

Passenger safety is one of the most important aspects of providing public transportation. Every vehicle must meet all applicable state and federal laws for commercial vehicles carrying passengers in the United States under programs funded by the FTA, the State of Florida and Lake County. Contractor must review all relevant and related State, Local, and County safety programs.

1. Safety Program Plan

Contractor shall submit a complete and comprehensive Safety Program Plan. The Safety Program Plan must address the following safety requirements:

- 1.1. Overall company safety record in public transportation fixed route and paratransit services. Provide accident rate in accidents per 100,000 miles.
- 1.2. The safety record (accident rate) of at least three (3) of the Contractor's previous or current public transportation contracts that compare in size and complexity to the services being proposed. The provided safety records shall also include a list of any insurance claims valued over \$25,000 that was paid by the Contractor.
- 1.3. Provide a summary copy of Proposer's Safety Management System (SMS). It should include:
 - 1.3.1. Customer relations
 - 1.3.2. Workplace harassment prevention
 - 1.3.3. Defensive driving
 - 1.3.4. Refresher training
 - 1.3.5. Safety meetings
 - 1.3.6. Safety incentives/recognitions
 - 1.3.7. Safety plan for emergency evacuations, shelter in place, etc.
 - 1.3.8. Coordination of Contractor's SMS with Lake County's PTSAP
- 1.4. Provide a summary copy of Contractor's emergency response plan for Hazardous Materials for both the operational facility site and on-street incidents and the use of Personal Protective Equipment (PPE) in the completion of daily operations, etc.
- 1.5. Explain your approach to maintaining safe bus facilities and amenities, including bus stops, bus shelters, transit centers and other facilities and amenities.
- 1.6. Provide a description of how the Contractor will report all vehicular collisions and accidents. Proposer will investigate all accidents using industry standards and determine techniques to avoid a reoccurrence of the accident.
- 1.7. Explain the steps your company has taken to assist clients with implementing the components of FTA's Safety Management System.

2. Security Plan

- 2.1. The County is committed to the safety and security of the customers we serve, and the public. The overall goal is to maximize the level of security afforded to all of our passengers, employees, and any other individuals who come into contact with our system, as well as vehicles and facilities.
- 2.2. Contractors shall submit a synopsis of its security plan with the safety plan, which will be evaluated as part of the selection. At a minimum, the security plan should discuss how the Contractor obtains background checks on all applicants for all safety-sensitive positions including sub-contractor safety-sensitive positions. It should also include how the Contractor will prohibit unauthorized access to Contractor facilities.

3. Unauthorized Access

- 3.1. Contractor will require all visitors and outside contractors to sign in at all Contractor facilities.
- 3.2. Designated personnel will perform daily yard checks and equipment reconciliations at all facilities covered under this contract. Contractor will regularly inform the County of designated security personnel conducting security checks and provide a daily log of all security checks of equipment and facilities.
- 3.3. Designated personnel will remove keys from vehicles not in use and Contractor shall maintain a secure vehicle key storage area. All employees should maintain satisfactory and continuing control and security of access to computers, electronic data, files, log-in, access numbers, usernames and passwords especially those with financial and Personally Identifying Information (PII) and financial/banking routing information.
- 3.4. The County may request periodic checks of facility areas by local law enforcement when the facility is not open and during non-business and business hours.
- 3.5. The Contractor will post and regularly review driver anti-terrorism tips, procedures to prevent, thwart, and manage the facility, vehicles, and resources in the event of a terrorist attack, shelter-in-place, or other imminent threat to the security of the County, stakeholders and County personnel and facilities. With their proposal, the Contractor shall provide their Security Plan which addresses these types of policies and procedures.

4. Training Plan

Contractor shall submit a Training Plan as a part of the proposal addressing the following:

- 4.1. Describe training requirements for mechanics, service, and cleaning personnel. Indicate how and where vehicle maintenance training will be provided.
- 4.2. Describe how ADA Paratransit dispatchers and schedulers will be trained to use Route Match scheduling program to dispatch and/or schedule paratransit trips and track data, as required in the most efficient manner that will maximize productivity and/or service quality. Explain how Fixed Route Dispatchers will be trained on using CAD/AVL software or other real time information to manage bus operations.

- 4.3. Submit a sample of the classroom training program content and the behind the-wheel program content in outline form. Provide sample documentation of course material currently used for operator instruction. Submit an outline, or current procedure, used for on-going/refresher training of operators.
- 4.4. Indicate all other training requirements that the Contractor anticipates for start-up, i.e., dispatchers, road supervisors, support staff, etc.
- 4.5. The Proposer shall provide documentation of its training program designed to meet the FTA Security Awareness Training.

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