

**TRANSIT OPERATIONS**

Contractor shall be responsible for providing qualified personnel capable of performing all Contractor's responsibilities and obligations under this project. The total number and qualifications of personnel necessary for operations, maintenance, and other service requirements shall be in accordance with the Contractor's response to the RFP.

Contractor shall provide a monthly written update of all vacancies, by number and by function (i.e., operators, dispatchers, schedulers, mechanics, supervisors, etc.) working under this project. Such written update shall specifically identify all new employees, positions, and when applicable, training status.

**Personnel Performance Standards and Requirements**

1. Personnel Standards.
  - 1.1. Contractor shall require all personnel maintain a professional, courteous attitude toward customers, including answering passenger questions (including questions about schedules) and performing other tasks as directed.
  - 1.2. Contractor shall use appropriate employee screening and selection criteria (including the hiring standards) to assure the employment of the best qualified applicants available, emphasizing competence, reliability, and good customer service skills.
  - 1.3. Contractor shall promptly remove from any work under this Contract any employee who the County considers unsuitable for such work or who has displayed any act of discourtesy, rudeness, use of profanity, or any other act deemed unacceptable by the County.
2. Personnel Policies.
  - 2.1. General Requirement. Contractor shall follow its personnel program and policies in carrying out recruitment, hiring, training, and performance reviews. Contractor shall comply with its personnel program and policies throughout the term of this Contract. Contractor shall give written notice to the County of any material changes in its personnel program and policies.
  - 2.2. Compliance with Applicable Law. Contractor's personnel policies and personnel wages and work hours shall be in accordance with applicable local, State, and Federal laws and regulations.
  - 2.3. Standard of Conduct. Contractor shall apply its standards of conduct, which are subject to County-approval. Contractor's employees performing work under this Contract shall strictly adhere to Contractor's standards of conduct. Material changes in these standards shall require prior written approval by the County. Any deviation from the County approved standard of conduct by any of Contractor's employees shall be grounds for removal of the employee from County project services. Failure of Contractor to enforce these standards shall be grounds for termination of this Contract.
  - 2.4. Background Checks and Hiring Standards. Contractor shall make all reasonable efforts to ensure that employees having contact with the public in the course of assigned duties are of good moral character. Contractor, prior to hiring, shall conduct employee candidate background checks of all positions, especially those positions to be considered safety-sensitive in nature. County considers all positions to be safety-sensitive unless administrative in function only.

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- 2.5. Because of the varied types of services performed, County has established that two levels of risk and associated background screening is required for this Contract: Standard Risk for the vehicle maintenance staff, admin staff, and fixed route drivers and Maximum Risk for road supervisors and paratransit drivers who have any contact with vulnerable people such as children, youth, elderly, or individuals with disabilities.
- 2.5.1. Standard Risk and Background Screening. A standard risk background screening shall be performed when the contract worker's work assignment will:
- 2.5.1.1. Require a badge or key for access for County facilities.
  - 2.5.1.2. Allow any access to sensitive, confidential records, personal identifying information, or restricted County information.
  - 2.5.1.3. Allow unescorted access to County facilities during normal and non-business hours.
  - 2.5.1.4. The background screening for this standard risk level shall a background check for real identity/ legal name and shall include felony and misdemeanor records from any County in the United States, the state of Florida, plus any other jurisdiction where the contract worker has lived at any time in the preceding seven (7) years from the contract worker's proposed date of hire.
- 2.5.2. Maximum Risk and Background Screening. A maximum risk background screening shall be performed when the contract worker's work assignment will:
- 2.5.2.1. Have any contact with vulnerable people such as children, youth, elderly, or individuals with disabilities.
  - 2.5.2.2. Have any responsibility for the receipt or payment of the County funds or control or inventories, assets, or records that are at risk of misappropriation.
  - 2.5.2.3. Have unescorted access to the County data centers, money rooms, or high-value equipment rooms.
  - 2.5.2.4. Have access to private residences.
  - 2.5.2.5. Have access to identified critical infrastructure sites/facilities.
  - 2.5.2.6. The Background Screening for this maximum risk level shall include the Background Screening required for the Standard Risk level, plus a sexual offender search, a credit check, and driving record search for the preceding seven (7) years from the contract worker's proposed date of hire. Contract workers who work directly with children or vulnerable adults are also subject to fingerprint verification through the Florida Department of Children and Family Services (DCF)/County for Persons with Disabilities (APD).
  - 2.5.2.7. Contractor shall provide for the County's review and approval such Background Screenings for any contract worker considered for performing

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services under this Contract where human safety or facility security is classified as a Maximum Risk level. The County may, in its sole discretion, accept or reject any or all contract workers proposed by Contractor for performing work under this Contract. A contract worker rejected for work at a Maximum Risk level under this Contract shall not be proposed to perform work under other COUNTY contracts or engagements without COUNTY's prior written approval.

2.5.3. The background screening requirements in these provisions shall continue throughout the entire term of this Contract. Contractor shall notify the County immediately of any change to a Maximum Risk Background Screening of a contract worker previously approved by the County. Contractor shall maintain all records relating to background checks conducted on all employees working at the Facilities or otherwise providing services under this Contract. For purposes of audit and oversight by the County, Contractor shall make all background check records and information available to County representatives at their request.

2.5.4. Drug and Alcohol Testing. Contractor shall ensure that employees are tested in accordance with the FTA Drug and Alcohol Testing Regulations, including pre-employment, reasonable cause, return to duty, post-accident, and random testing.

3. Staffing Levels.

3.1. Contractor shall employ and provide no less than the number of personnel by position as specified in its response to the RFP. Any changes to the level of staffing must be approved by the County and may, at the County's discretion, require the negotiation of a reduction in the rates for service.

3.2. Contractor shall provide the County written notification of any variance to the staffing levels that could impact service, immediately upon the occurrence of such variance. Contractor shall accompany any such notification with a "recovery plan" that addresses personnel shortages.

4. Uniforms.

Contractor shall provide a uniform package consisting of dress shirts, slacks, shorts, skirts, socks, shoes/boots (preferably steel toe), cap, an outer jacket and raincoat. Bus Operators must wear khaki pants, shorts, or skirts (not more than three inches (3") above the knee for shorts, skirts and skorts) and appropriate tucked-in, long-sleeve or short sleeve polo or button-front shirts consistent with the County's color scheme of royal blue (polo's) or light blue and royal blue for button-front shirts. All shirts, outer coats, and caps shall include a County-approved system logo. Only uniforms items approved by the County are allowed. Uniforms shall be worn only when providing service for the County and shall not be worn in any other service which may be provided by the Contractor. Bus Operators shall always maintain proper grooming and personal hygiene. Contractor should provide sample Uniform Policy and Images of proposed uniform.

5. Key Personnel.

Key personnel are defined as the General Manager, the Operations Manager(s), the Maintenance Manager, and the Safety/Training Manager. These positions shall be 100% dedicated to the County's project. The County reserves the right of prior approval of all key personnel.

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The minimum level of required staffing is described below.

**5.1. General Manager**

- 5.1.1. The General Manager will be the person in charge of all management and day-to-day operations for the Contractor. The General Manager must maintain consistent communications with the County through its designated project contact person. The General Manager must have a minimum of ten (10) years supervisory experience in public transportation operations or a related industry (at least two being in fixed route service and paratransit environments). The General Manager must spend 100% of his/her time assigned to the County project. The Contractor shall not replace the General Manager without the prior written consent of the County. Contractor shall submit a resume to the County for any proposed replacement candidate and an interview of the proposed replacement candidate may be required by the County. The General Manager will demonstrate, by decision and action, competency in all aspects of the County's fixed route and paratransit system. The General Manager must be knowledgeable about all Federal, State, Florida Commission of Transportation, and local transit rules, regulations, and compliance. The General Manager will function as line supervisor of all project staff and will manage the County accounts and operating records.
- 5.1.2. Contractor shall notify the County in writing whenever the General Manager is scheduled for vacation or anticipates extended sick or training time. When the General Manager is out of the office, he/she must provide the County with the name of the temporary individual(s) who will assume responsibilities for the day-to-day operations during the General Manager's absence, to include decision-making authority and signature authority required to support the Contract. This temporary individual must be approved by the County and have the requisite knowledge, skills, and abilities to manage the County's public transit service without disruption or diminishment of the quality and caliber of services. Under no circumstances should the General Manager and Operations Manager/Assistant Operations Manager be scheduled to be out of the office, on vacation or leave at the same time.
- 5.1.3. The General Manager shall be proficient in report generation and special report writing using the Route Match system, Crystal Reports and exporting to Excel, Access, and other software interfaces to include Microsoft Office Suite (Access, PowerPoint, and Word), and any other County technology software and hardware deemed necessary and utilized to support this Contract.

**5.2. Operations Manager**

- 5.2.1. The Operations Manager will report directly to the General Manager and will be responsible for both Fixed Route and Paratransit operations. The Operations Manager shall have a minimum of seven (7) years of supervisory and operations experience combined, in public transit or equivalent experience (i.e., school bus, freight, etc.) to include fixed route and paratransit operations and always hold a valid Florida Class A Bus Operator's license with all appropriate endorsements and no air brake restrictions. The Operations Manager will supervise and manage the Bus Operators, Dispatchers, Schedulers and Customer Service Representatives. They are expected

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to understand the duties and requirements of each position. The Operation Manager will attend meetings with the County in the absence of the General Manager.

- 5.2.2. The Operations Manager shall oversee the operations division and its employees. The Operations Manager shall be responsible to the General Manager and the County for the safe and reliable provision of all services referenced herein. The Operations Manager shall supervise the daily activities of all operators, supervisors, dispatchers, schedulers, and other operationally focused personnel. The Operations Manager shall work cooperatively with the County and be accountable for all substantive matters pertaining to the provision of transit services as provided under this Contract. Operations Manager shall be available during operating revenue service hours and for pre-trip and post-trip inspection periods, which can be as early as 4:00a.m. and as late as 9:00p.m., Monday – Friday and on Saturday and Sunday for paratransit dialysis service; and at other times as situations dictate (e.g., emergencies).
- 5.2.3. Standard duties include management during accidents or incidents, including event investigation and follow-up; regular street supervision of service, including the monitoring of schedule adherence, on-street operation, and on-route compliance; and Bus Operator training. The Contractor shall ensure that at least one Operations Manager is always on duty when at least one revenue vehicle is in operation. The Operations Manager shall coordinate and plan service changes, address Bus Operators/staff disciplinary actions and provide recommendations to County staff and the General Manager regarding service schedules, operations and maintenance and facilities (i.e., transit stops, etc.)

### 5.3. Maintenance Manager

- 5.3.1. The Contractor shall assign an onsite, full-time employee to act as its Maintenance Manager for the County's project. The Maintenance Manager will report directly to the General Manager and will be responsible for the maintenance of the Lake County fleet. This position shall be responsible for the daily oversight of the Contractor's maintenance personnel. The Contractor shall not replace the Maintenance Manager without prior written approval from the County. The Maintenance Manager must have a minimum of five years (5) journey-level mechanic experience and a minimum of three years' experience in maintenance supervision of ten or more mechanics. The Maintenance Manager must be legal licensed to operate a bus in the State of Florida with a valid Class B license and any other licenses or certificates required by applicable federal, state, or local regulations.
- 5.3.2. The Maintenance Manager shall also provide proactive resource management including but not limited to preventive maintenance scheduling and supervision, repair supervision, technical training, and such other activities as may be necessary to ensure the performance of Contractor's maintenance duties and responsibilities. The Maintenance Manager shall understand the fundamentals of building and facility maintenance.

### 5.4. Safety/Training Manager

- 5.4.1. The Safety and Training Manager will report to the General Manager. The Safety and Training Manager must possess at least three (3) years of experience in the public

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transit industry training (or equivalent experience, i.e., school bus, freight, etc.); managing safety sensitive employees; and or working as a safety sensitive employee; and always hold a valid Florida Class A Bus Operator's license with all appropriate endorsements and no air brake restrictions. Additionally, the Safety and Training Manager shall always possess and maintain a valid USDOT physical. The Safety and Training Manager must have experience conducting safety training, audits, and reviews, developing, and ensuring compliance requirements for all aspects of public transit operations and administration in accordance with 49 CFR Parts 40 and 655.

- 5.4.2. The Safety & Training Manager will be responsible for managing new hire and veteran operator training programs; responding to and training staff to respond to accidents, incidents and completing the required event documentation and reporting requirements in accordance with local, state, and federal regulations and statutes that govern federally funded public transit service. Other duties shall include behind-the-wheel driver training, refresher training programs and other training as determined necessary by the Contractor and/or County.
- 5.4.3. This position requires paratransit and fixed route experience, including behind-the-wheel training. The Safety and Training Manager must also understand traffic safety and the applicable provisions of: Americans with Disabilities Act (ADA); Environmental Protection County (EPA); Occupational Safety and Health Administration (OSHA); Federal Transit Administration (FTA); American Association of State Highway and Transportation Officials (AASHTO); National Highway Transportation Safety Administration (NHTSA) and all related Florida State Statutes and Regulations that govern public transit.
- 5.4.4. Special Qualifications:
  - 5.4.4.1. Must have a valid Class B, Commercial Florida Driver's License with a Passenger ["P"] endorsements; and must meet same driving record requirements as described for Drivers.
  - 5.4.4.2. Current Medical Certificate.
  - 5.4.4.3. Current Verification of Transit Training Certificate.
  - 5.4.4.4. In good standing with DMV.

**5.5. Road Supervisors**

- 5.5.1. Fixed Route Road Supervisors. Road Supervisors must possess a minimum of six (6) years of combined experience operating and supervising experience in public transit or equivalent experience (i.e., school bus, freight, etc.) to include fixed route operations and hold a valid Florida Class A Bus Operator's license with all appropriate endorsements and no air brake restrictions at all times. Road Supervisors must have had supervisory training if they have not had at least one year of experience as a Road/Street Supervisor documented in their resume, application, etc. Road Supervisors are responsible for managing and directing the activities of the Operators including on-time performance, lift problems, fare issues, farebox problems, accident/incident investigation, assistance in disputes/incidents, developing and working with detours for the County's routes and additional duties as assigned. Road

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Supervisors will be responsible to perform fitness for duty inspections on at least 25% of the operators per week with every operator being inspected at least once monthly.

- 5.5.2. Within the current level of service, a minimum of four (4) Fixed Route Road Supervisors shall be deployed in the field, utilizing approved transit vehicles, and roaming in strategic locations throughout the operational period. Road Supervisors need to be located on the east, west, north, and south ends of the County to respond to issues in a timely manner. These positions require fixed route experience, including behind-the-wheel training, no more than three moving violations and/or accidents within the past three years or any DUI violation within the past 10 years; and no more than two accidents for which no citation was issued in the past five years. Road Supervisors shall act as Transit Ambassadors and be available to assist passengers.

5.6. Paratransit Road Supervisors

- 5.6.1. Road Supervisors must possess a minimum of six (6) years of combined experience operating and supervising in public transit or equivalent experience (i.e., school bus, freight, etc.) to include fixed route operations and hold a valid Florida Class A Bus Operator's license with all appropriate endorsements and no air brake restrictions at all times. Additionally, each Road Supervisor shall always possess and maintain a valid USDOT physical. Road Supervisors are responsible for managing and directing the activities of the Operators including on-time performance, lift problems, fare issues, fare box problems, accident/incident investigation, assistance in disputes/incidents, developing and working with detours for the County's routes and additional duties as assigned.

- 5.6.2. Road Supervisors will be responsible to perform fitness for duty inspections on at least 25% of the operators per week with every operator being inspected at least once monthly.

- 5.6.3. Within the current level of service, a minimum of four (4) Paratransit Road Supervisors shall be deployed in the field, utilizing approved transit vehicles, and roaming in strategic locations throughout the operational period. Road Supervisors need to be strategically located throughout the County to respond to issues in a timely manner. Contractor should note that the coverage area of Lake County Connection paratransit services includes the entire 315 square miles of Lake County. These positions require paratransit experience, including behind-the-wheel training, no more than three or more moving violations and/or accidents within the past three years or any DUI violation within the past 10 years; and no more than two accidents for which no citation was issued in the past five years.

- 5.6.4. Note: The number of road supervisors and/or their deployment schedule may need to be adjusted in order to properly accommodate future service expansion projects.

5.7. Information Technology Coordinator

- 5.7.1. Contractor shall be responsible for managing the information technology (IT) needs of the County's transit operation as it relates to on-site facility connectivity with the County's IT and communications network, if applicable. This Contractor employee must be available 24-hours/day to support any technology and communications needs

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of County's transit operation to include data (cloud and land-based servers) retrieval, dissemination, and collection for day-to-day operations and in the event of emergencies (natural disasters, etc.). This individual will be responsible for coordinating Route Match Training and support for the County's transit system, two-way radio training for Bus Operators, Road Supervisors, Dispatchers and Schedulers. The Contractor's IT Coordinator must possess up to five years of telecommunications and IT training preferably with a public transit system, County, or an equivalent number of years of experience and/or education in a related field with demonstrated experience in installation of cables and computer hardware and software, infrastructure support and maintenance, multi-line telephone systems, etc. The IT Coordinator will be responsible for trouble-shooting all transit vehicle hardware and software issues for the AVL, tablet, Vehicle Logic Unit (VLU), etc. Knowledge and familiarity with farebox systems, APC's and other standard and customary transit vehicle technology is required.

- 5.7.2. Additional requirements: Proficiency with Routematch software, desktop, server, MDT, and network maintenance. Proficiency with the company's IT systems, services, and technology frameworks. Responsible for supporting local technologies related to transit operations, such as Mobile Data Terminals (MDT)/in vehicle tablets, Routematch software platform, Seon video systems installed in transit vehicles, including diagnostic and repair of systems. The IT/Communications Coordinator will report to the General Manager. This position may be filled by a sub-Contractor, or part of a contractor's employee's job responsibility as long as at least 50% of the employee's duties pertain to addressing and resolving transit related IT concerns. Candidate should possess excellent communication and problem-solving skills. The IT Coordinator should take a proactive approach in order to mitigate service disruptions as a result of technical issues.

5.8. Schedulers (Paratransit Services)

- 5.8.1. Scheduler(s) shall be responsible for constantly reviewing the daily fixed route and paratransit runs and Bus Operator shift structure and developing alternative structures for the Contractor's and County management consideration. Schedulers must be proficient in using all scheduling and reporting features of the Route Match system. This must include but is not limited to features related to managing the run structure, managing subscription trips, managing the "unscheduled trip" list, using the batching features, and running "exception" reports to check the workability of scheduled runs, in addition to other features not mentioned, but available in the Route Match system.
- 5.8.2. Contractor shall provide input to the County on reservations and scheduling issues observed in daily operations (i.e., delays, disruptive passengers, etc.) to guide the County in arranging for needed system reviews and updates, to include billing, scheduling and reporting issues with the County's system of record, RouteMatch.
- 5.8.3. Schedulers shall review each run and make final adjustments, as needed, to ensure that runs are drivable, as well as efficient. This final review shall include a review of any parameter violations indicated by the Route Match software system. It shall also include a review of apparent "long rides" (i.e., rides that have long on-board times relative to the direct travel distance). Exception reports, long-ride reports and other



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tools available in the Route Match system shall be utilized by scheduler(s) during this final clean-up process.

5.9. Customer Service Representative/Reservationist (Paratransit & Fixed Route Services)

- 5.9.1. The Contractor shall staff a Call Center which employs an adequate number of Customer Service Representatives (CSR) or Reservationists to ensure that customers can receive travel information related to LakeXpress and Lake County Connection public transit services during the hours of 5:00 a.m. – 8:00 p.m., Monday – Friday for fixed-route and paratransit services; and 6:00 a.m. – 3:00 p.m. on Saturdays for paratransit services only. The Contractor shall ensure that each CSR/Reservationist is knowledgeable regarding basic transit service schedules and Lake County activity centers adjacent to fixed routes and landmarks near paratransit clients. The CSR's and Reservationist must provide quality customer service, when providing directions and travel and transit schedule information. The Contractor must ensure that the Call Center staff are experienced in communicating with Limited English Proficiency (LEP) populations, clients with disabilities, and Telecommunication Devices for the Deaf (TDD).
- 5.9.2. All CSR/Reservationists must be fully trained in all applicable County service policies and procedures. They also must be trained to proficiently use the Route Match system and related ITS equipment. The Contractor shall provide Route Match training to ensure staff are aware of current Route Match system changes or upgrades to the applicable software. All staff must also be trained in telephone etiquette and the provision of quality customer service. The Contractor must provide training and re-training as necessary to ensure compliance.
- 5.9.3. CSR/Representative experience and training will include, but not be limited to the following:
  - 5.9.3.1. County Transit Website
  - 5.9.3.2. Route Match & Route Shout Software
  - 5.9.3.3. Responding to Disruptive Passengers
  - 5.9.3.4. Responding to bus route delays and detours
  - 5.9.3.5. Guiding confused passengers
  - 5.9.3.6. Providing transit trip planning assistance
  - 5.9.3.7. Cultural sensitivity
  - 5.9.3.8. Fare policies and passes
  - 5.9.3.9. Transit schedules and scheduling
  - 5.9.3.10. Distressed passengers
  - 5.9.3.11. Medical transportation requirements and eligibility process
  - 5.9.3.12. ADA Compliance/Title VI

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5.9.3.13. Receiving complaints, compliments, and requests for information

5.9.4. Contractor shall ensure that all Reservationists are proficient in using the trip reservations and scheduling functions of the Route Match system. Contractor must ensure that updated training shall be provided if new versions of the software become available and are installed to include RouteMatch's on-line portal, etc.

5.9.5. Contractor shall create a script for CSR's and Reservationists to adhere to and follow for potential customer service scenarios they may experience in their role, to be reviewed and approved by the County. The script shall be developed and presented for the County's review sixty (60) days before the start of the Contract. The County will review and approve the script no later than thirty (30) days before the commencement of service. The Contractor shall then ensure that all CSR's and Reservationists are proficient with the script prior to commencement of operations.

5.10. Dispatchers (Paratransit & Fixed Route)

5.10.1. Dispatchers are responsible for Contractor coordination and communications with the Operators. As part of the initial proposal, the Contractor shall provide a plan describing staffing level, initial and on-going dispatcher training, and an on-going evaluation process.

5.10.2. Dispatchers shall:

5.10.2.1. Monitor the status of each run.

5.10.2.2. Make changes to runs as needed to ensure on-time service and quality service to passengers.

5.10.2.3. Respond to Operators needs and assist as appropriate.

5.10.2.4. Guide and instruct Operators during emergency events to ensure safety and security of passengers.

5.10.2.5. Advise maintenance, operations and the General Manager of scheduling conflicts, issues and/or changes to support safe and efficient operations.

5.10.3. Dispatch Operating Procedures shall ensure that actions on potential late trips are "proactive" rather than reactive. Dispatchers shall ensure that Operators follow vehicle wait time policies and no-show policies. Dispatchers shall ensure proper implementation of the County's "no strand" requirement as outlined in the Transportation Disadvantaged Service Plan (TDSP). Dispatchers shall be trained in the proper procedures for all emergencies, accidents, hostage, etc. scenarios.

5.10.4. Contractor shall ensure that all Dispatch personnel are trained to proficiency in basic customer service techniques and shall ensure that such personnel have a comprehensive understanding of all policies and procedures that are associated with all programs specified within this scope of work. Dispatchers shall be trained to proficiently handle all types of accidents and incidents and must have a full knowledge of the Contractor's accident and incident policies and procedures which shall be included as part of the proposal submittal. The Contractor should also include a sample Dispatch Log with their proposal.

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- 5.10.5. The Dispatchers will be required to keep a daily dispatch log, which shall include, but not be limited to:
- 5.10.5.1. Vehicle assignment
  - 5.10.5.2. Operator assignment
  - 5.10.5.3. Pull-out and Pull-in
  - 5.10.5.4. Late Trips
  - 5.10.5.5. Missed trips
  - 5.10.5.6. Road calls
  - 5.10.5.7. Incidents (including disruptive passengers and other safety-related incidents)
  - 5.10.5.8. Accidents
  - 5.10.5.9. Complaints
  - 5.10.5.10. Commendations
  - 5.10.5.11. All other incidents or dispatch calls that vary from normal or expected system operation

5.11. Vehicle Operators

- 5.11.1. The Contractor shall employ and maintain, throughout the Contract Term, a level of vehicle Operators (Operators) sufficient to meet the daily operator shift requirement, as well as sufficient extra-board and stand-by operators to allow for the expected callouts, vacations, no-shows, etc., typically experienced in a transit system of the County's size. All operators shall be fully trained and qualified to operate the vehicles for the services provided under this Contract.
- 5.11.2. The Contractor shall have rules and requirements in place and provided to each Operator to ensure the fulfillment of the following minimum requirements:
- 5.11.2.1. Each Operator shall have the appropriate valid Florida Commercial Driver's License as well as any other licenses required by applicable local, State, and Federal laws and regulations.
  - 5.11.2.2. Each Operator shall be subject to periodic as well as random testing related to drug and alcohol use conducted by the Contractor in accordance with applicable Federal laws and regulations. A summary report of drug testing results (exclusive of individual test results) will be provided to the County upon request. Any Operator who does not pass the medical examination or whose drug/alcohol screening tests do not comply with applicable standards for alcohol or drug use shall not be permitted to operate any vehicle used to provide service under this Contract.
  - 5.11.2.3. Each Operator shall be alert, careful, and competent in terms of driving ability and habits.

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- 5.11.2.4. Each Operator shall be courteous to all passengers.
- 5.11.2.5. Each Operator shall be neat and clean in appearance and shall always wear a regulation uniform and identification badge while in revenue service.
- 5.11.2.6. Each Operator shall have completed the Contractor's Training Program and shall be fully trained in defensive driving and vehicle handling in accordance with an approved defensive driving program, prior to operating any vehicle in Revenue Service. The Contractor shall also maintain ongoing training for Operators.
- 5.11.2.7. Adequate numbers of fully qualified Operators shall be available as backup operators during all operating hours to ensure consistent and reliable service.
- 5.11.2.8. Operators shall be trained in, and be cognizant of, all operational procedures relating to the County's transit service, including a thorough knowledge of the service area and street network, and the communications system. The Contractor is responsible for updating on a regular basis, the knowledge of its Operators regarding new or extended streets, new developments or complexes, and points of interest.
- 5.11.2.9. Operators shall be trained in and be cognizant of the technology (including on-board technology) of the vehicles they operate.
- 5.11.2.10. Operators shall, pursuant to requests by the County, hand out notices to passengers or otherwise render assistance in the County's monitoring and supervising of operations.
- 5.11.2.11. Operators should maintain bus cleanliness throughout the day by sweeping floors when necessary and wiping down common touch points. This can be accomplished while at transfer centers or specified holding areas.
- 5.11.2.12. Operators shall honor special passes, collect tickets, and issue and collect other fare media authorized by the County.
- 5.11.2.13. Operators must immediately report to the Contractor any traffic accidents, passenger accidents, or other non-routine event.
- 5.11.2.14. Operators are not permitted to use personal cell phones or other electronic devices (Including entertainment games but excluding global positioning systems), or to use County-provided or Contractor-provided cell phones or electronic devices for personal purposes while operating in Revenue Service.
- 5.11.2.15. Tobacco products may not be used inside any County vehicle, in proximity to any County vehicle, or in any County owned or leased building, and their use is prohibited at or near fuel tanks or pumps, and in any restricted areas.

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- 5.11.2.16. Operators must always have in their possession while on duty, a valid Florida CDL and U.S. Department of Transportation Medical Card and shall wear and display the operator's name tag on their uniform while on duty. All such licenses, cards and badges shall be subject to inspection by the County at any time.
- 5.11.2.17. Operators, prior to beginning revenue service, shall inspect their assigned vehicles before pulling out of the yard in accordance with Federal, State, and County requirements and Contractor procedures. If any defects are found, the Operator must enter the defect on a Contractor provided pre-trip/post trip inspection form and immediately report the defect to a designated Contractor operations staff member for determination of usability of the vehicle. All reported defects shall also be validated by the Contractor maintenance staff. The Operator must sign and date the pre-trip/post trip inspection form prior to leaving the bus yard. The pre-trip/post trip inspection form shall remain with the vehicle during that day and shall be replaced daily.
- 5.11.2.18. Operators shall immediately report to Dispatch mechanical breakdowns and in-service failures of revenue vehicles. Upon receipt of such report, the Contractor shall immediately document the service interruption log and notify maintenance staff of the occurrence.
- 5.11.2.19. All Operators shall demonstrate, through examination, an ability to speak, read, and write standard English.

**5.12. Maintenance Personnel**

- 5.12.1. The Contractor shall assign an adequate number of mechanics to work on the vehicles operated under this contract. Collaboration with IT Coordinator may be necessary when addressing technology related concerns. The mechanics assigned to this contract must meet the requirements for vehicle maintenance as outlined below.
- 5.12.2. Ability to:
  - 5.12.2.1. Demonstrate knowledge of air conditioning, brakes, electrical, fareboxes, engines/drive motors, steering, suspension, transmissions, and unleaded gasoline.
  - 5.12.2.2. Perform complete heavy duty, reliable, and safe inspections.
  - 5.12.2.3. Use automotive test equipment effectively.
  - 5.12.2.4. Obtain precision measurements as required.
  - 5.12.2.5. Diagnose and perform repairs on systems related to automotive, light-duty trucks, cutaways, and regular and heavy-duty buses and all vehicles listed in the inventory.
  - 5.12.2.6. Diagnose, repair, and maintain vehicle power trains, including but not limited to engines, transmissions, drive shafts, differentials, and related sub-components.

## TRANSIT OPERATIONS

- 5.12.2.7. Diagnose, repair, and maintain vehicle brake, steering, and suspension systems.
  - 5.12.2.8. Diagnose, repair, and maintain fareboxes (Startup training for this item may be provided by County; however long-term support must be provided by Contractor.)
  - 5.12.2.9. Diagnose, repair, and maintain camera systems (Start-up training for this item may be provided by County; however long-term support must be provided by Contractor.)
  - 5.12.2.10. Diagnose, repair, and maintain Wi-Fi equipment currently used for IT.
  - 5.12.2.11. Diagnose, repair, and maintain electronic head sign equipment.
  - 5.12.2.12. Diagnose, repair, and maintain electrical systems and components, including 2-way radios.
  - 5.12.2.13. Must be able to read and understand electrical schematics.
  - 5.12.2.14. Diagnose, repair, and maintain heating, ventilation, and air conditioning systems.
  - 5.12.2.15. Adjust, repair, or replace damaged body parts and window glass.
  - 5.12.2.16. After on-the-job training, diagnose, repair, and maintain wheelchair lifts, as well read and understand parts and repair manuals.
  - 5.12.2.17. Diagnose, repair, and maintain Intelligent Transportation System (ITS equipment).
  - 5.12.2.18. Must have a valid and appropriate Florida license for road calls and must meet same driving record requirements as described for Drivers.
  - 5.12.2.19. Current Medical Certificate.
  - 5.12.2.20. All other DMV certification requirements.
  - 5.12.2.21. In good standing with DMV.
- 5.12.3. Show evidence of passing state required brake training (all mechanics); and air conditioning certified (if Contractor will be performing A/C recovery work - if not, specify the certified subcontractor assigned to the project),
- 5.13. Other Maintenance staff:

All other maintenance staff that do not fall under the category of a mechanic, (i.e. utility worker, servicer, etc.) that operate a County vehicle must have a valid appropriate Florida license and meet the DMV requirements.

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