

TRANSIT OPERATIONS

As used in this Part or subsequent Parts, the following terms have the meanings defined herein.

- 1) Americans with Disabilities Act of 1990 (ADA). The statute enacted by the United States Congress as Public Law Number 101-336.
- 2) ADA Certification. The process of determining eligibility status to an individual who has applied to use ADA paratransit service.
- 3) ADA Complementary Paratransit or ADA Paratransit. The specialized demand-responsive service provided for people who cannot use fixed-route transit service due to a disability, meeting specific transit service comparability requirements as established by the Americans with Disabilities Act and U.S. Department of Transportation's regulations implementing the ADA.
- 4) Best and Final Offer and BAFO. The final, written Proposal made by the Contractor to provide the Scope of Work set forth in Lake County's Request for Proposals.
- 5) Commencement Date. The date the Contractor assumes responsibility for Maintenance and Revenue Service under this Contract, scheduled for October 1, 2022.
- 6) Contract. The Contract between Lake County, FL and the Contractor for the Management and Operation of Transit Services described in the Lake County Request for Proposals (RFP).
- 7) Contract Documents. The following documents which collectively constitute the obligations of the Contractor, set forth hereafter in their order of precedence: (1) any Contract Amendments; (2) this Contract and the Attachments hereto; (3) the Contractor's Proposal in response to the RFP; and (4) the RFP and any addenda thereto.
- 8) Contractor. The entity entering into this Contract with Lake County, FL to provide the services described in the Contract Documents.
- 9) Contract Year. The twelve (12) month period beginning at on October 1 and ending on September 30.
- 10) Cost Per Trip Rate. The rate to be paid to the Contractor by Lake County during the Contract Term, as compensation for the Contractor for providing ADA Paratransit and Transportation Disadvantaged services covered by this Contract.
- 11) Daily Operating Requirements. The personnel and other resources needed to meet the requirements of scheduled fixed-route and paratransit service requirements of the Contract.
- 12) Days. The calendar days, except as otherwise specifically provided herein.
- 13) DBE. Disadvantaged Business Enterprise as defined by the U.S. Department regulations at 49 C.F.R. Part 26.
- 14) Deadhead Time. Based upon NTD definition and in sum: The time of movement of a Revenue Service Vehicle, without passenger(s), from the garage or yard to the point where Revenue Service begins and/or from the destination point where Revenue Service ends and the movement to the garage or yard.

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- 15) Deviated Fixed Route Service. Transit service that operates along a fixed alignment or path at generally fixed times but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.
- 16) Dispatching. The activities that happen on the day of the trip involving the process of monitoring vehicle operations and issuing instructions to drivers to make adjustments to a pre-planned schedule. Dispatching also involves assigning vehicle drivers and vehicles to scheduled vehicle run, providing the driver manifests for each vehicle run to the assigned driver, monitoring shift start and end times, and pull-out and pull-in times and mileages. Monitoring fixed route and paratransit service, providing detours, assisting drivers with breakdowns and customer service.
- 17) Door-to-Door. Assistance for the Client by the vehicle operator from inside the door of the Client's origin to inside the door of the Client's destination.
- 18) Driver Manifest, Trip Manifest or Trip Sheet. The list of trips or stops in the proper sequence for a specific vehicle run, along with needed information about the customers to be transported (name, mobility device used, disability, etc.). The manifests also provide spaces to document actual service data that pertain to each trip and stop and run-level summary information.
- 19) Early Fixed Route. When a bus departs the first scheduled stop, or arrives at the last scheduled stop, two (2) minutes or more before the time posted in the public timetables.
- 20) Early Paratransit. Refers to a trip that arrives at the pick-up location prior to the beginning of the Time Window.
- 21) Eligible Client. A person who has been certified by the County using defined criteria
- 22) Emergency Service. Contractor shall transport persons to appropriate shelters or other facilities during local emergency management activations.
- 23) Facility. The Contractor provided buildings, structures, and grounds to be used by the Contractor in providing services under this Contract.
- 24) Federal Transit Administration or FTA. The Federal Transit Administration of the United States Department of Transportation or its successor entity.
- 25) Fixed Route. Regular bus service operated on daily scheduled routes that operate from 6:00am through 8:00pm on Monday through Friday.
- 26) Florida Commission for the Transportation Disadvantaged or CTD. The Florida agency that administers the Transportation Disadvantaged Trust Fund and implements all provisions in Chapter 427.013 F.S.
- 27) General Manager. The highest-ranking management of the Contractor on-site who is responsible for the proper management and operation of the Transit System.
- 28) Hourly Rate. The amount payable to the Contractor by Lake County for each fixed route Revenue Hour of service.

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- 29) Key Management Personnel. Those individuals having the primary authority and responsibility for planning, directing, and controlling the activities of the Contractor. See Exhibit K.
- 30) LakeXpress. The name of the fixed route service in Lake County.
- 31) Late Trip – Fixed Route. When a bus departs the first scheduled stop, or arrives at the last scheduled stop, five (5) minutes or more after the time posted in the public timetables.
- 32) Late Trip – Paratransit. A trip that arrives at the pick-up location after the end of the Time Window
- 33) LCC or Lake County Connection. The name of the paratransit service in Lake County.
- 34) Manifest. The list of passenger trips to be carried out on the Paratransit Services, and includes, at a minimum, the following information: customer name, pickup and drop-off addresses, pickup time, and trip identification number, and, to the extent applicable, equipment used by the passenger, authorization for a Personal Care Attendant (PCA), number of guests, payment status, and special instructions (such as directions or conditions). A Manifest may be either electronic or printed.
- 35) Mechanical Road Call. A Revenue Service interruption caused by failure of a mechanical element of a Revenue Vehicle.
- 36) Missed Trip - Fixed Route. When a scheduled bus trip is not made, or a replacement trip is not substituted before the next scheduled trip occurs.
- 37) Missed Trip - Paratransit. A trip that does not arrive at the location or arrives at the location more than 30 minutes after the end of the Time Window.
- 38) Non-Revenue Vehicles. Vehicles that are not used to transport passengers, such as supervisor or service vehicles.
- 39) No-Show. When a vehicle is On-time for a pick-up, but the Client decides not to board the vehicle or is not present at the address listed on the manifest and has not canceled the ride within the timeframe specified in the ADA and TD Rider’s Guide.
- 40) No-Strand. See TDSP for current definition and procedure.
- 41) National Transit Database or NTD. The uniform reporting system that the U.S. Secretary of Transportation is required to maintain, and to which FTA grant recipients, including Lake County, is required to report, pursuant to Section 5335 of Title 49 of the U.S. Code.
- 42) OEM. Original equipment manufacturer.
- 43) On-time – Fixed Route. A bus is considered on time if it arrives at a time point either before, at/or up to two minutes early, and not more than five minutes past the scheduled time.
- 44) On-time - Paratransit. A trip where the vehicle arrives at the pick-up location within the Time Window.

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- 45) On Time Performance: When all routes/trips meet their scheduled departures times from all time points.
- 46) Personal Care Attendant or PCA. An assistant to a client who has indicated such a need in the Client's application and who rides without charge when accompanying the Client.
- 47) Revenue Vehicle Hours – Fixed Route. The time from the first timed stop to the last timed stop per bus schedule when in revenue service.
- 48) Revenue Vehicle Hours – Paratransit. Starts when a vehicle arrives at the first Client pick-up and ends with the last Client drop-off.
- 49) Revenue Miles. The number of miles actually operated by Revenue Vehicles in Revenue Service, excluding Deadhead.
- 50) Revenue Service Vehicle. Any vehicle owned or leased by Lake County, that is used to provide revenue service. This excludes all support vehicles.
- 51) Service Area. The Service Area for Lake County includes all of Lake County and the adjacent counties. The adjacent counties are served by paratransit and funded through the Transportation Disadvantaged program.
- 52) Service Disruption. Any event that causes a delay of 30 minutes or greater in the movement of a Revenue Vehicle scheduled to be in service, e.g., breakdown, accident, or any other incident causing delay in service such that the Revenue Vehicle is unfit or unavailable for passenger service.
- 53) Special Event Services. Additional transportation requirements above the existing schedule in support of community events that may occur annually or on a one-time basis. This would include emergency services requested by Lake County.
- 54) Subcontractor. Any organization, individual or firm that is contracted by the Contractor, and bound to the requirements of this Agreement.
- 55) Support Vehicle. A vehicle that is used to support transit services (such as a supervisory or relief vehicle) but is not generally used in Revenue Service.
- 56) Time Window. The period of the allowable deviation from the scheduled passenger pick-up time, defined in minutes. The scheduled passenger pick-up time is the time appearing on a Manifest indicated to the passenger for pick up. The allowable deviation is from ten minutes prior to ten minutes after the scheduled passenger pick-up time stated on the Manifest (e.g., for an 8:00 a.m. pick-up, the vehicle is On-Time if it arrives for the scheduled pick-up between 7:50 a.m. and 8:10 a.m.). The Time Window is also referred to as the 10-10-minute window.
- 57) Total Hours. The beginning time the vehicle leaves the yard until the ending time it returns to the yard (includes all deadhead, rest, and meal breaks).
- 58) Total Miles. The beginning mileage the vehicle leaves the yard until the ending mileage it returns to the yard (includes all deadhead, rest, and meal breaks).

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- 59) Trip, Passenger Trip or Passenger Vehicle Trip. The movement of a passenger from a scheduled point of origin to a scheduled destination.
- 60) Vehicle Hours. The time during which the vehicle is running.
- 61) Vehicle Miles. The distance the vehicle has traveled according to its odometer.

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