medical Transportation broker for the State of Washington, and public transit contractor in the states of Washington, Oregon, and Northern California. Guided by wide ranging management experience in the transportation industry, Ms. Scheffer works with our customers to develop systems and strategies that will help their transportation programs to grow and thrive.

"My experience with Paratransit Services is easily the best that I have had. The company demonstrates a core value of responsibility for its operations. The president and vice presidents of the company know every contract, and every operation. They are as involved as you want them to be."

– Mark Wall
General Manager
Lake Transit Authority

CORPORATE SUPPORT TEAM

Randy Grove, Director of Operations and Human Resources

Years with company: 17; Years at current position: 11

Randy Grove has been with Paratransit Services since 1999. He was the Operations Supervisor for our ADA Central Dispatching contract in Portland, Oregon, where he coordinated the daily activities of 41 dispatch, scheduling, call center, data entry, and customer service representatives. He later became our General Manager in Longview, Washington, where he supervised Community Urban Bus Service for our contract with the City of Longview. As our Director of Operations and Human Resources he has had extensive training and experience in labor relations, and has established productive working relationships with the various labor unions who serve our employees. He is a member of the Labor and Employment Relations Association (LERA).

Wayne Evans, Director of Information Technology

Years with company: 12; Years at current position: 12

Our Information Technology staff is second to none, providing 24/7 support for all of our transit and call center operations. Led by our Director of Information Technology, Wayne Evans, our Bremerton-based technicians provide hardware, software, and network maintenance as well as the development of enterprise level applications for our operations. Wayne is a software developer with over 25 years in information systems. He is skilled in a variety of programming languages and has developed applications

through their entire life cycle. In 2014 he won an "Outstanding CIO" award from Puget Sound Business Journal.

Sara Wilson, CPA, Director of Finance

Years with company: 6; Years at current position: 6

Led by Finance Manager Sara Wilson, our Accounting and Finance Department staff manage our A/P and A/R systems, prepare our financial statements, and generate other financial reporting documents as required by various federal, state, and local governments where Paratransit Services does business. Each of our individual sites receives monthly accounting reports from Sara and her staff to assist our General Managers with managing their project budgets. Sara joined our corporate team in 2010.

Bill Kluth, Safety, Training, and Audit Manager

Years with company: 11; Years at current position: 1

Bill Kluth, formerly our General Manager in Medford, Oregon, joined our corporate team as Safety, Training, and Audit Manager in 2015 . Formerly volunteer firefighter and Captain for the Lake Creek Rural Fire District during his time in Medford, Bill has an affinity for safety and is a natural to lead our safety and driver training programs.

As a certified Federal Transit Administration/Department of Transportation Driver Trainer, and a National Safety Council-certified Instructor, Bill provides driver training support for Paratransit Services staff at all of our locations. In Washington State, where we arena Non-Emergency Medical Transportation broker under contract with the Health Care Authority, Bill teaches driver training classes for our subcontracted ride providers. He also personally visits each of our satellite transit offices annually to review safety practices and audit driver training records.

Lisa Sims, Human Resources & Payroll Manager

Years with company: 14; Years at current position: 8

Led by Human Resources & Payroll Manager Lisa Sims, our Human Resources & Payroll staff manage our Payroll, Human Resources, and Benefits systems, prepare our bi-weekly payroll, and generate other reporting documents as required by various federal, state, and local governments where Paratransit Services does business. They process all new hire background checks and all employee files, reporting to the appropriate states. Each of our individual sites receives bi-weekly reports from Lisa and her staff to assist our General Managers with managing their project budgets. Lisa joined our corporate team in 2002.

"I could not ask for a better working relationship than what I have found with Paratransit Services' corporate staff…"

– Julie A. Brown
General Manager
Rogue Valley Transportation District

"HANDS-ON" REGIONAL SUPPORT

Regional Manager Wanda Gray

Wanda Gray has extensive experience in transportation operations and public transit management and supervision. Prior to joining Paratransit Services in September 2005, she was the Transit Operations Manager for the City of Bend, one of the fastest-growing communities in the state of Oregon. Ms. Gray took a direct "hands-on" approach to managing all aspects of the City's public transit service, including scheduling, dispatching, training, road operations, vehicle maintenance, fare collection, reporting, and development of the computer systems. Ms. Gray also played a major role in developing new services and securing funding to keep the system running.

Later, as Paratransit Services' General Manager in Medford, she was instrumental in guiding the local paratransit program through a transition from a system comprising multiple taxi companies to a sole provider system with Paratransit Services. Working in close consultation with Rogue Valley Transportation District, Ms. Gray ensured that the new program met the needs of the District, complied with ADA requirements, and continued to provide safe, reliable accessible transportation to the communities served.

Today, from our location in Lower Lake, California, Wanda is our Lake Transit General Manager, providing day-to-day management of the public transit system serving Lake County, California. In addition, as our California Regional Manager, she provides managerial oversight to our locations in Glenn, Tehama, **Lassen**, Calaveras, and Nevada Counties.

- *Wanda is a CalACT 2016 Transportation Manager of the Year recipient!*

Regional Maintenance Manager Daryl Baker

ASE Master Technician Daryl Baker Daryl Baker is our Regional Maintenance Manager for California. Based in Red Bluff, Daryl is directly responsible for maintenance of the fleet we operate under contract with Tehama County, and he provides regional support, as needed, to our vehicle maintenance operations in Lassen (Lassen Rural Bus) and Lake (Lake Transit) Counties. In addition, he provides counsel to General Managers at our other California locations where vehicle maintenance is coordinated with an outside shop.

Daryl has an impeccable record and impressive history in transit vehicle maintenance. He has been our Maintenance Manager in Red Bluff since Paratransit Services took over that contract in 2002. Prior to that, he was the Maintenance Manager for the former contractor, Laidlaw, for seven years. He has worked specifically on transit vehicles for over 20 years in Tehama County and has every certification one can think of, including certifications issued by Ford, Bluebird, Bendix, Trans-Air, and Rincon. He is also certified by the National Institute for Automotive Service Excellence (ASE) as a Master Truck Repair Technician.

15. DEADHEAD AND TRAINING MILES PER YEAR

Q: How many miles per year will you operate LTSA provided buses out of service?

- *Deadhead miles:* 2,223 miles/year (as reported FY 2014/15)
- *Training/Testing/Other miles*: We estimate approximately 18,219 miles/year for training, mechanic road tests, taking the bus to the tire shop, taking the bus to Reno for outside repairs, taking a bus to Red Bluff for new driver testing, new driver behind-the-wheel training, etc.

16. VEHICLE MAINTENANCE APPROACH

Q: Specifically identify and describe your proposed approach to providing maintenance services. Identify the experience and qualifications of lead maintenance person or firm providing the maintenance services.

Paratransit Services recognizes that well maintained vehicles are essential to providing safe and secure transportation. Regular preventative maintenance can help avoid breakdowns that can jeopardize passenger and operator safety and insure vehicles are reliable for timely service. Paratransit Services follows policies and procedures for supporting a strong maintenance program which includes:

- Pre-trip and Post-trip Inspections
- Conscientious vehicle cleaning program
- Strict adherence to a preventive maintenance schedule

We are committed to preventive maintenance (PM) as a means to ensure the safety of our passengers, reduce in-service breakdowns, and control operating costs. We follow standardized procedures to maintain our fleet, and we use computer-assisted maintenance programs, such as *Fleetmax*™, to help us monitor maintenance records and spare parts inventories, and to schedule routine vehicle maintenance.

"I contacted [Maintenance Manager] Jim last week and asked him to do a pre-trip inspection on the Explorer for the workshop I attended this week. Chris showed up the same day, did the inspection, and, as per your usual high standards, proceeded to also fill up the tank and wash the vehicle. Knowing that I would be traveling in inclement weather, they did everything possible to ensure that the vehicle would get me there and home safely. Mission accomplished!"

– Cynthia Raschein
Transportation Project Manager
Lassen Rural Bus

MAINTENANCE MANAGER JIM URUBURU

A longtime resident of Lassen County, James "Jim" Uruburu has been Paratransit Services' Maintenance Manager in Susanville since we began operating Lassen Rural bus in July 2011. Jim's experience with vehicle maintenance stretches all the way back to 1985, when he worked on heavy equipment for MVM Trucking in Susanville. He has over 30 years experience in the field, with fourteen years as Maintenance Manager.

Jim brings an impressive résumé of training and certifications to the job, including:

- AC Trouble Shooting
- Haldex Air Brake System
- Caltrans training at Shasta College on *Braun* and *Ricon* wheelchair lifts
- 609 EPA, MVAC Technician
- AC Trouble Shooting

In addition, Jim has earned a Diesel Technology Certificate from Universal Technical Institute. He also has a Commercial Drivers License with fire apparatus, air brakes and tanker endorsements, very useful in his other current position: Fire Chief for the Susan River Fire Department!

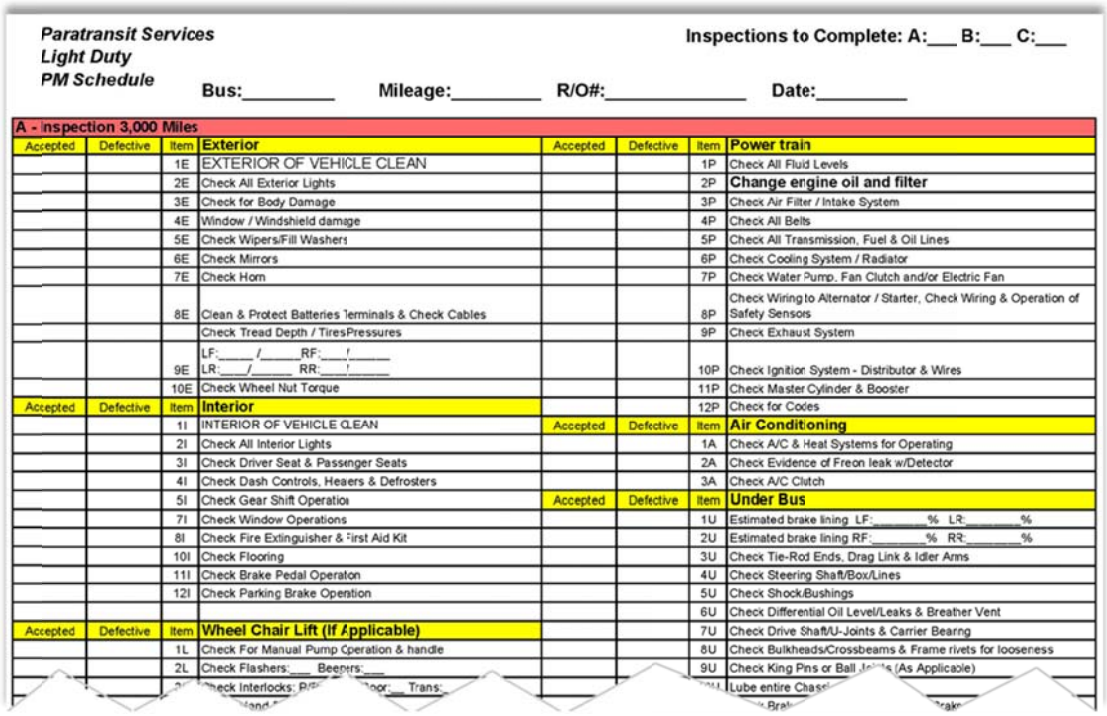
As our Maintenance Manager, Jim Uruburu is doing an excellent job keeping all of the Lassen Rural Bus vehicles in safe operating condition, while minimizing service interruptions and maximizing miles between road calls. He is highly valued member of our team in Susanville.

17. PMI PROGRAM AND DOCUMENTS

Q: Describe your firm's proposed PMI program for all buses, components and equipment to be used in LRB public transit service, including, but not limited to engine, transmission, brakes, chassis, wheelchair lifts, air conditioning, fare boxes, batteries, and two-way radios.

Preventive Maintenance Inspections

We follow a preventive maintenance system founded on progressive mileage inspections and servicing requirements that meet or exceed State and Federal standards. A preventive maintenance inspection service will be performed after a prescribed mileage or time interval depending on the type of vehicle. For example, we use three separate PM checklists for heavy duty vehicles, medium duty vehicles, and light duty vehicles. Our PM timetable and inspection points are based on the manufacturer's recommendation and also on the age and condition of each vehicle. Information from the Daily Vehicle Inspection (DVI) report, including mileages and fuel data, are entered into the software program daily and inspections are scheduled accordingly. It is the responsibility of the Maintenance Manager to properly schedule the inspections and to ensure that they occur within the prescribed window as tracked in the fleet maintenance software program.



Paratransit Services
Light Duty
PM Schedule

Inspections to Complete: A:___ B:___ C:___

Bus:_____ Mileage:_____ R/O#:_____ Date:_____

A - inspection 3,000 Miles

Accepted	Defective	Item	Exterior
		1E	EXTERIOR OF VEHICLE CLEAN
		2E	Check All Exterior Lights
		3E	Check for Body Damage
		4E	Window / Windshield damage
		5E	Check Wipers/Fill Washers
		6E	Check Mirrors
		7E	Check Horn
		8E	Clean & Protect Batteries Terminals & Check Cables
			Check Tread Depth / TiresPressures
		9E	LF:____/____RF:____/____ LR:____/____ RR:____/____
		10E	Check Wheel Nut Torque

Accepted	Defective	Item	Interior
		1I	INTERIOR OF VEHICLE CLEAN
		2I	Check All Interior Lights
		3I	Check Driver Seat & Passenger Seats
		4I	Check Dash Controls, Heaers & Defrosters
		5I	Check Gear Shift Operatio
		7I	Check Window Operations
		8I	Check Fire Extinguisher & First Aid Kit
		10I	Check Flooring
		11I	Check Brake Pedal Operaton
		12I	Check Parking Brake Operation

Accepted	Defective	Item	Wheel Chair Lift (If Applicable)
		1L	Check For Manual Pump Operation & handle
		2L	Check Flashers:___ Beepers:___
			Check Interlocks: P/[illegible]oor:__ Trans:

Accepted	Defective	Item	Power train
		1P	Check All Fluid Levels
		2P	**Change engine oil and filter**
		3P	Check Air Filter / Intake System
		4P	Check All Belts
		5P	Check All Transmission, Fuel & Oil Lines
		6P	Check Cooling System / Radiator
		7P	Check Water Pump, Fan Clutch and/or Electric Fan
		8P	Check Wiring to Alternator / Starter, Check Wiring & Operation of Safety Sensors
		9P	Check Exhaust System
		10P	Check Ignition System - Distributor & Wires
		11P	Check Master Cylinder & Booster
		12P	Check for Codes

Accepted	Defective	Item	Air Conditioning
		1A	Check A/C & Heat Systems for Operating
		2A	Check Evidence of Freon leak w/Detector
		3A	Check A/C Clutch

Accepted	Defective	Item	Under Bus
		1U	Estimated brake lining LF:_____% LR:_____%
		2U	Estimated brake lining RF:_____% RR:_____%
		3U	Check Tie-Rod Ends, Drag Link & Idler Arms
		4U	Check Steering Shaft/Box/Lines
		5U	Check Shock/Bushings
		6U	Check Differential Oil Level/Leaks & Breather Vent
		7U	Check Drive Shaft/U-Joints & Carrier Bearng
		8U	Check Bulkheads/Crossbeams & Frame rivets for looseness
		9U	Check King Pins or Ball J[illegible]s (As Applicable)
			Lube entire Chas[illegible]

Excerpt from Paratransit Services' PM Schedule for Light Duty vehicles. (A separate but similar form is used for larger transit buses).

- *Please see Attachments, PMI Document, for full form*

Normally we perform an inspection of critical items using the A-Services checklist every 45 days or 3,000 miles, whichever comes first, and the B-Services checklist every 90 days or 6,000 miles. We perform a major inspection, including an oil analysis of key components, using the C-Services checklist every 180 days or 24,000 miles and another major inspection, including a brake service, every 365 days or 40,000 miles.

Fluid changes are performed during preventative maintenance inspections. An engine oil and filter change is done every 6,000 miles or less, depending on manufacturer's recommendations and operating conditions. Antifreeze/coolant is tested for proper DCA levels at the 24,000-mile interval and the transmission fluid and filter changes are based on manufacturer's recommendations and operating conditions.

There is also a wheelchair lift inspection performed at intervals recommended by the manufacturer. Paratransit Services has developed an additional inspection of all safety equipment and emergency exits on a scheduled basis.

Additionally, our drivers or fueler/cleaners check tire inflation levels and body condition whenever a vehicle is fueled or cleaned.

Our in-house maintenance shops are required to maintain a preventative maintenance status schedule that is updated daily from the DVI report. In Susanville, our Maintenance Manager maintains a record of all vehicles in the fleet with the aid of *Fleetmax*™ software. He will not release the vehicle for revenue service until all indicated maintenance service is completed. A copy of the completed inspection checklist

is kept on the service vehicle at all times. We follow the PM schedule required by the manufacturers of the LRB vehicles (e.g., GMC, Gillig, Bluebird, Ford).

Every week the Maintenance Manager prepares a written report that reflects the previous week's maintenance activities including inspections performed, breakdowns, service calls, parts and labor used, and any notes that would allow management to remain fully informed about maintenance issues and compliance. Every Wednesday our LRB General Manager has a meeting with LTSA to keep the agency fully informed about the status of the vehicles.

RECORD KEEPING AND AUDITS

In addition to tracking repairs, preventative maintenance inspections, parts inventory and usage, and other maintenance related information with our computerized software, Paratransit Services also maintains a hard copy maintenance file for every vehicle. This provides us with an on-going history of all work performed on that vehicle. These files includes all PM inspection forms, repair orders, warranty information, DVI forms, recall compliance documentation, sublet repair orders, accident reports, and other pertinent information. In addition, forms generated by *Fleetmax*™ and completed are also printed and maintained in a hard copy file. It is the Maintenance Manager's responsibility to ensure that the files are maintained properly and kept up-to-date.

18. TOOLS, SUPPLIES, AND EQUIPMENT

Q: Describe the maintenance tools, supplies, support equipment, and other equipment which will be provided by your firm at the maintenance facility and office. Compare to the minimum requirements of the RFP.

Our mechanics in Susanville provide their own hand tools. Paratransit Services provides all of the special tool for the shop, including the following:

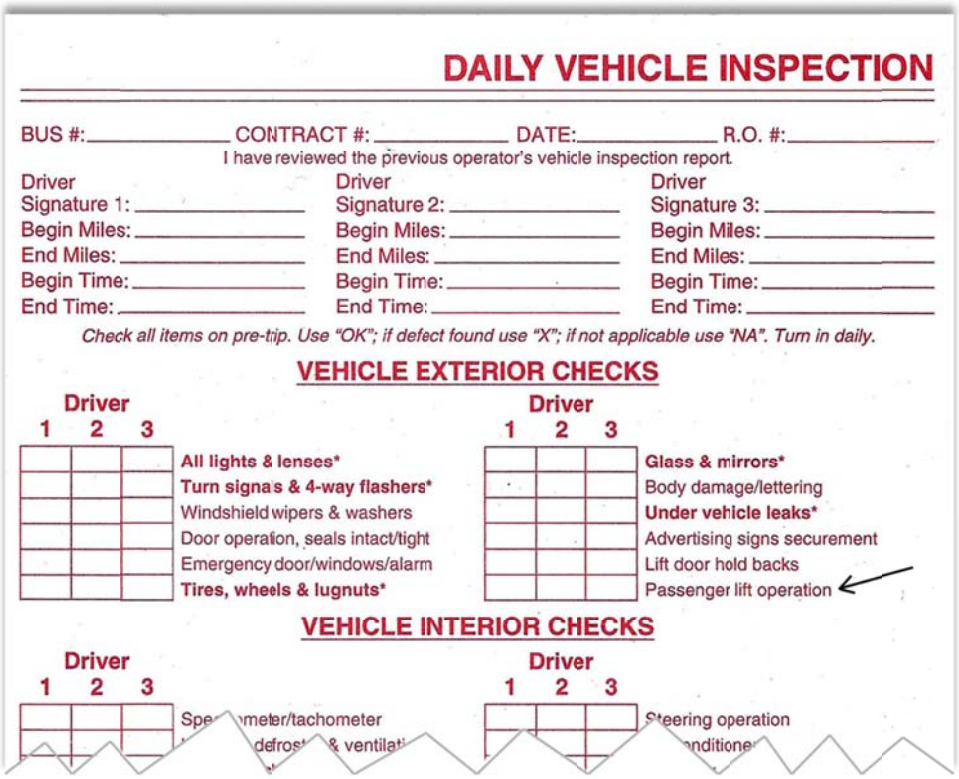
- Large tank Parts Washer
- Air Operated Grease Gun 30 gal
- Oxy/ Acl tank welding set
- Air/Hyd 10 ton Jack
- A/C Recycle-Recharge Machine
- 14" Chop Saw
- 3/4 Air Impact Gun
- Dayton Shop Heater
- Gas Powered Compressor
- Chevy degree wheel
- Trans jack
- Riding Lawnmower
- Battery jump box
- can cabinet
- Bolt bins
- F-250 Truck
- Snow Plow
- Chevy fly wheel lock
- Chevy seal installer
- Chevy seal puller

19. PRE-TRIP/POST-TRIP INSPECTIONS

Q: Attach the proposed driver pre and post trip inspection forms which will be used by drivers for bus inspection each shift, including specific emphasis on wheelchair lift inspection.

Paratransit Services requires both a pre-trip and a post-trip inspection to be performed by the Driver. Any defect found is written up on the Daily Vehicle Inspection (DVI) form. These reports are reviewed by the Maintenance Manager on a daily basis and kept on file for a minimum of 90 days as required by law. DVIs are cross-referenced with repair orders.

Drivers are trained, and periodically tested, on inspection procedures and are instructed that no vehicle may be driven if any unsafe condition exists. Any defects discovered are reported immediately to a supervisor who determines if it must be corrected immediately or if it is minor and can be postponed until the next scheduled preventative maintenance service. However, if a defect is found which could possibly impair the safe operation of the vehicle, the vehicle is withdrawn from service and referred to the maintenance department for repair.



DAILY VEHICLE INSPECTION

BUS #:_____ CONTRACT #:_____ DATE:_____ R.O. #:_____

I have reviewed the previous operator's vehicle inspection report.

Driver	Driver	Driver
Signature 1:	Signature 2:	Signature 3:
Begin Miles:	Begin Miles:	Begin Miles:
End Miles:	End Miles:	End Miles:
Begin Time:	Begin Time:	Begin Time:
End Time:	End Time:	End Time:

Check all items on pre-trip. Use "OK"; if defect found use "X"; if not applicable use "NA". Turn in daily.

VEHICLE EXTERIOR CHECKS

Driver 1 2 3		Driver 1 2 3	
	All lights & lenses*		**Glass & mirrors***
	Turn signals & 4-way flashers*		Body damage/lettering
	Windshield wipers & washers		**Under vehicle leaks***
	Door operation, seals intact/tight		Advertising signs securement
	Emergency door/windows/alarm		Lift door hold backs
	Tires, wheels & lugnuts*		Passenger lift operation

VEHICLE INTERIOR CHECKS

Driver 1 2 3		Driver 1 2 3	
	Spe meter/tachometer		Steering operation
	defros & ventilati		nditione

Excerpt from Daily Vehicle Inspection Form. Drivers pay close attention to operation of the wheelchair lift on vehicles equipped with those devices; they make sure the lift door operates properly, as well as the lift itself, and they inspect the wheelchair securement straps and covers.

► *Please see Attachments, DVI Form, for full form*

As part of the pre-trip inspection, tire tread depth is measured and no vehicle is allow to be operated if the tire tread depth is less than 5/32 of an inch on front tires and 3/32 of an inch on rear tires. (This exceeds federal DOT standards.) Another component of the pre-trip inspection is the requirement for the driver to

cycle the wheelchair lift through before leaving the yard. This procedure helps avoid lift failures while in service.

Drivers are required to complete a post-trip inspection at the end of every day. This inspection includes any driver-required cleaning, securing windows and doors, assuring all electronic components are shut down properly, and checking for any interior and exterior damage.

VEHICLE CLEANING

Exterior Cleaning. The Lassen Rural Bus yard on Johnstonville Road has a bus wash facility, and our LRB drivers run their buses through it once per week, more often if needed to maintain a clean, professional appearance for the vehicles.

Interior Cleaning. Our drivers sweep the interiors of each bus daily, and perform other cleaning as may be required to ensure that the bus will be leave the yard in a well-maintained condition for the general public. At least twice weekly, the interior of each bus is given a thorough cleaning. This includes the cleaning of all seats and interior moldings/stanchions, windows will be cleaned to remove dust and fingerprints, interior floors will be swept and mopped, upholstery will be cleaned if necessary, and foreign substances such as gum, grease, and dirt will be removed. The interior will also be inspected for damage.

20. SPARE PARTS INVENTORY PROGRAM

Q: Describe your firm's proposed spare parts inventory program for vehicles/components/equipment being used in LTSA service.

Paratransit Services stocks the necessary repair parts to prevent long periods of downtime awaiting parts, and we ensure the peak hour vehicle requirements are met.

Our parts stockage program is built around our critical parts list (i.e., belts, light bulbs, tires, switches, brake shoes, etc.) and demand. We stock a minimum of 2 tires per types of equipment. Our stockage also includes required petroleum and cleaning products. All items that are stocked will be inventoried quarterly and stock will be adjusted as required by demand.

We work closely with our other shops, and if a repair part is needed for LTSA and one of the other Paratransit Services shops (for example, in Red Bluff or Lower Lake) has the part, then we will ship that part to LTSA if necessary to prevent long periods of down time.

Our Regional Maintenance Manager works closely with parts suppliers and dealers to get repair parts as fast as possible. We use the Internet for online ordering which puts worldwide parts suppliers as close as a UPS delivery.

21. EXPEDITIOUS REPAIR OF DAMAGED VEHICLES

Q: Describe what steps your firm will undertake to expeditiously repair/replace vehicles/equipment damaged or destroyed while in your possession.

Paratransit Services is committed to maintaining the transit fleets we manage in optimal condition.

Repairs. In the event of damage to a vehicle, Paratransit Services will inspect the damaged area and schedule repair work in-house, or in the event warranty work is required and we are unable to provide this service in-house, we will coordinate outside repairs as expeditiously as possible.

Replacement of Damaged Vehicles. Paratransit Services has procedures in place to determine when vehicle damage is repairable and when the damage is beyond repair. We work closely with our insurance company throughout this process to evaluate the appropriate course of action. When it is determined that a damaged vehicle needs to be replaced, we follow established procedures, as expeditiously possible, to ensure that we obtain the best vehicle for transit program.

In all cases involving damage to a service vehicle, we avoid any service interruptions by utilizing back-up vehicles until the damaged equipment can be replaced or repaired.

22. VEHICLE, EQUIPMENT, AND FARE SECURITY

Q: Describe your firm's proposed security program for LTSA provided buses, equipment and fare revenue.

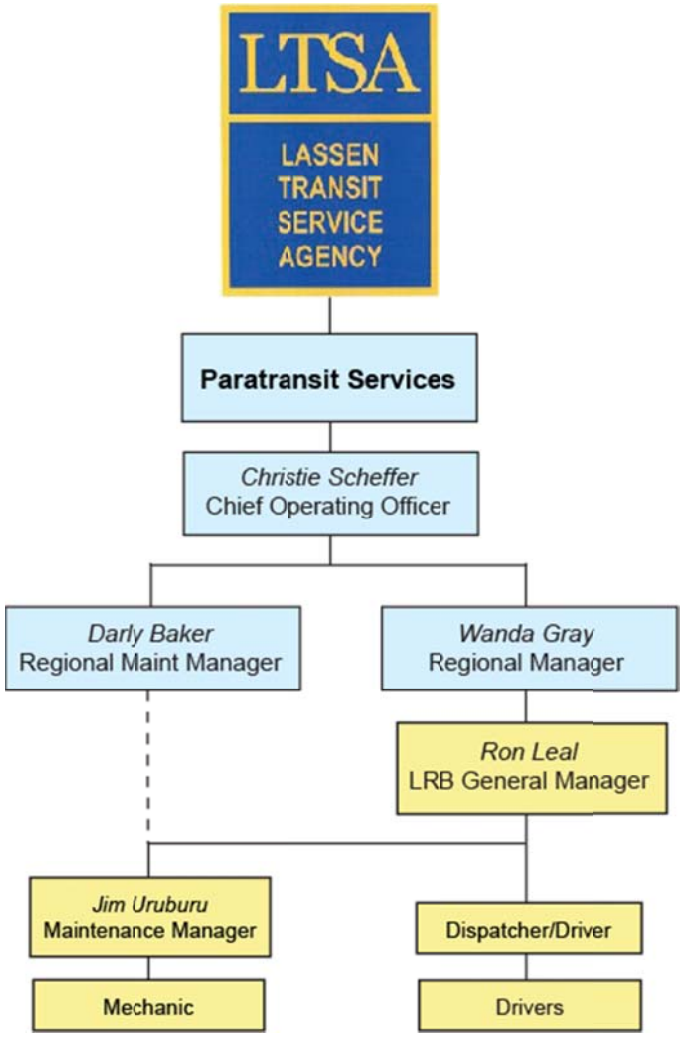
Security for Maintenance Facility and Offices. The LRB bus yard has a fence around three sides with one entry and one exit gate. The gates are closed after hours and on Sunday. The gates are controlled with a keypad at the entry gate and by remote control from a unit on each bus. If at any time the gate is inoperable, law enforcement is called to provide extra patrol at the facility until such time the gate is operating again.

Fare Revenue. The fare vaults are removed from the buses every night and the vehicles are locked. The vehicles are kept in a key vault in the driver's ready room. The maintenance staff has back up keys in the event they are needed. The vaults are locked automatically when removed from the vehicles and remain locked until opened by two people to be counted. Once the money is counted it is locked in a safe until deposited in the bank. Deposits are made two or three times per week, depending on the amount of the deposit. The GM is the only person on staff with the combination to the safe.

23. ORGANIZATIONAL CHART, FTES, WAGES

Q: Present a proposed organizational chart. Then, please list the proposed number of positions and responsibilities as well as the proposed number of hours and wage scale of those positions dedicated to the LRB operation, in the format indicated below. (Include management, office, dispatch, driver, mechanic and service personnel.)

LOCAL ORGANIZATIONAL CHART



Lassen Rural Bus Proposed Staffing Structure. Our management and staffing for LRB has been carefully planned to ensure that Paratransit Services meets all program requirements. *Yellow boxes indicate Paratransit Services personnel on-site in Susanville.*

POSITIONS, RESPONSIBILITIES, AND WAGE SCALE

Staffing Table. "Number of Hours" represents total annual hours for each position.

Job Classification	Number of Positions	Number of hours	Wage Scale Per Hour	Average Hourly Wage
General Manager	1	2080+	*n/a	*n/a
Responsibilities:				
Responsible for timely, safe and reliable operation of a public transit system within the guidelines set forth by the contracting entity. Communicates directly with contracting entity and Paratransit Services' corporate management team. Responsible also for reporting and fare reconciliation, responding to incidents in the road involving service vehicles, monitoring and training drivers, and providing oversight of vehicle maintenance program. * *Salaried management position, confidential*				
Maintenance Manager	1	2080	$25.95	$25.95
Responsibilities:				
Directs, supervises, and coordinates Paratransit Services' vehicle maintenance activities for assigned location. Perform journey-level diagnostic repair and maintenance work on gas and diesel transit vehicles, and ensure all vehicles and the maintenance facility are in compliance with local, state, and federal regulations. Asses repairs being performed and ensure all warranty is being claimed. Execute part analysis on damaged parts. Implement Preventive Maintenance program so that vehicles are effectively maintained and costly repairs are avoided. Service bus stops when needed. Write comprehensive reports on repair orders. Prepare Storm Water reporting to the state of California, and Hazardous Waste reports. Accurately produce daily, weekly and annual maintenance reports. Track maintenance payroll. Track and assess technicians' productivity. Provide input to transit agency on purchases of new vehicles. Oversee maintenance of automated bus wash facility. Must meet all qualifications listed for Mechanic. This position performs under the direction of the site General Manager.				
Mechanic	1	2080	$20.00	$20.00
Responsibilities:				
Must be skilled in the maintenance of transit system vehicles. Responsible for providing quality workmanship and attention to detail to ensure that transit buses are kept in safe operating condition. Wash exterior of vehicles as directed. Works under the direct day-to-day direction of the Maintenance Manager.				

Job Classification	Number of Positions	Number of hours	Wage Scale Per Hour	Average Hourly Wage
Drivers	14	16,582	$10.00 - $13.09	$10.98
Responsibilities:				
Safe, courteous, and on-time operation of transit vehicles. Must successfully pass Paratransit Services' Driver Training Program and attend monthly safety meetings. Must meet all licensing requirements of the State of California for the type of vehicle to be operated, and pass Paratransit Services' screening for the abuse of drugs and alcohol. Inspect vehicles before and after each shift, and clean vehicle interiors.				
Driver/Dispatcher	2	3120	$10.00 - $14.00	$13.05
Responsibilities:				
In addition to driver responsibilities, this position will also perform dispatching tasks. Maintain contact with drivers who are on service routes. Manage communications during emergency situations by following established procedures, including contacting emergency responders, LTSA, and Paratransit Services management. Provide telephone information services for general public inquiries about the transit system.				

24. BENEFITS

Q: Please describe the fringe benefits package which will be provided, including a description of services, dollar value of such benefits, and the positions to which such benefits shall apply.

Paratransit Services Benefits Summary – Lassen Rural Bus. The **annual dollar value** of the benefits package for an eligible full-time employee is an average of **$13,884**/year.

BENEFIT	ELIGIBILITY	DESCRIPTION
MEDICAL	Regular FT positions (30-40 hrs wk). Effective 1st of the month following 60 days of employment in an eligible status.	**Premera Blue Cross** – Employee has option of selecting own provider; Company may contribute up to $700/month combined towards employee premiums for Medical, Dental, and Vision; Dependent coverage is available.
DENTAL	Same as above	Washington Dental Service (Delta Dental Network) Annual Preventive Exams- 100%; Annual Benefit- $1,500 per person Other services 50% to 80% coverage Company contribution included as part of Medical (above) Dependent coverage is available

BENEFIT	ELIGIBILITY	DESCRIPTION
VISION	Same as above	Vision Service Plan Eye Exam – Once each 12 months Lenses or contacts – Once each 12 months Frames – Once each 24 months Company contribution included as part of Medical (above) Dependent coverage is available
FLEX SPENDING ACCOUNT	Same as above	Allows FT benefit-eligible employees to pay for certain anticipated expenses pre-tax. Saves taxes on eligible healthcare and daycare expenses.
SICK LEAVE	Regular FT positions Available after 60 days of employment in eligible status.	Accrues to 6 days per year with a maximum accumulation of 480 hours.
ANNUAL LEAVE	Regular FT positions. Can be used after one year of employment.	80 hours leave after 1st year anniversary of eligibility 120 hours leave after 5 years of eligible employment 160 hours leave after 15 years of eligible employment
LIFE INSURANCE	Regular FT positions. Effective on the 1st of the month following 60 days employment.	$20,000 group life insurance coverage and AD & D. Employee premium paid 100% by Paratransit Services.
EMPLOYEE ASSISTANCE PROGRAM (EAP)	All regular FT & PT positions Effective 1st day of employment	Counseling and referral program for employees with personal, financial or drug/alcohol related problems. The EAP is through First Choice Health. Employee premium paid 100% by Paratransit Services.
HOLIDAY PAY	Regular FT positions Effective the 1st day of employment in an eligible status	New Year's Day, Martin Luther King Jr.'s birthday, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and day after, Christmas eve, Christmas Day.
403(B) RETIREMENT PLAN	Regular FT positions. Effective the 1st payroll of month following 60 days of employment in an eligible status. PT eligibility conditional.	The company currently contributes 1% of annual salary. ***Employee contribution is not required***, but employees may make pre-tax contributions to the 403(b) Plan.

25. CURRENT EMPLOYEES

Q: What is your firm's proposal with regard to use of the current Contractor's employees?

- *Not applicable; Paratransit Services is the current Contractor.*

26. EMPLOYEE MANAGEMENT

Q: Describe your firm's proposed program to accommodate "no-shows," absenteeism, vacation and turnover of employees. (What assurance does the LTSA have that the required services will be provided on a timely basis?)

ABSENTEEISM

As any business would, we discourage employee absenteeism as a matter of company policy and a condition of continued employment with Paratransit Services. However, we are not inflexible on the issue, and in some cases a good employee may be having personal issues that are causing him or her to miss work. Our General Managers understand the "human" part of Human Resources, and evaluate each situation on a case-by-case basis to look for extenuating circumstances, and to offer counseling services to employees who may benefit from it.

On-Call Drivers

We utilize a roster of "on call" drivers who will be available in the event that regularly-scheduled drivers are absent. For systems that have a large demand response component with varying routes, our on-call drivers normally receive up to 20 hours of work per week operating the smaller runs and filling in as needed.

Cross Training Provides Staffing Flexibility

Additionally, Paratransit Services encourages cross-training in our transit operations, so that employees have the flexibility to fill-in temporarily during the absence of regularly scheduled employees. It is commonplace for employees at Paratransit Services to each wear many "hats."

Employees seem to enjoy being called upon at times to step outside their usual function when unexpected events arise, or to fill staffing gaps during vacation times. It adds variety to their jobs. Most of our General Managers, for example, are fully licensed to operate service vehicles, and they can fill in when needed. One common area of cross training that we practice is to train drivers how to dispatch. This can be a great opportunity for drivers, who, in some of our operations, split their time between driving and dispatching. They may then move to full-time dispatching, or other administrative positions.

In Susanville we perform evaluations to determine what level of interest and aptitude there may be to cross-train drivers in dispatching. Another opportunity for drivers who have an exemplary driving record and an interest in training, is to learn to conduct Behind-the-Wheel mentoring for other drivers.

TURNOVER

Our management style, wage and benefit package, and training programs are the keys to reducing employee turnover.

Career Development Opportunities

Our management style, wage and benefit package, incentive programs, and training opportunities create a work environment that our employees appreciate. We also offer career development pathways that present our employees with opportunities to grow professionally, so that a driver, for example, may learn to become an on-site Driver Trainer through our Train-the-Trainer program, then perhaps advance to an Assistant Manager position, or go in another direction and join our corporate Training Department. These possibilities provide employees who love working in the transit industry a reason to stay engaged in their jobs, and to stick with Paratransit Services. Many of our current employees have been with the company for commendable periods of time, particularly our Management personnel, who are often promoted to the position from within our organization stay with us until they retire. (Our Safety and Training Manager was recently honored for 25 Years with Paratransit Services.)

Incentive Programs to Retain Qualified Staff

Paratransit Services encourages our General Managers to implement programs designed to increase employee morale and trust, and to encourage employee retention and loyalty. These programs include hiring bonuses, service awards, length of service pins, advisory and morale committees, and employee-suggested morale boosting programs.

Hiring Bonus. In Susanville, we utilize a use a new employee Hiring Bonus program. Newly hired employees receive half of their bonus following successful completion of training, and the other half following 90 days of satisfactory job performance.

Service Awards. Throughout the year, each location selects employees for *Employee of the Quarte*r or for semi-annual awards. At the end of the year they select their *Employee(s) of the Year* and present the recipients with certificates and gifts. The *President's Merit Award*, presented annually to multiple recipients, recognizes superior job performance. Finally, our highest attainable performance honor is the *Bill Dane Award*, presented to the employee who most exemplifies the extraordinary work ethic of a highly regarded former driver, Bill Dane.

Length of Service Pins. Employees are recognized for their length of service by being awarded service pins with their length of service indicated on an attractive pin with the company logo.

Safety Incentives. Paratransit Services provides various incentives and refreshers that reinforce the safety concepts learned during driver training. These programs include the following:

- Professional Driver Pin Award Program
- Accident Free Safety Miles
- Safety Bulletins and "SMARTT" Newsletter
- Remedial Retraining
- Cash Incentive
- Safety Committees
- Safety Poster Contest

27. TRAINING PROGRAMS

Q: Describe in detail the training/evaluation/ongoing safety program being proposed for drivers, dispatchers, supervisors, and information service personnel. Include in your description the proposed areas covered, frequency, minimum number of hours per employee, etc. Attach any proposed personnel policy.

One of our strengths as a longstanding transit company is our well-developed Training programs. They have been refined and continually updated during our 36 years as a transit provider, and today we provide our employees with the best, *most relevant* training experience in the industry.

TRAINING FOR ALL NEWLY-HIRED PERSONNEL

Driver Training starts with instruction in Substance Abuse Awareness, Sensitivity, Anti-Harassment, and Safety and Security Awareness that is provided to all newly-hired Paratransit Services employees.

Substance Abuse Awareness Training

During their orientation training, all newly-hired Paratransit Services personnel are given a course in Substance Abuse Awareness. This two-hour classroom session presented by Paratransit Services' Safety and Training Department covers the following topics:

- What is a "Safety Sensitive" employee?
- The Impact of Drug and Alcohol Misuse on Society and Industry
- Federal and Transit Industry Responses to Substance Abuse
- Paratransit Services' Drug and Alcohol Policy
- How Drugs and Alcohol Affect You and Your Job Performance
- Signs of Possible Substance Abuse
- "Reasonable Suspicion" and Substance Abuse Testing

Sensitivity Training

All Paratransit Services personnel who, as part of their position description, interface directly with our clientele are required to take sensitivity training. In Susanville, these positions will include all Customer Service Representatives, Drivers, and Scheduler/Dispatchers. Training topics include cultural diversity and sensitivity to client needs of persons who are disabled or elderly. Trainers stress the importance of understanding the needs of our transit clientele, and the pride we can all take from providing them with essential transportation services.

Anti-Harassment Training

As part of their initial orientation, all new Paratransit Services employees receive instruction, supplemented by a videotape depicting workplace scenarios, regarding our "zero tolerance" policy with regards to harassment. This policy states, "Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic is strictly prohibited. Sexual Harassment…refers to behavior which is not welcome, which is personally offensive, which debilitates morale, and which, therefore, interferes with work effectiveness. It includes harassment of the same sex

as well as the opposite sex. Sexual Harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship."

Safety and Security Awareness Training

Paratransit provides Safety and Security Awareness Training to each new employee. This is a 1-hour classroom presentation covering issues related to the threats posed by terrorists and how our employees should respond in various scenarios, such as if they should find suspicious packages or see unfamiliar individuals in the workplace. The meaning of the Terror Alert color codes is also discussed. This training is supported by an instructional video.

DRIVER TRAINING PROGRAM

Before they transport their first passenger, all drivers must successfully complete a minimum of 80 hours of basic driver certification that is fully compliant with FTA and ADA requirements; at least 40 of these training hours are behind-the-wheel.

Training to Proficiency. Although we have established a minimum training period of two weeks, individual people will learn at different rates. It is Paratransit Services' policy to train all drivers "to proficiency" in all areas relevant to safety and professional driving technique. In actual practice, we have found that three weeks is the average training program duration for our drivers.

Verified Transit Training. Our training meets (and exceeds) the "1st Year" training drivers are required to have for classroom, in-service training, and behind the wheel training required by the California DMV for a Verified Transit Training certificate. Our Trainers are Transportation Safety Institute (TSI) graduates for Bus & Paratransit Operator Training.

Classroom Training

Training begins with a 3-hour class in substance abuse prevention (given to all Paratransit Services employees, regardless of job classification) followed by core courses that include the following:

- New Employee Orientation (2-3 hours, classroom). Trainees are given an overview of Dial-A-Ride concepts, and an introduction to the **Americans with Disabilities Act** and other legislative acts or regulations that may pertain to the new employee's job assignment.
- CPR/AED and First Aid (8 hours, classroom). Trainees are shown how to administer care effectively under emergency situations.
- Customer Service (3 hours, classroom). Trainees are taught to recognize and attend to special needs of passengers. Also included in this course is instruction in communication techniques, including non-confrontational methods for managing difficult passengers.
- Blood Borne Pathogen Training (2 hours, classroom). Because our drivers work under conditions that may expose them to blood borne pathogens, they are given instruction on the associated hazards, and the precautions they should take to protect themselves and their passengers from infection.

- Paperwork Orientation (1-2 hours, classroom). Trainees are shown how to complete various logs, inspection and repair reports, accident reports, and other forms.
- MDT/Radio/Cell Phone Operations (2 hours or to proficiency, hands-on at location of equipment). Trainees are instructed in the use of telecommunication devices for maintaining contact with Dispatchers and emergency services.
- Map Reading (4 hours or to proficiency, classroom). Trainees are shown the address numbering system in effect in their respective service areas, and are given general training in map symbols and features.
- Injury & Illness Prevention Program (IIPP) (1 hour, classroom). Safety on and off the job is a concern for employees and employer alike. Our IIPP training helps our trainees to identify the common injuries that can occur when safety is not observed. Trainees are shown the documentation that is required when reporting a hazardous condition or an injury.
- System Security Training (1 hour, classroom). Security in the workplace and training to recognize and respond to terrorist and other criminal activities on our transit systems.
- Basic Child Safety Seat (2 hours, classroom.) Trainees learn the correct way to help parents install child safety seats.
- Special Driving Situations (1 hour, classroom). Trainees are instructed in ways to adjust their driving according to various weather conditions such as rain, snow, ice, and fog. Covers general situations as well as conditions that pertain to specific aspects of the local service area.
- Accident and Incident Procedures (2 hours, classroom). Trainees are instructed in procedures to be followed if the service vehicle is involved in an accident or incident. Classroom instruction covers immediate communications with dispatch, and steps to take to ensure that the accident or incident is fully documented. (Evacuation techniques and fire suppression equipment is covered as part of In-Vehicle Training.)
- The Defensive Driving Course—DDC-4 (4-6 hours, classroom). This National Safety Council course provides trainees with comprehensive instruction in collision avoidance. Trainers discuss subjects such as how to adjust to adverse driving conditions, how to recognize and correct unsafe driving behavior, and how to identify and respond to aggressive driving behavior of other drivers on the road.
- ADA Passenger Techniques and Safety—ADAPTS A and B (8 hours or to proficiency, classroom and in vehicle).*This course exceeds the ADA minimum requirement for training.* An in-depth look is taken at issues associated with transporting passengers with special needs. Instruction ranges from interpersonal skills such as disability awareness and passenger sensitivity, to equipment related skills such as the operation of wheelchair lifts and procedures for securing wheelchairs in the bus. Operation of wheelchair lifts and procedures for securing a wheelchair in the vehicle are demonstrated.

In-Vehicle Training

- Pre- and Post-Trip Inspections (2 hours, hands-on in vehicle). Trainees are shown the vehicle inspection routine that is to be performed at the beginning and end of each shift.

- Emergency Evacuation and Fire Safety (2 hours or to proficiency, in vehicle). Drawing on material provided by groups such as the National Transit Institute and the National Rural Transit Assistance Program, as well as booklets we produce in-house, we show our drivers how to prevent dangerous situations, and how to manage a wide range of possible emergencies.
- Vehicle Familiarity and Handling (3 hours or to proficiency, in vehicle). Trainees get hands-on experience in the operation of their assigned vehicles on a closed course. Includes instruction in adjusting mirrors, safe backing technique, curb stops, and operation of any special features of the vehicle, such as bike racks.
- Reference Point Training/Cone Training (6 hours or to proficiency, in vehicle). Sometimes referred to as "closed course training," this class allows trainees to develop the basic skills needed to maneuver the type of transit vehicle to which they will later be assigned. In a non-traffic setting, driver trainees operate their buses through a series of obstacle courses, demarcated by rubber traffic cones that simulate extreme driving situations and promote driver awareness of vehicle position. This may include learning to parallel park a full-sized shuttle or bus.

Behind the Wheel Training

- Behind the Wheel (48 hours or to proficiency, in vehicle). Drivers observe safe driving techniques as demonstrated by a trainer in a transit vehicle, and they drive a vehicle while under observation by the trainer. Trainees learn how to manage difficult access situations, and safe driving techniques to use on the freeways as well as rural roads. In addition to general driver training, each driver is also given instruction specific to his or her assigned route or service area, to ensure the driver is knowledgeable of local streets and traffic patterns.

► Attached Separately: *Lesson Plans* handbook

Refresher Driver Training

Drivers are also required to attend monthly meetings to receive refresher and supplemental training in safe driving techniques and customer service. Driver performance assessments are ongoing, and training updates are provided as necessary (for example, to learn how to operate new equipment).

During a driver's tenure on the job, his or her performance is continually monitored by the Road Supervisor or higher-level management personnel (depending on the structure of an individual operation). Remedial retraining is given as deemed necessary, either as a result of a performance appraisal, or following a preventable vehicle accident, a traffic citation, or an incident involving a vehicle passenger. (Any Driver who is involved in a preventable accident must undergo appropriate refresher training in accordance with our Safety Program.) All Drivers receive a shortened course in defensive driving as a refresher after two years.

TRAINING FOR GENERAL MANAGERS

Paratransit Services is committed to the continued development of its General Managers and supports this through a variety of venues. We encourage all General Managers to complete the CCTM training available through CTAA and to also participate in annual transportation conferences in order to continue to learn, develop peer-to-peer networks, and to continue their professional development.

Paratransit Services has also developed its own internal training programs which include ongoing training and mentoring throughout the year, scheduled General Manager training conference calls, HR Tool Kits and our annual General Manager's Summit.

GM Summit

Typically we hold our annual GM Summit in late April or early May (so as not to conflict with CalACT), where we bring all of the General Managers in our company together for training, team building, and networking opportunities.

We recognize the importance of providing new-topic or refresher training to help keep a General Manager's skill and knowledge base sharp and also recognize that running operations can be stressful and can take its toll on a General Manager. So we design our General Manager Summit to not only educate, but to refresh and reenergize.

The 2015 training topics included:

- Transit Security and Safety
- Technology Update Session
- 28-Hour Rule
- Preventable and Non-Preventable Accidents/Incidents
- Preventing Burnout
- ADA Updates
- Emergency Preparedness
- Federal Law and the Impact on Human Resources

The time spent by our GMs learning together, discussing challenges, sharing solutions and benefiting from one another's experience is invaluable. It's an experience they take with them when they head back to their transit locations. They leave refreshed, encouraged, and with a renewed commitment to service.

NIMS Training. All Paratransit Services General Managers complete the National Incident Management System (NIMS) training through FEMA (NIMS 100-700 Independent Study Program) The ongoing training and education in Emergency Management is managed by our training department and includes annual refresher courses, which may also take place at our General Managers Summit.

TRAINING FOR ROAD SUPERVISORS

Paratransit Services provides supplemental courses that are required for supervisory personnel. In addition to record-keeping procedures, our supervisors also receive the following training courses:

- *Collision Investigation: Incident/Accident Procedures (4 hrs, classroom).* Supervisors (General Managers, Road Supervisors, Dispatch Supervisors) are instructed in procedures for accident response, including the preparation of accident kits and techniques for securing the accident scene. The course discusses the fundamentals of thorough collision investigation, including data collection and review, accident photography techniques and witness interviewing techniques. Trainees also learn procedures for accident reporting, including DOT/FTA D&A paperwork, collision forms, and post-collision driver re-training.
- *Substance Abuse Supervisor Training (4 hrs, classroom).* Supplementing the Employee Substance Abuse Training (see *Substance Abuse Awareness Training*), supervisors learn techniques for recognizing prohibited behavior in the workplace, as well as recognizing the signs that an employee has a substance abuse problem. This course covers procedures for random drug and alcohol testing,

correct terminologies and effects of illegal substances, and compliance with federal mandated regulations.

- *Anti-harassment Supervisor Training (2 hrs, classroom).* Supervisors are trained to spot and put a stop to harassment before the problem becomes a legal issue. The course defines anti-harassment policies and reporting procedures, as well as the effects of harassment on the workplace environment and solutions for creating a harassment-free workplace.

TRAINING ON-SITE DRIVER TRAINERS

Paratransit Services recognizes the importance of having a strong local program for Driver Training. In addition to having a exemplary corporate training staff that travels to each of our sites and directly provides driver assessment and training, it is our policy to also train qualified personnel at each site to be Driver Trainers.

In Susanville, our Certified Transportation Safety Institute on-site trainers are General Manager Ron Leal, and Colleen Holweg.

28. TRANSPORATION SERVICES EXPERIENCE

Q: Describe in detail your firm's experience in providing transportation services. Describe the training program that will be used for dispatchers and drivers.

Paratransit Services is a **private, nonprofit 501(c)(3)** transportation company headquartered in the Seattle-area city of Bremerton, Washington. We specialize in operating accessible public transit systems and managing transportation call centers. It has been our privilege to form many cooperative working relationships with transit agencies, governmental bodies, and other similar entities who share our goal of making public transportation available to all who need it. For **36 years** we have been implementing transportation programs in a wide range of urban and rural settings in the western United States. We take pride in doing our part to provide these services while observing uncompromised levels of quality, safety, and sensitivity.

TRANSIT EXPERIENCE

We understand rural and small urban communities

Paratransit Services' transit contract history tells the story of a company that is committed to providing transportation in areas where wide rural expanses separate the cities and towns. These regions have a real need for public transportation, particularly for people who live in the outlying areas and would otherwise face great difficulty traveling to and from medical and social service centers, or places of employment, located in the urban centers. For older adults and people who have disabilities, or who are low income, public transportation makes an indispensable contribution to the quality of their lives.

► *Contracts listed in blue are current contracts, discussed in detail in the **next section**, "Experience Providing Accessible Transportation."*

California

- Glenn County Transit, Willows/Orland, DAR & Dev FR, 2006-present
- TRAX and ParaTRAX, Red Bluff, DAR & FR, 2002-present
- Lake Transit, Clearlake, DAR & FR, 2007-present
- Far Northern Regional Center, Redding, DAR, 2008-present
- **Lassen Rural Bus, Susanville, DAR & FR, 2011-present**
- Calaveras Transit, San Andreas, Dev. FR, 2011-present
- Gold Country LIFT, Grass Valley, DAR, 2013-present
- Truckee Transit, Truckee, FR & DAR, 2015-present (new contract!)
- Redwood Coast Transit, Crescent City, DAR & FR, 1998-2003

Oregon

- Cascades East Transit, Bend, DAR & FR, 2003-present
- Valley Lift, Medford, DAR, 2005-present

Washington

- RiverCities Transit, Longview, DAR, 1997-present
- Clallam Paratransit, Port Angeles, DAR, 1986-2011
- Kitsap Paratransit, Bremerton, DAR & NEMT, 1988-2003
- Thurston Paratransit, Tumwater, NEMT, 1988-2001
- Pierce Operations, Tacoma, NEMT, 1988-2001
- Mason Transit, Shelton, DAR & Dev. FR, 1992-2002
- West Jefferson Connection, Port Angeles, Dev. FR, 1995-2002
- King Co. DART, Renton, Factoria, & Issaquah, DAR, 1996-2002
- Lewis Mountain Highway Transit, Tumwater, Dev. FR, 1998-2001
- Renton Paratransit, Renton, NEMT, 2001-2011
- Pierce Supplemental ADA Service, Tacoma, DAR, 1999-2001

Nevada

- Carson City Community Transportation, Carson City, DAR, 1995-2002
- ElyBUSS, Ely, DAR, 1996-2001

Alaska

- AnchorRIDES, Anchorage, DAR & NEMT, 1994-2007
- Share-A-Ride, Anchorage, Vanpool, 1996-2005
- Ship Creek Shuttle, Anchorage, shuttle service, 2002-2007
- DART dispatching and scheduling, 2004-2006

Key: DAR = Dial-A-Ride; FR = Fixed Route; Dev. FR = Deviated Fixed Route; NEMT = Non Emergency Medical Transportation

DISPATCH TRAINING PROGRAM

► *Note: Driver training is described in previous section*

Dispatchers and schedulers receive specialized training appropriate for their job descriptions. Areas of emphasis vary depending on the nature of the service (fixed route, deviated fixed route, Dial-A-Ride, etc.), the software used for dispatching and scheduling (in Susanville, we use our in-house product, *Rides Unlimited*™), and any ancillary services that the Dispatchers may perform as part of an office environment. A basic training course normally includes the following topics, and can be completed in a week (hours listed are approximate):

- Accident and Incident Response (6 hours). Trainees learn the procedures to follow when a driver calls in to report a vehicle accident or passenger incident. Topics include radio procedures for emergencies, notification requirements, what to do in the event that a passenger is injured, what to do if a driver is injured, and documentation requirements.
- Tools to Do the Job (4 hrs, classroom). Trainees are given a technical introduction to the workings of Mobile Data Terminals (MDTs), cellular telephones, and 2-way radios, and computer mapping systems, or other equipment that may be in use at a specific site.
- Radio Procedures and Etiquette (4 hours). Trainees learn the procedures to follow operating a 2-way radio or other systems for communicating with drivers. Topics include dispatcher-driver communication skills, radio procedures and etiquette, and 10-codes.
- Routing and Scheduling (16 hrs or to proficiency, classroom). Trainees are given hands-on training in the use of the dispatching and scheduling aspects of the call center software, such as our own *Rides Unlimited*™ or *Trapeze*, and shown how to utilize the software to optimize routes. Topics include "The Vector Principle," negotiating trip changes, and procedures for snow or inclement weather.
- Productivity (1 hr, classroom). Productivity is explored, and the Dispatcher's and Scheduler's role in system performance is discussed.
- Area Familiarity (4 hours, in vehicle). Also known as "Rides for Fun," this course takes trainees on a tour of the service area in one of the service vehicles. Instructors point-out common destinations (medical facilities, senior centers, etc.) and landmarks, note travel times, and discuss transportation problems frequently encountered by our disabled and elderly clientele.
- "Real-World" Experiences (1 hr, classroom). Trainees discuss issues that have arisen on the job with experienced dispatchers and schedulers from our staff.
- Contract-specific Topics (4 hrs, classroom). Time is set aside to discuss dispatching or scheduling responsibilities or tasks that may not be required at all sites, but which the contracting entity requires at the specific site. For example, some sites may require fare collection and processing, and the dispatcher may play a role in that process.
- Driver Topics. When driver training sessions are being offered at the operations site, and classroom space is available, dispatchers (unless they were former drivers) are encouraged to attend to round-out their understanding of the system.

29. ACCESSIBLE TRANSPORATION EXPERIENCE

Q: Describe in detail your firm's experience in providing transportation services for the elderly and disabled. What specific training do you provide to ensure that drivers and dispatchers are able to respond to the special needs of the elderly and disabled?

As a company that was founded to address the needs of seniors and people who have disabilities, Paratransit Services was providing accessible transportation ten years prior to the ADA, and most of our transit contracts, both currently and throughout our history, have included ADA-compliant services as part of the transit systems we operate.

CURRENT TRANSIT CONTRACTS

Lassen Rural Bus: We Are the Current Contractor!

2011–present

Paratransit Services is the current operator of Lassen Rural Bus, which we have operated since July 2011. We provide a commuter service between Susanville and the Army depot in Herlong, a West County commuter service, summertime service to Eagle Lake, and a fixed route in Susanville with a complementary Dial-A-Ride service.

We also provide Dial-A-Ride service for the Lassen Life Skills & Job Training center in Susanville, which serves adults who are developmentally disabled. We are often called upon to transport this group, along with center support staff, to various destinations in the area, such as the library, or to Lassen College for their physical education class, or to WalMart; and then to take the center clients to their individual homes at the conclusion of the outing. This is a wonderful opportunity to provide a needed transportation service to the Susanville community, and it is greatly appreciated by center staff and their clients.

Our mechanics in Susanville are currently working with LTSA on the Maintenance Bay Expansion Project, helping to prepare for construction. It's a great example of the "whatever it takes" attitude of Paratransit Services employees.

TRAX and ParaTRAX: Tehama County, California

2002–present

Paratransit Services has operated Tehama County's public Fixed Route service (TRAX) and General Public Dial-a-Ride service (ParaTRAX) under contract with the County of Tehama Department of Public Works since July 2002. Our facility is located in Red Bluff, California, at the northern end of the Sacramento Valley. Paratransit Services manages route operations and vehicle maintenance for the transit fleet, and we administer the ADA certification program.

Service Improvement Project. During our first year of service in Red Bluff, Paratransit Services, in cooperation with Tehama County and the City of Red Bluff, redesigned the transit system with the objective of increasing service levels while maintaining quality and controlling costs to the County. This ambitious project began with a review of public transportation needs in the county, and included extensive input from the community through surveys and focus groups. Based on our findings from this review process, we expanded TRAX so that a person can travel to most locations within Red Bluff in less than one hour, and expanded coverage to Shasta College and the outlying communities of Red Bluff, Gerber, Tehama, Los Molinos and Corning.

METS. In June 2008 our staff in Red Bluff began administering the Medical Transportation Service (METS) service, which coordinates volunteer drivers with Tehama County residents who need transportation to medical appointments.

> *"It has been a pleasure to work with Paratransit Services and we need your continued support and collaboration as we work together to address short and long term transit needs."*
>
> – Barbara O'Keeffe
> Deputy Director Transportation, Tehama County

The Far Northern Regional Center: Redding, California

2008–present

The Far Northern Regional Center (FNRC) provides support and services for people with developmental disabilities in nine Northern California counties. Paratransit Services was contacted by FNRC for assistance in meeting demand for transportation to day centers for group home residents in the Redding area. As the operator of the public transit program in nearby Red Bluff, Paratransit Services was a logical choice to lend a hand, and we began providing FNRC service in February 2008. We have enjoyed serving this group, and have developed mutually appreciative relationships with our riders as well as our partners at FNRC.

Glenn Regional Transit: Glenn County, California

2006–present

In October 2006 Paratransit Services began operating the Glenn Ride deviated fixed route and Volunteer Medical Transport (VMT) program in Glenn County, and in February the following year we added the Dial-A-Ride system (which we transitioned from a subsidized taxi service).We provide these services under contract with the Glenn County Regional Transit Committee/Glenn Transit Service (GTS).

Glenn Ride. Glenn Ride provides public deviated fixed route service to the Glenn County cities of Orland, Willows, Artois and Hamilton City, plus the city of Chico in neighboring Butte County. Annually the service provides 60,000 trips. (The Dial-A-Ride service adds another 3000 trips annually)

VMT Program. For the VMT program, our staff in Willows recruits volunteer drivers and ensures that only clients deemed eligible by GTS receive the service. We coordinate the transportation and administer mileage reimbursements and stipend payments to the volunteer. We also monitor volunteer driver usage by each client, and track the trip costs each month for each client. Volunteer drivers are required to provide us with documentation for each trip, with information such as date and time of trip, location, mileage, and a signature by authorized personnel at the medical facility. This is a great service, and our staff in Willows carefully reviews all documentation to ensure that the VMT program is administered correctly and is utilized as intended—to assist those who are in need of transportation to their medical appointments.

Calaveras Transit: Calaveras County, California

2011–present

Calaveras Transit is a deviated fixed route public transit system serving communities within Calaveras County, and extending to Columbia College in neighboring Tuolumne County. The home of Mark Twain "Jumping Frog" fame, Calaveras County is located about 60 miles southeast of Sacramento, California.

When Paratransit Services began operating Calaveras Transit in July 2011, we immediately made a positive difference in system procedures and in the quality of service provided. Within months of starting as their new Contractor, we took over management of their ADA certification process, assisted by a database that we had developed in-house. During our first year, we modified the fare media and method of cash handling to reduce fraud and misuse (this improvement was noted in the subsequent Triennial Audit); improved on-time performance from 93% to 99%; and worked with the County Transit Manager and Maintenance department to identify cost saving measures and develop improved PMI processes.

Guided by Cynthia Lawrence, our General Manager in San Andreas, our Calaveras Transit team continues to provide, in partnership with the County, a very high level of transit service that is responsive to the needs of the community. We have started new services to Jackson, Burson, Rancho Calaveras, and Stockton. And Ms. Lawrence and her crew are active participants in several community events, such as Jumping Frog Jubilee, Moke Hill 5K run for the Volunteer Firefighters, Gold Rush Days, and Big Trees State Park Family Day. She is also Chair of the Social Services Transit Advisory Board and a member of the Interagency Transit Committee.

- Calaveras Transit is a Cal*ACT Q'Straint 2016 Above and Beyond* award winner for the efforts of Cynthia and her team in response to the "Butte Fire" last fall.

> *"Our Paratransit Team has wrapped their arms around Calaveras – are in fact members of our communities – and continue to seek out opportunities to provide value and assistance whenever and wherever they can."*
>
> – Marti Crane
> Executive Director, Valley Springs Volunteer Center
> [Excerpt of statement read to Calaveras County Board of Supervisors May 14, 2013]

Lake Transit: Lake County, California

2007–present

Operated by Lake Transit Authority (LTA) and managed by Mark Wall and Associates, Lake Transit provides Fixed Route service in the towns of Clearlake and Lower Lake; Dial-A-Ride service to several communities on the perimeter of Clear Lake; regional "flex" service within the county; and Inter-Regional service to neighboring Napa and Mendocino Counties. Paratransit Services became the contractor for this service in 2007. In addition to route operations, our responsibilities include maintenance for the fleet of 34 vehicles.

New NEMT Service. In the Summer of 2015 Paratransit Services, working closely with Lake Transit Authority, established a non-emergency medical transportation (NEMT) program for Lake County residents. This is a particularly valuable service for County residents who need to travel to the cities of Santa Rosa and San Francisco for specialized medical care.

Transition to Computer-assisted Dispatching. When we began this contract in 2007, the existing dispatching system was manual. At the request of the LTA General Manager, we researched and evaluated various dispatching software alternatives, and the third-party system *RouteMatch* was selected. We worked closely with the software vendor to ensure that the installation went smoothly and our staff was well trained on the new system, and the transition to computer-assisted dispatching was successfully implemented.

- Mark Wall, Lake Transit Authority, and our Lake Transit General Manager, Wanda Gray, were named *2016 CalACT Transportation Manager of the Year.*
- Lake Transit was the *2008 CalACT Outstanding Rural Program Award* winner.

> *"Since Paratransit Services became the contractor for Lake Transit Authority in 2007, I have been impressed by the company's careful, analytical, and strategic approach to developing business."*
>
> – Mark Wall
> General Manager, Lake Transit Authority

Truckee Transit: Truckee, California

2015–present (new contract!)

Paratransit Services has operated Truckee Transit since March 2015 following the abrupt departure of the prior transit contractor there. With the future of the transit program in doubt, The Town of Truckee and Paratransit Services worked together to find a way forward to keep the system in operation. It was a successful collaboration, and Paratransit Services was awarded a new contract to operate the transit program.

Truckee Transit is a fixed route and Dial-A-Ride system serving the Town of Truckee California and surrounding areas. Located near several ski resorts in the Sierra Nevada mountains near Lake Tahoe, Truckee Transit operates a shuttle service for skiers in the winter months. Also, in collaboration with the Tahoe Transportation District, Truckee Transit operates "North Tahoe Truckee Transport" under a pilot project funded by Area 4 Agency on Aging.

This new relationship between Paratransit Services and the Town of Truckee holds a lot of promise. They are very happy with our service. We have improved the reporting system and are providing significantly more data than previous contractors. In addition, we met service demand through a tough winter, and continue to improve the quality and safety of service.

Gold Country LIFT: Nevada County, California

2013–present

Western Nevada County is located in the foothills of the Sierra Nevada mountains in northeastern California. Fixed route public transit there is provided by Gold Country Stage, and operated directly by the County Department of Public Works. Under contract with the County, Paratransit Services has been providing ADA door-to-door and specialized transit services in Western Nevada County since the summer of 2013.

Previously, the ADA service was provided by a local nonprofit firm, using their vehicles, and branded predominantly as a service of that firm. When we were asked what we wanted to call the service, as the new contractor, we encouraged the County to use the opportunity to rebrand the service in a way that linked it to Gold Country Stage, the fixed route system. The County approved of our suggestion: "Gold Country LIFT." As part of the system rebranding process, we provided input for various aspects of the marketing process, such as brochure and website redesign, and vehicle decal and logo branding. In addition, prior to the start of service, we sent out advance notices about the name change, the new phone numbers, the new branding, rules of ridership etc., and met with over a dozen facilities. We then personally called all of the clients.

It was a very successful transition. The feedback from the community, facilities, and Board (who received reports from the community) was overwhelmingly positive. The County and Board was very pleased with the work done by Paratransit Services, and excited about the new "Gold County LIFT!"

Cascades East Transit: Bend, Oregon

2003–present

Paratransit Services began transit operations in the City of Bend (with a population of about 80,000 people) in 2003. As we efficiently managed the Dial-A-Ride system, we also worked with the City to establish a successful fixed route service. This new system became Bend Area Transit.

Cascades East Ride Center. In 2004 Paratransit Services assisted with the establishment of the Cascades East Medicaid Call Center. This project was a coordinated effort that also involved the State of Oregon, TriMet, and the Central Oregon Intergovernmental Council (COIC). Paratransit Services staff in Bend was instrumental in

getting the call center going, then successfully transitioning it to COIC the following year. It was the beginning of the Cascades East Ride Center that today dispatches the Cascades East Transit (CET) system.

Cascades East Transit. In 2010 our contract with the City of Bend was transitioned to COIC, a move which required a significant reconfiguration of our Bend operations. Paratransit Services' approach is to be as flexible as necessary to give new systems every chance to succeed, and we have continued to demonstrate this as the CET-Bend transit operator for COIC. Our personnel in Bend work very closely with COIC staff, in many ways blurring the traditional distinction between Contractor and transit agency as we join in the common goal of moving the transit programs forward.

Valley Lift: Jackson County, Oregon

2005–present

Paratransit Services operates Valley Lift, the ADA Dial-A Ride complement to the Rogue Valley Transportation District (RVTD) fixed route public transit system. RVTD provides public transportation services within the city of Medford (the largest city in Jackson County) as well as connecting service to the cities of Central Point, White City, Jacksonville, Phoenix, Talent, and Ashland.

The transition process involved more than a change in contractor—the service model itself was to be modified from the former multiple-provider system involving five local taxi companies, to the new single-provider system operated by Paratransit Services. In addition, it was our task to correct, in partnership with the District, existing ADA compliance issues in the transit system.

Our personnel "went live" with the revamped transit program in December 2005. Paratransit Services staff in Medford worked with the District to educate the public about the new service model and the eligibility requirements for ADA trips. As a result, the new system is performing beyond expectations, and under our guidance the Medford operation passed an FTA triennial review with "zero findings" and *full ADA compliance* after only seven months of operation.

After service was expanded in April 2012 to include evening and Saturday service, overall RVTD ridership experienced a record ridership increase. Paratransit Services continues to work in partnership with RVTD to ensure that the new program meets the needs of the District, complies with ADA requirements, and provides safe, reliable accessible transportation to the communities served by Valley Lift.

> *"I appreciate the ability of Paratransit Services to deliver as requested by Rogue Valley Transportation District in a way that minimizes client and public complaints."*
>
> – *Julie A. Brown*
> *RVTD General Manager*

RiverCities Lift: Longview, Washington

1997–present

Since 1996, Paratransit Services has provided **ADA demand-response transportation** to eligible individuals within ¾ mile of the local fixed route service, which runs from the city of Longview to neighboring Kelso. Our ADA operations include customer call intake, ride scheduling and dispatching, service vehicle operations, and fare collection and processing. Through the skills of our highly trained staff, the implementation of innovative operations procedures, and the introduction of *Rides Unlimited*™ scheduling/dispatching software, Paratransit Services has provided the citizens of Longview/Kelso with an efficient, rider-friendly, accessible transportation experience.

During our tenure, Paratransit Services has stabilized the workforce for the demand-response system in Longview and implemented incentives and procedures that have increased the important parameter of on-time performance. As a result, our Longview/Kelso drivers have maintained an exemplary safety record.

In addition to the ADA service, Paratransit Services managed the **Fixed Route** system on an interim basis from 2010-12 while the City reorganized its transit management structure.

Networking within the Community. Paratransit Services works closely with various social service organizations to inform them of transportation services available through the public transit program. The General Manager maintains an open channel of communication with community service providers. This type of networking facilitates customer satisfaction, and improves our ability to respond to the specific needs of agencies and their clients.

In December 2011 the transit system's name was changed from Community Urban Bus Service ("CUBS") to "RiverCities Transit."

ACCESSIBLE TRANSPORTATION TRAINING

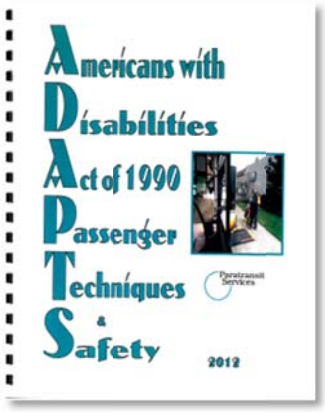
We have developed our own training program to ensure that our drivers understand the needs of seniors and people who have disabilities. The training program is supplemented with our in-house *Americans With Disabilities Act Passenger Techniques and Safety* (*ADAPTS*) manual, which includes a collection of standard operating procedures that our drivers are required to implement to ensure that our passengers who have special mobility needs are professionally assisted and safely transported.

All Paratransit Services drivers are required to complete ADAPTS training, which is 8 hours, or to proficiency. The class provides trainees with an in-depth look at issues associated with transporting passengers with special needs. Instruction ranges from interpersonal skills such as disability awareness and passenger sensitivity, to equipment related skills such as the operation of wheelchair lifts and procedures for securing wheelchairs in the bus.

Topics covered in the manual include:

- Procedures for transporting people who have visual or hearing impairment, or both
- Guidelines for transporting people with service animals

- Procedures for operating the vehicle lift and ramp
- Procedures for securement of wheelchairs, and management of other mobility aids
- Procedures for transporting people with dementia or Alzheimer's Disease, or other cognitive disabilities
- Procedures for transporting seniors
- Procedures for assisting ambulatory passengers
- Proper lifting techniques
- Barrier management guidelines
- Emergency procedures



► *Our proprietary* Americans With Disabilities Act Passenger Techniques and Safety *manual is available upon request.*

30. MANAGEMENT INFORMATION SYSTEM

Q: Attach an example of your firm's proposed Management Information System which will be used to report the operational/financial data required in the "Scope of Work."

Rides Unlimited™ is a custom designed computer software program, developed by Paratransit Services that operates in the Microsoft *Windows* environment. Although we sold this program in 1996 to Trapeze Software Group, we retained the right to use it for our own operations. It has served us very well in Susanville, where we us it to create Trip Manifests for the Dial-A-Ride part of the service. We are able to provide it at no cost to the County.

► *See Attachments, Sample Trip Manifest*

In addition to *Rides Unlimited*™, our staff in Susanville and our corporate support utilize several database programs, some developed in-house, to collect and report operational/financial data.

Site Labor Utilization Database Report

Paratransit Services has developed an in-house database application (*Site Labor Utilization Database*) that our corporate executives and General Managers use to monitor key daily performance parameters for our transit operations. By looking at daily labor hours, trips provided, billable miles, and other similar data points for each site, we are able to monitor and fine tune operational performance. Every one of our transit locations uses this database, which is connected to our corporate server, to record daily operational information. The *Site Labor Utilization Database Report* has become an important management tool for keeping each operation within its contracted budget.

Training Reports

Our corporate Safety, Training and Audit Department maintains a record in *Sage ABRA Suite* software of all training received by Paratransit Services drivers, whether given by our corporate training staff or by on-site trainers. Reports are easily generated for any employee indicating the date the training was

completed, the type of instruction, a description of the course and any continuing education credits the trainee may receive for the instruction.

Accident/Incident Reports

Paratransit Services local General Mangers report all accidents and incidents to corporate headquarters, where the information is recorded in our *Accident and Incident Data Management System*. This MS Access based application records data on the nature of the accident/incident, the vehicle(s) involved, a passenger list, the other driver (if applicable), and the status of any insurance claim filed. Utilizing National Safety Council established standards, and after reviewing all pertinent data, the local General Manager will make a determination as to whether the accident, collision, or incident was preventable or nonpreventable. The *Accident and Incident Data Management System* generates reports used by our corporate and local staff to look for trends, which in turn may suggest corrective action, ranging from general policy issues that should be addressed, or specific drivers who may require additional training.

Vehicle Reports

In addition to records kept on-site at our transit locations, such as Daily Vehicle Inspection (DVI) forms, our administrative staff at Corporate Headquarters maintains in our Vehicle Database a listing of all service vehicles at our various locations. This MS Access database lists several data points that profile the vehicle, for example:

- VIN and vehicle numbers
- Year and Model
- Comments and notes
- Date placed in or out of service
- Vehicle value

"Ad Hoc" Reports

In addition to reports that are generated at regular intervals (e.g., daily, weekly, monthly), Paratransit Services staff also provide *ad hoc* reports as may be requested by our contracting agencies or our own management team to help investigate issues or to gain insight into ways to enhance system performance. This may involve the development of a report focusing on a specific problem area for a short term basis, such as tracking on-time performance for a specific geographic area to see if we are optimally performing scheduling there, or a new report covering a longer period of time to help with future planning of the transit program.

31. WHY SELECT PARATRANSITSERVICES?

Q: Indicate in brief, why you consider your firm to be the best to perform this Contract. Please indicate any new or creative ideas that would provide the LTSA with a high quality, safe, efficient and responsive transit operation.

We have been a good contracting partner with LTSA

It was an honor for Paratransit Services to be selected by Lassen Transit Service Agency as your Lassen Rural Bus contractor in 2011. Our operation in Susanville has been a welcome addition to our network of mutually supporting transit systems in Northern California, which include our locations in Red Bluff, Willows, Lower Lake, San Andreas, Grass Valley, and Truckee. No other company can match our understanding of these types of rural and small urban systems. We believe we have proven to be a good contracting partner with LTSA, and a great transit operator for the people of Lassen County.

We are involved in the community

We have excellent General Managers and staff at Paratransit Services—people who see public transit as a vital social service, who develop strong ties to the communities they serve, and who look for innovative ways to enhance community life through public transit. Our team in Susanville is a great example of this. Our General Manager in Susanville and his staff participate in many local events, and go the "extra mile" to provide additional services to the community. A summary of their activities last year (2015) provides a great illustration of this:

- *January*. Attended the Lassen Land & Trails community meeting.
- *February*. Evacuation of Lassen Nursing and Rehab Center residents to the Fairgrounds, and returned residents from the Fairgrounds back to the Nursing Center. • Attending Nursing Center evacuation debriefing meeting. • Gave presentation to Lassen Life Skills group at the Lassen Community College "Ride the Bus" class. • Attended the Unmet Needs community meeting.
- *March*. LRB provided Charter service to Reno for the Special Olympics.
- *April*. Met with management at Eskaton Lassen Manor and Eagle Lake Village senior living centers to discuss the Eagle Lake route for the summer months.
- *May*. LRB included Eskaton Lassen Manor residents on the Eagle Lake route.
- *June*. LRB included Eagle Lake Village residents on the Eagle Lake route.
- *July*. LRB provided a Gillig commuter bus to be in the annual Fair Parade. • LRB provided bus service for the Lassen Land and Trails Summer Nature Campers.
- *August*. LRB provided Charter service to Reno for the Special Olympics.
- *September*. Ron Leal from Paratransit Services and Kelly Mumper from Lassen County spoke on radio station KJDX/KSUE to request donations to help victims of the devastating fires in Lake

County. So many donations we received that a U-Haul truck had to be rented to transport them to Lake County! • LRB provided Charter service to Westwood for the Rotary BBQ.

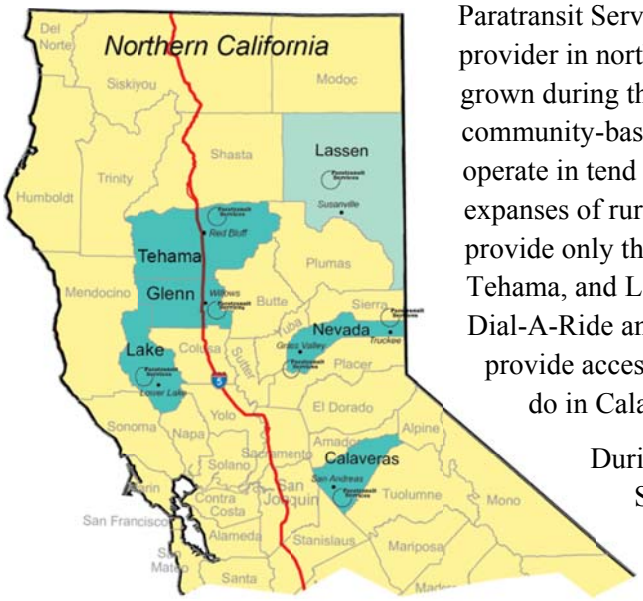
- *October*. LRB provided Charter service for annual Bizz Johnson marathon shuttle service. • LRB put a Gillig commuter bus on the Saturday AM West County route to accommodate the bicycle riders during the annual Bike the Bizz Falls Colors event.
- *November*. Attended the Coppervale Ski Resort fundraiser with Kelly Mumper to spread the word about using the West County LRB service to get to and from the resort. • LRB provided a shuttle service to the South/East county area for Veterans to ride into Susanville for the Veterans Day activities. • LRB provided a Gillig commuter bus to be in the annual Veterans Day Parade. Veterans were encouraged to ride in the bus during the parade if they wanted to.
- *December*. LRB decorated and entered a bus in the annual Country Christmas Parade. • LRB used 2 buses for the annual Senior Light Tour. • LRB provided 2 buses and PTS provided 4 staff for the annual Safe Ride Home event. Buses drove a route from Lassen Ale Works, the T&A Tavern and Diamond Mt. Casino. When passengers were ready to go home they told the driver their address and would be delivered safely home. The bus would then return to the route.

Our in-house technical systems are ready if needed

"Bat Signal" Enhances System Communication During Inclement Weather. With all the moving parts in a transit system, communication among the transit team is key to maintaining system coordination, particularly during unforeseen circumstances and inclement weather. Looking for ways to enhance the communication process, and recognizing the expanding use of text messaging on mobile devices, our Tech Services team developed an instant mass messaging system which we call the "Bat Signal." The Bat Signal is a robust and efficient alternative to sending individual text messages to several different mobile devices (cell phones, "iPhones," etc.) or computers, or instituting a phone tree as would have been the case without this technology. We utilize the Bat Signal to communicate with designated Paratransit Services and transit agency staff regarding service events. In addition, the vehicle maintenance staff, whether we maintain vehicles in-house or coordinate service with an outside entity such as a County garage, loves to use the Bat Signal. It has proven to be a great communication tool that our customers value. It is available for use in Susanville, should the need arise.

IVR Ride Reminder Controls No-Shows. A common problem for demand response systems is the occurrence of "no shows." One way we have successfully cut back on the incidence of no-shows for our Dial-A-Ride systems is through the use of an automated Interactive Voice Response (IVR) system that dials the telephone numbers of clients who have booked trips, and plays an automated Text to Speech (TTS) personalized message reminding them of their scheduled pickup date and time. Our "IVR Ride Reminder," developed in-house by our Information Technology Department, is a great cost-saving use of technology because it requires virtually no additional labor, yet reduces instances of people not showing up for their rides. In the event that Dial-A-Ride ridership would increase in Susanville, the IVR Ride Reminder could become a valuable tool. (It is also a useful way to notify Dial-A-Ride customers of service delays due to inclement weather, such as snowfall.)

We specialize in rural and small urban transit systems



Paratransit Services started out as an accessible transportation provider in northwestern Washington in 1980. Although we have grown during the past 36 years, we have maintained our focus on community-based transit systems. The geographic regions that we operate in tend to be a mix of small urban areas separated by wide expanses of rural land. In some cases (e.g., Medford, Oregon) we provide only the complementary ADA service; in others, as in Lake, Tehama, and Lassen Counties in California, we provide both the Dial-A-Ride and fixed route services; and in some systems we provide accessible services through a deviated fixed route (as we do in Calaveras County).

During our five years in Lassen County, Paratransit Services has demonstrated that we truly understand the nature of transit needs in communities like Susanville. We have come to suspect that large national and international transit companies may not give systems like Lassen Rural Bus the attention they deserve. Without question, the approach we take, and our mission as a nonprofit company, is a perfect fit with the needs of LTSA and the people who live in Lassen County. **Paratransit Services** looks forward to continuing our relationship with **Lassen Transit Service Agency** for many more years to come.

32. TRANSITION PLAN

Q: Describe in detail your specific plan for the transition from the existing program of services through start-up and implementation of the services you propose.

► *Not Applicable; Paratransit Services is the incumbent. We look forward to continuing our relationship with LTSA and the people of Lassen County!*

Attachments:

Addenda

1. **Addendum 1 Acknowledgment Form**
2. **Addendum 2 Acknowledgment Form**
3. **Addendum 3 Acknowledgment Form**
4. **Addendum 4 Acknowledgment Form**

RFP Addendum # 1
Lassen Transit Service Agency Response to Request for Proposal Questions

RFP Release Date: February 23, 2016

Questions received from proposers at the Pre-Proposal Conference, March 11, 2016
(Must be included in bidder's proposal packet)

Certification of Receipt of Addenda:
(Must be completed and included in proposal)
Company: Paratransit Services
Name of Person Attesting to
Accepting Addenda: *(please Print)* David Baker
Title of Person Attesting to
Accepting Addenda: *(please Print)* President/CEO
Signature: _____ Date: 4/4/16

Addendum #1 to RFP
Lassen Transit Agency Response to Request for Proposal Questions

1. Will a new Contractor be provided office space for training, employee interviews or other start-up activities?

A. No

2. Will any revenue vehicles be made available for training during the transition?

A. If there are buses available that will not interfere with existing service routes and provided that contractor provides insurance; the LTSA will consider a request.

3. Will LTSA reimburse the Contractor for the cost of leasing the replacement buses, in the event Contractor needs to provide back-up vehicles (based on below)?

The LTSA at the time of start-up will provide eleven (11) buses with wheelchair lifts. These vehicles are provided in "as is" condition. Service records will be available for review and inspection by prospective Contractors. If these vehicles are, for any reason, not available for service during the term of this contract the Contractor shall be responsible for arranging suitable replacement or back-up vehicles during the remaining term of the Agreement. All replacement or back-up vehicle plans must be pre-approved by the LTSA before proceeding with any replacement of vehicles.

A. With the current fleet the LTSA does not anticipate the need to lease vehicles. However, the back-up vehicle plan provided by Contractor must include cost and time estimates in order for consideration of reimbursement by the LTSA.

4. With the vehicles being assigned "AS IS", please confirm this does not include major component and their replacement (engine / trans / rear-ends).

A. Please reference Section 4, E, in the scope of work section of the RFP under maintenance and equipment.

5. Please describe the condition of, and why the 2000 Bluebird is rated "F", and is not scheduled to be replaced until 2019. What is the contractor's responsibility for this vehicle?

A. The Blue Bird Bus is only used as a back-up vehicle for commuter routes. There are two fairly new vehicles for commuter routes. The LTSA anticipates funding to be available for replacement of this bus in 2019. Contractor will maintain the vehicle as described in the Scope of Work Section of the RFP.

6. If the vehicle replacement schedule as outlined in the RFP is not adhered to, will LTSA negotiate the cost effects of continuing to run the existing asset?

Received, 27 total pages (initialize)

RFP Addendum # 2
Lassen Transit Service Agency Response to Request for Proposal Questions

RFP Release Date: February 23, 2016

In response to request for clarification of answers that were provided to bidders on March 18, 2016 (Must be included in bidder's proposal packet)

Certification of Receipt of Addenda:
(Must be completed and included in proposal)
Company: Paratransit Services
Name of Person Attesting to
Accepting Addenda: *(please Print)* David Baker
Title of Person Attesting to
Accepting Addenda: *(please Print)* President/CEO
Signature: _____ Date: 4/4/16

Addendum #2 to RFP
Lassen Transit Agency Response to Request for Proposal Questions

Q. 36 - "What utilities is LTSA responsible for and what utilities is the contractor responsible for?" The LTSA response advises bidders to read pg 34, "LTSA Responsibilities," which says (in section IV, A. 2) that LTSA is responsible for "Utilities;" and Section F.10 which addresses the gray water tank. However, currently the contractor is responsible for Alarm service, Phones, and Waste Management. Unless it represents a change in policy moving forward, the response may need to be further clarified; otherwise bidders may neglect to price-in those utilities. (Budget item-- important to highlight.)

A. The Contractor will only be responsible for utilities specified in the RFP (telephone and gray water tank). The LTSA will assume all other utilities.

Question 37 - Is the Contractor responsible to maintain and repair all aspects of the facility, yard, wash bay, and electric fencing and all associated costs? Are any of these costs a pass through or responsibility of LTSA?" The section quoted in the response ("Facility/Equipment") doesn't clarify who is responsible for the cost to repair the electric gate to the yard. So far LTSA has taken care of it, but the intent moving forward is not clear, or if it should be a budget item. (Budget item-- important to highlight.)

A. Contractor will be responsible for maintenance of buildings and grounds to ensure the safety of employees and visitors. Contractor is responsible for snow removal, weed control and janitorial services. Contractor will maintain the facilities in a clean and professional manner. Repairs will be the responsibility of the LTSA. Contractor shall consult the LTSA prior to authorizing any repair work at the facility.

Question 20 - The LTSA response suggests that LTSA will pay for costs associated with "Grey Water Tank." This is apparently contradicted by the response to questions 36 and 38, which point to RFP Section F.10, stating that the Contractor is responsible. This response may need to be further clarified so that bidders do not neglect to price-in this cost. (Budget item-- important to highlight.)

A. The answer to question 20 relates to permits only. The answers to questions 36 and 38 remain the same.

Received, 3 total pages (initialize)

RFP Addendum # 3
Lassen Transit Service Agency Response to Request for Proposal Questions

RFP Release Date: February 23, 2016

In response to request for clarification of answers that were provided to bidders on March 24, 2016 (Must be included in bidder's proposal packet)

Certification of Receipt of Addenda:
(Must be completed and included in proposal)
Company: Paratransit Services
Name of Person Attesting to
Accepting Addenda: *(please Print)* David Baker
Title of Person Attesting to
Accepting Addenda: *(please Print)* President/CEO
Signature: _____ Date: 4/4/16

Addendum #3 to RFP
Lassen Transit Agency Response to Request for Proposal Questions

Q. Can Lassen Transit please provide a breakdown of the total annual hours associated with Dial-A-Ride and/or Paratransit service in 2015?

A. See attachment A

Q. Question 11, in the Q/A only lists the number of employees but does not include hire date, wage rates or any of the other information required under the Labor Code 1070-1072, so that all bidders can comply with honoring the employee existing pay and benefits. Can Lassen County please request the information from the incumbent and provide to all bidders. Specifically California Labor Code of 2009, Section 1072. Section C.

A. This information could not be obtained within the given time frame for responses.

Q. Please clarify if Lassen County plans to award 10% preference points to any bidder who states they will abide by the Labor Code and employee the current employees for no less than 90 days after assuming the contract.

A. Bidders will receive 10% preference points to any bidder who states that they will abide by the Labor Code and employ current employees for no less than 90 days.

Q. Please provide a list of maintenance shop equipment and tools that will be provided to the incoming contractor.

A. See Attachment B

Received, 11 total pages, including cover letter (initialize)_____

RFP Addendum # 4
Lassen Transit Service Agency Response to Request for Proposal Questions

RFP Release Date: February 23, 2016

In response to request for clarification of answers that were provided to bidders on April 1, 2016 (Must be included in bidder's proposal packet)

Please sign and return with bid proposal to certify that your firm received and acknowledged "corrected" Addendum # 4

Certification of Receipt of Addenda:
(Must be completed and included in proposal)
Company: Paratransit Services
Name of Person Attesting to
Accepting Addenda: *(please Print)* David Baker
Title of Person Attesting to
Accepting Addenda: *(please Print)* President/CEO
Signature: _____ Date: 4/4/16

Addendum #4 to RFP
Lassen Transit Agency Response to Request for Proposal Questions

Q. Question 11, in the Q/A only lists the number of employees but does not include hire date, wage rates or any of the other information required under the Labor Code 1070-1072, so that all bidders can comply with honoring the employee existing pay and benefits. Can Lassen County please request the information from the incumbent and provide to all bidders. Specifically California Labor Code of 2009, Section 1072. Section C.

A. See attachment A

Received, 4 total pages, including cover letter (initialize)_____

Attachments:

Forms and Reports

1. **CHP Reports**
2. **PMI Documents**
3. **Sample Trip Manifest**
4. **DVI Form**
5. **Proposal Questionnaire Form**

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☐ Yes ☑ No	162985	304363	18	NA

TERMINAL TYPE	CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
☐ Truck ☑ Bus	T	B	140	N37

TERMINAL NAME: PARATRANSIT SERVICES

TELEPHONE NUMBER (W/ AREA CODE): (530) 252-7433

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 701 - 980 Johnstonville Rd. Susanville, CA. 96130

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE): Same

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): Same

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 10 II-	10	
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT	NA
						☑ Yes ☐ No	

CONSOLIDATED TERMINALS: ☐ Yes ☑ No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS):

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
Ron Leal	(530) 252-7433	(530) 414-6356
Jimmy Uruburu	(530) 252-7433	(530) 251-7052

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2014]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☐ 100,001— 500,000	☑ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☑ TCP ☑ PSC 13250 / 12294	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☑ Yes ☐ No ☑ N/A	IMS FITNESS EVALUATION: ☐ Yes ☑ No
USDOT	US DOT NUMBER: 734765	☑ MC ☐ MX 335676	☐ MC ☐ MX	REASON FOR INSPECTION: Annual Terminal Inspection

INSPECTION FINDINGS

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 3 4	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 10 Time	No. 10 Time	No. 3 Time	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS: ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS: No. Time	VEHICLES PLACED OUT-OF-SERVICE: Vehicles Units	
BRAKES		REMARKS: See attached report.				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		12/30/2015		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
K. RUSSELL	A8074	☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through _____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfatcory rating by contacting the Motor Carrier Safety Unit Supervisor at (530) 242-4357 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		12/30/2015

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
Ron Leal	Terminal Manager	NA	NA

Destroy Previous Editions

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☐ Yes ☑ No	162985	304363	18	NA

TERMINAL TYPE	CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
☐ Truck ☑ Bus	B	NA	140	N37

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MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE): Same

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): Same

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 10 II-	10	NA
EXP. DATE	**EXP. DATE**	**EXP. DATE**	**REG. CT**	**HW VEH.**	**HW CONT.**	**PPB / CSAT**	
						☑ Yes ☐ No	

CONSOLIDATED TERMINALS: ☐ Yes ☑ No

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ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2014]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☐ 100,001— 500,000	☑ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☑ TCP ☑ PSC 13250 / 12294	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☑ Yes ☐ No ☑ N/A	IMS FITNESS EVALUATION ☐ Yes ☑ No
USDOT	US DOT NUMBER 734765	☑ MC ☐ MX 335676	☐ MC ☐ MX	REASON FOR INSPECTION: Annual Terminal Inspection

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INSPECTION FINDINGS REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 3 4	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 10 Time	No. 10 Time	No. 3 Time	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS: See attached report.				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		12/30/2015		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
K. RUSSELL	A8074	☑ Auto ☐ None

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SATISFACTORY		12/30/2015

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
Ron Leal	Terminal Manager	NA	NA

Destroy Previous Editions

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

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INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): Same

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 11 II-	14	NA
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT ☐ Yes ☑ No	

CONSOLIDATED TERMINALS: ☐ Yes ☑ No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS):

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
Ron Leal	(530) 252-7433	(530) 414-6354
Jim Uruburu	(530) 249-6340	(530) 249-6340

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2014]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☑ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☐ Yes ☐ No ☑ N/A	IMS FITNESS EVALUATION ☐ Yes ☑ No
USDOT	US DOT NUMBER 734765	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION: Tour Bus Terminal Inspection

INSPECTION FINDINGS		INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable				
REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 3 4	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 11 Time	No. 14 Time	No. 4 Time	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

Annual Terminal Inspection.

Vehicle condition is rated Satisfactory.

Carrier has all required records on file. Maintenance records and drivers records are current and rated Satisfactory.

Carrier's terminal is rated Satisfactory. Next Terminal Inspection will be due by 12/31/2015.

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		12/17/2014		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
Kurt Russell	A8074	☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 5), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfatcory rating by contacting the Motor Carrier Safety Unit Supervisor at 530-225-2098 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		12/17/2014

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
Jim Uruburu	Maint Manager	NA	NA

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☑ Yes ☐ No	162985	245952	52	

TERMINAL TYPE	CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
☐ Truck ☑ Bus	B		130	N85

TERMINAL NAME: Paratransit Services

TELEPHONE NUMBER (W/ AREA CODE): (530) 527-0597

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 1509 Schwab Street Red Bluff, CA 96080

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE):

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY): Same

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 8 II- 2	21	
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT	
						☐ Yes ☑ No	

CONSOLIDATED TERMINALS: ☐ Yes ☑ No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS):

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
Daryl Baker	(530) 527-0597	(530) 275-4925
Joyce Gifford	(530) 527-0597	(530) 275-7744

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2014]

A	B	C	D	E	F	G	H	I
☑ UNDER 15,000	☐ 15,001 — 50,000	☑ 50,001— 100,000	☐ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T-12294 PSC13	☐ TCP ☑ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE: ☐ Yes ☐ No ☑ N/A	IMS FITNESS EVALUATION: ☐ Yes ☑ No
USDOT	US DOT NUMBER: 734765	☑ MC ☐ MX 335676	☐ MC ☐ MX	REASON FOR INSPECTION: Terminal Inspection

INSPECTION FINDINGS

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 UR 2 S 3 S 4	1 UR 2 S 3 S 4	1 UR 2 S 3 S 4	1 N/A 2 3 4	1 UR 2 S 3 S 4
DRIVER RECORDS		No. 4 Time 2.0	No. 16 Time 1.5	No. 4 Time 4.0	TIME	TOTAL TIME 7.5
DRIVER HOURS		HAZARDOUS MATERIALS: ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS				
LAMPS & SIGNALS	2					
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		2/12/2015		

INSPECTED BY (NAME(S))	ID NUMBER(S)	SUSPENSE DATE
M.Maxwell	a14735	☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 5), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfatcory rating by contacting the Motor Carrier Safety Unit Supervisor at (530) 242-4357 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		2/12/2015

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
Daryl Baker	Regional Maintentance Manage		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SAFETY COMPLIANCE REPORT/ TERMINAL RECORD UPDATE

CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION	CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BED
☑ Yes ☐ No	162985	359641	05	

TERMINAL TYPE	CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
☐ Truck ☑ Bus	B		255	87

TERMINAL NAME: PARATRANSIT SERVICES

TELEPHONE NUMBER (W/ AREA CODE): 209-754-4450

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 750 INDUSTRIAL WAY, SAN ANDREAS, CA 95249

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIPCODE) (IF DIFFERENT FROM ABOVE): P.O. BOX 1385, SAN ANDREAS, CA 95249

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY):

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 8 II- 1		
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT ☑ Yes ☐ No	

CONSOLIDATED TERMINALS ☐ Yes ☑ No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS):

EMERGENCY CONTACTS (*In Calling Order of Preference*)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)
CYNTHIA LAWRENCE	209-754-4450	253-777-9689
DISPATCH	209-754-4450	209-754-4450

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2013]

A	B	C	D	E	F	G	H	I
☐ UNDER 15,000	☐ 15,001 — 50,000	☐ 50,001— 100,000	☐ 100,001— 500,000	☐ 500,001— 1,000,000	☐ 1,000,001— 2,000,000	☐ 2,000,001— 5,000,000	☐ 5,000,001— 10,000,000	☐ MORE THAN 10,000,000

OPERATING AUTHORITIES OR PERMITS

PUC	☐ T	☐ TCP ☐ PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE ☐ Yes ☐ No ☐ N/A	IMS FITNESS EVALUATION ☐ Yes ☑ No
USDOT	US DOT NUMBER	☐ MC ☐ MX	☐ MC ☐ MX	REASON FOR INSPECTION: ANNUAL BUS TERMINAL INSPECTION

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4	1 S 2 S 3 S 4	1 S 2 S 3 S 4	1 N/A 2 3 4	1 S 2 S 3 S 4
DRIVER RECORDS		No. 4 Time 1.5	No. 10 Time 2.0	No. 4 Time 5.0	TIME	TOTAL TIME 8.5
DRIVER HOURS		HAZARDOUS MATERIALS ☑ No H/M Transported ☐ No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS	2					
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
☐ I ☐ R	☐	☐ Yes ☐ No	☐		2/4/2015	0700	1530

INSPECTED BY (NAME(S)): GARY FARRIS

ID NUMBER(S): A9882

SUSPENSE DATE: ☑ Auto ☐ None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 5), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfatcory rating by contacting the Motor Carrier Safety Unit Supervisor at (916) 731-6350 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY		2/4/2015

CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER	STATE
CYNTHIA LAWRENCE	TERM. MANAGER		

Paratransit Services
Light Duty
PM Schedule

Inspections to Complete: A:___ B:___ C:___

Bus:_____ Mileage:_____ R/O#:_____ Date:_____

A - Inspection 3,000 Miles							
Accepted	Defective	Item	**Exterior**	Accepted	Defective	Item	**Power train**
		1E	EXTERIOR OF VEHICLE CLEAN			1P	Check All Fluid Levels
		2E	Check All Exterior Lights			2P	**Change engine oil and filter**
		3E	Check for Body Damage			3P	Check Air Filter / Intake System
		4E	Window / Windshield damage			4P	Check All Belts
		5E	Check Wipers/Fill Washers			5P	Check All Transmission, Fuel & Oil Lines
		6E	Check Mirrors			6P	Check Cooling System / Radiator
		7E	Check Horn			7P	Check Water Pump, Fan Clutch and/or Electric Fan
		8E	Clean & Protect Batteries Terminals & Check Cables			8P	Check Wiring to Alternator / Starter, Check Wiring & Operation of Safety Sensors
			Check Tread Depth / Tires Pressures			9P	Check Exhaust System
		9E	LF:_____ /_____RF:____/_____ LR:____/_____ RR:____/_____			10P	Check Ignition System - Distributor & Wires
		10E	Check Wheel Nut Torque			11P	Check Master Cylinder & Booster
Accepted	Defective	Item	**Interior**			12P	Check for Codes
		1I	INTERIOR OF VEHICLE CLEAN	Accepted	Defective	Item	**Air Conditioning**
		2I	Check All Interior Lights			1A	Check A/C & Heat Systems for Operating
		3I	Check Driver Seat & Passenger Seats			2A	Check Evidence of Freon leak w/Detector
		4I	Check Dash Controls, Heaters & Defrosters			3A	Check A/C Clutch
		5I	Check Gear Shift Operation	Accepted	Defective	Item	**Under Bus**
		7I	Check Window Operations			1U	Estimated brake lining LF:_____% LR:_____%
		8I	Check Fire Extinguisher & First Aid Kit			2U	Estimated brake lining RF:_____% RR:_____%
		10I	Check Flooring			3U	Check Tie-Rod Ends, Drag Link & Idler Arms
		11I	Check Brake Pedal Operation			4U	Check Steering Shaft/Box/Lines
		12I	Check Parking Brake Operation			5U	Check Shock/Bushings
						6U	Check Differential Oil Level/Leaks & Breather Vent
Accepted	Defective	Item	**Wheel Chair Lift (If Applicable)**			7U	Check Drive Shaft/U-Joints & Carrier Bearing
		1L	Check For Manual Pump Operation & handle			8U	Check Bulkheads/Crossbeams & Frame rivets for looseness
		2L	Check Flashers:___ Beepers:___			9U	Check King Pins or Ball Joints (As Applicable)
		3L	Check Interlocks: P/Brake:__ Door:__ Trans:__			10U	Lube entire Chassis
		4L	Check Hand Rails			11U	Check Brakes,Linings,Rotors,Drums/ Brake lines,Parking Brake
		5L	Check Barriers			12U	Road Test & Perform Brake Test
		6L	Clean & Lube Lift			13U	Check Exhaust Pipes, Hangers & Pipe Condition
		7L	Check Fluid Level			14U	Check Fuel Tank & Mounting
		8L	Check For Leaks			15U	Check Rear Springs & Bushings
		9L	Check Electrical Connections & LED lights				
		10L	Check For a Complete Set of Tie Downs				

B - Inspection 6,000 Miles							
Accepted	Defective	Item	**Powertrain**	Accepted	Defective	Item	**Wheel Chair Lift**
		1PB	Check Oil Pressure:			1WB	Check all bolts
		2PB	Clean Intake Pipes, Boots & Retorque Clamps			2WB	Inspect Slide Channels and Wear Blocks
		3PB	Change Air Filter			3WB	Readjust All Switches
		4PB	Check Alternator Output (14.2 for 12v sys)				
Accepted	Defective	Item	**Air Conditioning**				
		1AB	Check High & Low Pressures & Switch Operation				
		2AB	Check Evaporator Valve				
		3AB	Check Temp. Control Switch Operation				
		4AB	Check A/C Supply Duct Temp.:_____				
		5AB	Check Compressor Alignment				

C - Inspection 24,000 Miles							
Accepted	Defective	Item	**Powertrain**	Accepted	Defective	Item	**Air Conditioning**
		1PC	Check or change Differential oil			1AC	Check or Change A/C Drier if needed
		2PC	Change Fuel Filter	Accepted	Defective	Item	**Under Carriage**
		3PC	Change Transmission oil and filter			2UC	Check Wheels for Broken Welds, Cracks & Rust
		4PC	Check Engine & Transmission Mounts				

Notes

Mechanic: Date:

Supervisor: Date:

Paratransit Services, Medium PMI Schedule

Inspections to Complete: A:___ B:___ C:___D:___

Bus:_____ Mileage:_____ R/O#:_____ Date:_____

A - Inspection 3,000 Miles							
Accepted	Defective	Item	**Exterior**	Accepted	Defective	Item	**Powertrain**
		1E	EXTERIOR OF BUS CLEAN			1P	Check All Fluid Levels
		2E	Check All Exterior Lights			2P	Check Air Filter Indicator / Intake System
		3E	Check for Body Damage (Record on Body Sheet)			3P	Check All Belts
		4E	Check Wipers/Fill Washers			4P	Check All Transmission, Fuel & Oil Lines
		5E	Window / Windshield damage			5P	Check Cooling System / Radiator
		6E	Check Mirrors			6P	Check Water Pump, Fan Clutch and/or Electric Fan
		7E	Check Bike Racks & Mounts (As Applicable)			7P	Check Exhaust System
		8E	Check Bumper Bolts & Mounting Brackets			8P	Check Codes
		9E	Clean & Protect Batteries Terminals & Check Cables			9P	Check Wiring to Alternator / Starter, Check Wiring & Operation of Safety Sensors
			Check Tread Depth / Tires Pressures			10P	Check Ignition System - Distributor & Wires
		10E	LF:_____/_____RF:____/_____ RRO:____/_____ RRI:____/_____ LRO:____/_____ LRI:____/_____			11P	Check Master Cylinder & Booster
		11E	Check Wheel Nut Torque	Accepted	Defective	Item	**Air Conditioning**
Accepted	Defective	Item	**Interior**			1A	Check A/C & Heat Systems for Operation
		1I	INTERIOR OF BUS CLEAN			2A	Check Evidence of Freon leak w/Detector
		2I	Check All Interior Lights			3A	Check A/C Clutch gap & Servicability
		3I	Check Driver Seat & Passenger Seating			4A	Check Heater Valves
		4I	Check Dash Controls, Heaters, Defrosters & Horn	Accepted	Defective	Item	**Under Bus**
		5I	Fire Extinguisher & First Aid Kit			1U	Estimated brake lining LF:_____% LR:_____%
		7I	Check Window Operations & Emergency Exits			2U	Estimated brake lining RF:_____% RR:_____%
		8I	Entrance Door Operation & Stairwell			3U	Check Tie-Rod Ends, Drag Links & Idler Arms
		9I	Check Flooring, Grab Rails & Modesty Panels			4U	Check Steering Shaft/Box/Lines
		10I	Back up Alarms & Warning Devices			5U	Check Shock/Bushings
		11I	Check Brake Pedal & Gearshift operation			6U	Check Differential Oil Level/Leaks & Breather Vent
		12I	Check Parking Brake Operation			7U	Check Drive Shaft/U-Joints, Center Bearing & Telma Retarder
Accepted	Defective	Item	**Wheel Chair Lift**			8U	Check Bulkheads/Crossbeams & Frame Rivets for looseness
		1L	Cycle Lift			9U	Check King Pins Or Ball Joints (As Applicable)
		2L	Check Flashers:___ Beepers:___ Decals____			10U	Lube entire chasis
		3L	Check Interlocks: P/Brake:__ Door:__ Trans:__			11U	Check Brakes, Linings, Rotors, Drums and Brake lines
		4L	Check Hand Rails & Restraint Strap function			12U	Check Parking Brake
		5L	Check Barriers,Rollstops,Platforms & Attaching Points			13U	Road Test & Perform Brake Test
		6L	Clean & Lube Lift			14U	Check for Engine, Transmission Leaks
		7L	Check Fluid Level & Hydraulic Unit			15U	Check Body Holdown Bolts & Brackets
		8L	Check For Leaks			16U	Check Exhaust Pipes, Hangars & Condition
		9L	Check Electrical Connections, LED lights & Hand Control			15U	Check Fuel Tank & Mounting
		10L	Check For a Complete Set of Tie Downs			16U	Check for Leak Wheel Seals
		11L	Check For Manual Pump Operation				

B - Inspection 6,000 Miles							
Accepted	Defective	Item	**Exterior**	Accepted	Defective	Item	**Power train**
		1EB	Check Mirrors and operation			1PB	Change or Sample engine Oil & Filter
		2EB	Check Emergency Roof Hatch			2PB	Change Fuel Filter
Accepted	Defective	Item	**Interior**			3PB	Check Coolant Protection & Pressure Test System
		1IB	Check Passage Door Alignment & Operation			4PB	Clean Engine & Battery Compartment
		2IB	Tighten All Grab Rails & Seats	Accepted	Defective	Item	**Air Conditioning**
		3IB	Open Emergency Windows			1AB	Check & Clean A/C Evaporator Filters
Accepted	Defective	Item	**Wheel Chair Lift**			2AB	Clean Evaporator & Condenser Housing
		1LB	Inspect All Hoses and Cables for Chafing			3AB	Check A/C Clutch Operation
		2LB	Check Main Frame Alignment			4AB	Check System Pressures & Check for leaks
		3LB	Clean Pump	Accepted	Defective	Item	**Under Bus**
						1UB	Check Telma Retarder (If Applicable)
C - Inspection 12,000 Miles							
Accepted	Defective	Item	**Wheel Chair Lift**	Accepted	Defective	Item	**Power train**
		1WC	Retorque All Bolts & Check Pivot Pins			1PC	Check fast idle
		2WC	Inspect Slide Channels, Wear Blocks & Barriers			2PC	Check Oil Pressure:
		3WC	Readjust All Switches (As Needed)			3PC	Clean Intake Pipes, Boots & Retorque Clamps
Accepted	Defective	Item	**Air Conditioning**			4PC	Check Alternator Output (14.2 for 12v sys)
		1AC	Check High & Low Pressures & Switch Operation			5PC	Change Air Filter
		2AC	Check Evaporator Valve	Accepted	Defective	Item	**Under Bus**
		3AC	Check Temp. Control Switch Operation			1UC	Check all Wheels for Cracks or Broken Welds & Rust
		4AC	Check A/C Supply Duct Temp.:____			2UC	Brake Tear Down & Inspection estimate brake lining
D - Inspection 24,000 Miles							
Accepted	Defective	Item	**Power train**	Accepted	Defective	Item	**Air Conditioning**
		1PD	Change Differential Oil			1AD	Check or Change A/C Drier
		2PD	Check Engine & Transmission Mounts	Accepted	Defective	Item	**Under Bus**
		3PD	Sample or Change Transmission Oil & Filter			1UC	Retorque the Telma Retarder Rotor Flange Bolts
						2UC	Check Telme Rotor Bearings

Notes

Mechanic: Date:	Supervisor: Date:

Lassen County

Trip Manifest for DAR. Page 1
Tuesday 03/08/16
Printed at 13:55 on 03/08/16, dispatcher id:0

Passenger Name	Phone	PickUp Address	ETA	Destination Address	Appt Time	Client Stat	Num. C,A,E	Accept YesNo	PU Time
Redacted ON, GLORIA	No phone	780 HALL ST SUSANVILLE	715	LASSEN LIFE SKILLS SUSANVILLE	715	3	1,0,0		
Redacted RI-ANN	257-7799	1030 CAMPBELL SUSANVILLE	718	LASSEN LIFE SKLILLS SUSANVILLE	800	4	1,0,0		
Redacted N, JOANN	257-7799	PARKVIEW APARTMENTS 300 LIMONEIRA APT 20, SUSAN	730	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted T, ELIZABETH	257-7799	SUSAN RIVER APARTMENTS 1625 RIVERSIDE DR, SUSANVIL	733	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted SA	257-7799	SUSAN RIVER APTS SUSANVILLE	733	LASSEN LIFE SKILLS SAN FRANCISCO AVE, SUSANVI	800	3	1,0,0		
Redacted IIRLEY	257-7799	1820 RIVER ST SUSANVILLE	735	LASSEN LIFE SKILLS SUSANVILLE	800	3	1,0,0		
LOCATED CORNER RIVER AND MCDOW. OK TO PICKUP FROM MCDOW									
Redacted CHARLES	257-7799	406 RUSSELL ST SUSANVILLE	745	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted E, DEWEY	257-7799	406 RUSSELL SUSANVILLE	745	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted N, NATHAN	257-7799	406 RUSSELL AVE SUSANVILLE	745	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted ELLI, NANCY	257-7799	406 RUSSELL ST SUSANVILLE	745	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted IO, SEAN	257-7799	406 RUSSELL SUSANVILLE	745	LASSEN LIFE SKILLS 475-340 SAN FRANCISCO ST., S	800	3	1,0,0		
Redacted ILL	No phone	116 S MESA SUSANVILLE	749	475-340 SAN FRANCISCO ST SUSANVILL	749	3	1,0,0		
Redacted MICHAEL	No phone	116 S MESA SUSANVILLE	749	LASSEN LIFE SKILLS SUSANVILL	800	3	1,0,0		
Redacted ES, ROBERT	257-7744	116 S MESA SUSANVILLE	749	LIFE SKILLS SUSANVILL	800	8	1,0,0		

DAILY VEHICLE INSPECTION

BUS #:_____ CONTRACT #:_____ DATE:_____ R.O. #:_____

I have reviewed the previous operator's vehicle inspection report.

Driver	Driver	Driver
Signature 1: _____	Signature 2: _____	Signature 3: _____
Begin Miles: _____	Begin Miles: _____	Begin Miles: _____
End Miles: _____	End Miles: _____	End Miles: _____
Begin Time: _____	Begin Time: _____	Begin Time: _____
End Time: _____	End Time: _____	End Time: _____

Check all items on pre-trip. Use "OK"; if defect found use "X"; if not applicable use "NA". Turn in daily.

VEHICLE EXTERIOR CHECKS

Driver 1	Driver 2	Driver 3		Driver 1	Driver 2	Driver 3	
			All lights & lenses*				**Glass & mirrors***
			Turn signals & 4-way flashers*				Body damage/lettering
			Windshield wipers & washers				**Under vehicle leaks***
			Door operation, seals intact/tight				Advertising signs securement
			Emergency door/windows/alarm				Lift door hold backs
			Tires, wheels & lugnuts*				Passenger lift operation

VEHICLE INTERIOR CHECKS

Driver 1	Driver 2	Driver 3		Driver 1	Driver 2	Driver 3	
			Speedometer/tachometer				Steering operation
			Heaters, defroster & ventilation				Air conditioner
			All gauges*				Fare box
			Horn/dashlights/hi/lo indicator*				Destination sign
			Interior lights				Wheelchair securement straps & covers
			Driver seat operation & belts				Two-way radio operation
			Pass. seat securement & covering				Passenger chime or buzzer
			Hand rails/modesty panels				Backup alarm
			All required emergency equipment				Veh. documentation/certification
			Exhaust noise				_____

BRAKE SYSTEM CHECKS

Driver 1	Driver 2	Driver 3	(AIR)	Driver 1	Driver 2	Driver 3	(HYD/VAC)
			Cut in pressure _____ PSI				Operating not less than 15" VAC
			Cut out pressure _____ PSI				Low VAC warning ____ inches
			Static press. loss P/B on ____ PSI				Brake pedal height (applied)
			Static press. loss P/B off ____ PSI				_____
			Applied pressure loss _____ PSI				
			Low pressure warning* ____ PSI				
			Auto pop out (park brake) ____ PSI				
			Park brake hold				

line items to be checked on a "Mini Pre-Trip" Inspection

	NO DEFECTS
Driver 1	
Driver 2	
Driver 3	

COMMENTS: _____

_____

_____

_____

_____

_____ _____

MECHANIC'S SIGNATURE DATE

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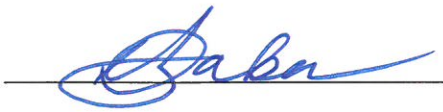
Questionnaire Signature

Lassen Rural Bus RFP, Section III.B, *Proposal Format and Required Information*, states that Proposals must include, among other items, "Completed, signed and dated PROPOSAL QUESTIONNAIRE (Section VI)."

Paratransit Services has responded to the Questionnaire in the preceding Proposal narrative. The Questionnaire itself is presented on the pages that follow. As there is no signature block in the Questionnaire, we present this document to confirm that the Questionnaire was received, reviewed, and that our responses as submitted in our Proposal represent our official, authorized responses to the Questionnaire.



Signature of Bidder's Authorized Official

David Baker — Printed Name of Bidder's Authorized Official

President/CEO — Title of Bidder's Authorized Official

4/4/16 — Date

VI PROPOSAL QUESTIONAIRE

Please complete the following questionnaire. Proposals which do not include this questionnaire in a completed format will be considered non-responsive and will be rejected. All questions must have a response. *(Use additional paper.)*

1) Does the individual proposing firm, any participating firm in any proposed joint venture, or any proposed subcontractor have any conflict of interest within the following context?

   "No person performing services for the Lassen Transit Service Agency in connection with any project resulting from this proposal shall have financial or other personal interest, other than employment or retention by the LTSA, in any contract or subcontract in connection with such project. No officer or employee of such person performing services for the LTSA shall have any financial or other personal interest in any real property acquired for any such project, unless such interest is openly disclosed upon the public records of the LTSA and such officer, employee or person has participated in property acquisition for or on behalf of the LTSA."

2) State the number of years the proposer has provided or managed publicly funded transit services. List time spans and describe the service provided *(including annual revenue vehicle mileage, number and size of vehicles, size of service area, client group served, and amount of firebox revenue collected annually for each system referenced).* Identify the responsible individual, providing his/her phone number, who can verify service. Attach additional description material, if necessary; however, please complete the following:

Indicate years of experience in service:

System Name:		System Address:	
Dates of Service:	Annual Service Miles:	Number of Vehicles:	Size of Vehicles:
Annual Fare Revenue:	Contact Telephone:	Contact Name:	

3) Specifically identify and describe the experience and qualifications of the proposed on-site General Manager. *(Please attach a resume.)* Identify where this person obtained the required experience described in the "Minimum Qualifications" section of the RFP. Identify a responsible individual *(including phone number)* who can verify the proposed on-site General Manager's experience. If the proposed Operations Manager obtained his or her experience with the Proposer's

firm, proposer certifies that the proposed General Manager has the requisite experience.

4) Describe your firm's knowledge of the LRB public transit service, including funding sources and the restrictions on the funding sources. Indicate ideas, if any, your firm has that may improve the current operation of the LRB.
5) Describe your firm's knowledge and experience with the Transportation Development ACT, focusing primarily on the establishment of charter service rates and fare box recovery as they pertain to the LRB.
6) Describe your firm's knowledge and experience with rules and regulations set forth in the Americans with Disabilities ACT in areas as they pertain to the LRB.
7) Attach at least four (4) recent CHP safety compliance reports *(or other applicable law enforcement safety-related reports)* which pertain to transit services operated by your firm.
8) Has your firm received an "unsatisfactory" rating from a law enforcement or any other regulatory agency with regard to maintenance, records or facility at any time during the past five (5) years?
9) Has your firm been cited over the past five (5) years from any regulatory agency for improper maintenance or for accidents caused by improper maintenance?
10) Is there any recent, current or pending litigation involving your firm due to accidents which have resulted in death or injury from operation of a bus system? *("Recent" shall be defined as any judgment entered or settlement reached within the past five (5) years which resulted in a dismissal of a lawsuit.)* If yes, specify court and number of the case.
11) Please list the number of miles between preventable collision accidents for systems operated by your firm during each of the past two (2) consecutive years.
12) Attach your firm's 2015 Income Statement and Balance Sheet.
13) Are there any past, current or pending financial/legal issues which might jeopardize your firm's ability to provide services per the requirements of the attached Agreement at the prices quoted by you? If yes, give details.
14) Describe other organizational resources and services which your firm will provide as part of this Agreement at no additional charge.
15) How many miles per year will you operate LTSA provided buses out of service?

Deadhead miles: _____ miles

Training/Testing/Other: _____ miles

16) Specifically identify and describe your proposed approach to providing maintenance services. Identify the experience and qualifications of lead maintenance person or firm providing the maintenance services. Provide references for the personnel or firm proposed to provide maintenance on LTSA and Contractor supplied equipment

17) Describe your firm's proposed PMI program for all buses, components and equipment to be used in LRB public transit service, including, but not limited to engine, transmission, brakes, chassis, wheelchair lifts, air conditioning, fare boxes, batteries, and two-way radios.

    Attach proposed documents to be used in PMI program. Description of PMI program should include both mileage and time intervals and should reflect PMI levels covered on a vehicle's first 150,000 miles of life and beyond.

18) Describe the maintenance tools, supplies, support equipment, and other equipment which will be provided by your firm at the maintenance facility and office. Compare to the minimum requirements of the RFP.

19) Attach the proposed driver pre and post trip inspection forms which will be used by drivers for bus inspection each shift, including specific emphasis on wheelchair lift inspection.

20) Describe your firm's proposed spare parts inventory program for vehicles/components/equipment being used in LTSA service.

21) Describe what steps your firm will undertake to expeditiously repair/replace vehicles/equipment damaged or destroyed while in your possession.

22) Describe your firm's proposed security program for LTSA provided buses, equipment and fare revenue.

23) Present a proposed organizational chart. Then, please list the proposed number of positions and responsibilities as well as the proposed number of hours and wage scale of those positions dedicated to the LRB operation, in the format indicated below. *(Include management, office, dispatch, driver, mechanic and service personnel.)*

This page intentionally left blank.

SERVICES PROGRAM

Job Classification	Number of Positions	Number of Hours	Wage Scale per hour	Average Hourly Wage
Operations Assistant				
Responsibilities:				
Mechanic(s)				
Responsibilities:				
Drivers:				
Responsibilities:				
Dispatchers:				
Responsibilities:				

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24) Please describe the fringe benefits package which will be provided, including a description of services, dollar value of such benefits, and the positions to which such benefits shall apply.

25) What is your firm's proposal with regard to use of the current Contractor's employees? *(Be thorough.)*

26) Describe your firm's proposed program to accommodate "no-shows," absenteeism, vacation and turnover of employees. *(What assurance does the LTSA have that the required services will be provided on a timely basis?)*

27) Describe in detail the training/evaluation/ongoing safety program being proposed for drivers, dispatchers, supervisors, and information service personnel. Include in your description the proposed areas covered, frequency, minimum number of hours per employee, etc. Attach any proposed personnel policy.

28) Describe in detail your firm's experience in providing transportation services. Describe the training program that will be used for dispatchers and drivers.

29) Describe in detail your firm's experience in providing transportation services for the elderly and disabled. What specific training do you provide to ensure that drivers and dispatchers are able to respond to the special needs of the elderly and disabled?

30) Attach an example of your firm's proposed Management Information System which will be used to report the operational/financial data required in the "Scope of Work."

31) Indicate in brief, why you consider your firm to be the best to perform this Contract. Please indicate any new or creative ideas that would provide the LTSA with a high quality, safe, efficient and responsive transit operation.

32) Describe in detail your specific plan for the transition from the existing program of services through start-up and implementation of the services you propose.

Under Separate Cover

1. **Financial Statements**
2. **Lesson Plans Handbook**

Attachments:

Addenda

1. **Addendum 1 Acknowledgment Form**
2. **Addendum 2 Acknowledgment Form**
3. **Addendum 3 Acknowledgment Form**
4. **Addendum 4 Acknowledgment Form**

Attachments:

Forms and Reports

1. **CHP Reports**
2. **PMI Documents**
3. **Sample Trip Manifest**
4. **DVI Forms**
5. **Proposal Questionnaire Form**

Under Separate Cover

1. **Financial Statements**
2. **Lesson Plans Handbook**