

TRANSIT OPERATIONS

Contractor shall describe strategies (include examples from other similar projects) meeting County requirements for fixed-route and paratransit services. Include procedures for quality service delivery, road supervision, and dispatching, customer service, and paratransit reservation scheduling and any other procedures to be utilized. Include all elements Contractor deems significant for meeting the service requirements and expectations of the County.

1. Describe the methodology used to ensure effective and efficient service delivery and quality control of the daily operations of the Fixed Route service. The methodology shall include, but not be exclusive of, methods for:
 - 1.1. Maintaining on-time performance.
 - 1.2. Addressing customer complaints including the proposed system to log, record, track and maintain in a searchable database of customer complaints, ensuring the provision of excellent customer service.
 - 1.3. Customer service standards that the Contractor expects their employees to uphold while on duty and when providing customer service.
 - 1.4. Training of its employees to achieve these standards during employment.
 - 1.5. Effective management of extra-board for operators.
 - 1.6. Maintaining employee morale and sense of teamwork, and resolution of on-street issues and union-related performance issues.
2. Describe the methodology used to ensure effective and efficient service delivery and quality control of the daily operations of the Paratransit service. The methodology shall include, but not be exclusive of, methods for:
 - 2.1. Maintaining on-time performance.
 - 2.2. Missed trips.
 - 2.3. No shows and will-calls.
 - 2.4. Effective management of extra-board staffing.
 - 2.5. Maintaining employee morale and sense of teamwork, and resolution of on street issues and union-related performance issues.
3. Describe the methodology used to ensure customer contact continuity of service.
 - 3.1. Contractor is encouraged to maintain the current telephone number for Lake County Connection and LakeXpress used for all customer inquiries regarding service information, service delays, lost and found or other issues.

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- 3.1.1. Adequate telephone lines shall be used for the main operation of the County Public Transportation services. This includes local service numbers for Lake County Connection (352-742-2612) and LakeXpress (352-742-1940). Another telephone line is used for TDD calls, and an additional line is a dedicated fax line.
- 3.2. Contractor shall provide a courteous, knowledgeable, and resourceful staff to always answer calls during service hours. A recording listing hour of operation and directing callers to the County's website for information may be provided during non-service hours.
- 3.3. Contractor shall provide an Automatic Call Distribution (ACD) telephone system that will place calls made into a central queue. The system will be capable of handling multiple call groups and caller options and have the capability of adding recorded messages either at the "front-end" or in each call group. The phone system should have such features as follows:
 - 3.3.1. To check on the arrival of vehicles for today.
 - 3.3.2. To make reservations for tomorrow or up to 14 days in advance, to cancel trips more than one day out, to make changes to future trips.
 - 3.3.3. For comments or suggestions.
 - 3.3.4. For questions about eligibility.
 - 3.3.5. For cancellations less than 24 hours.
 - 3.3.6. Allow callers to press "0" and be transferred to the main reservations call group or to remain on the line without making a selection and be transferred to the main reservations call group.
- 3.4. Contractor shall provide hands-free equipment for all reservationists and dispatch staff to facilitate the efficient and comfortable accomplishment of their duties and to allow them to operate the Route Match system while handling calls.
- 3.5. In accordance with ADA requirements, the County's goal is to have an average telephone hold time of no more than three (3) minutes for any given hourly period of the day.
 - 3.5.1. The three (3) minute standard is to be achieved for ninety-five percent (95%) of the hourly time periods that a phone line in question is in operation, measured monthly. For example, if there are thirty (30) operating days in the month and the reservations call group/line is open nine (9) hours each day, there are 270 hourly periods that month for the reservation's line/call group. Average hold times should be three (3) minutes or less for ninety-five (95%) of these hourly periods (or 257 of these time periods).
 - 3.5.2. There should be no pattern of long hold times for certain hours of the day, even if less than five percent (5%) of the hourly time periods have hold times in excess of three (3) minutes. For example, there should not be a pattern of average hold times

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exceeding two (2) minutes for the dispatch or customer service call group(s) during peak operating hours each day.

4. Describe new strategies or methods by which Contractor may achieve more efficient and cost-effective ADA Services.
5. Provide the number of dispatchers, road supervisors, depot supervisors to ensure coverage during all hours of Revenue Service. Road Supervisors shall be in numbers sufficient to respond to any incident/accident within a maximum of twenty (20) minutes of the call during revenue operating hours. Any time that a revenue bus is in Revenue Service, dispatchers and road supervisors must be on duty.
6. Provide a sample, comprehensive “Operator Manual” that would address at a minimum the following items:
 - 6.1. Operator Qualifications (job description, training requirements, evaluation/discipline process, licensing requirements, minimum guidelines for performance, etc.).
 - 6.2. Operator Duties (including pre & post trip inspections, marketing/outreach support, dress code, incident/accident reporting, mileage and hours reporting, and passenger counts on non-GFI vehicles, etc.).
 - 6.3. General Rules and Policies (work rules, personnel policies including absenteeism and extra-board procedures, procedures such as transfers and fare collection, procedures for taking vacation/sick time, employment Contracts, substance abuse awareness, employee benefits/assistance program, traffic/safety rules, late/missed trip policies, procedures for communication between operators and management on new operational policies, any other topic required by local, state or federal laws/regulations such as announcing stops, etc.).
 - 6.4. Vehicle Orientation (Standard Operating Procedures including public address system, destination signs, wheelchair lift operation, kneeling, radio/communication procedures, safety policies while on duty on property and in vehicles, driving theory on defensive driving and accident avoidance, disability awareness/sensitivity and methods for assisting passengers with disabilities, and all other policies/procedures critical for the efficient and safe operation of the County’s equipment).
7. Liquidated Damages are specified separately for both fixed route and paratransit services in Exhibit H1 Performance Measure Table. Describe strategies for meeting the standards and the measures used to gauge progress towards meeting the standards.
8. List new technology Contractor uses for delivering services, managing operations, and describe how the specified technology would:
 - 8.1. Contribute to the efficiency and effectiveness of the system.
 - 8.2. Minimize operating costs.
 - 8.3. Improve performance reporting to the County.

- 8.4. Enhance the customer experience.
 - 8.5. Maximize employee productivity, etc.
 - 8.6. Contractor shall include information on useful life and replacement schedule(s) for any technology proposed and/or purchased. Technology equipment paid for directly by the County shall become the property of the County. Furthermore, all (electronic and tangible) data collected, stored, and produced by such technology shall become the property of the County. County shall dictate how such data shall be provided to the County upon its request. Contractor shall further retain such data for an amount of time specified by the County.
9. Describe internal audit and cost control procedures for fixed-route and paratransit services.

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