

**EXHIBIT J – PERFORMANCE MEASURE TABLE
TRANSIT SERVICES**

22-542

PERFORMANCE STANDARDS TABLE

Category	Standard	Incentive	Penalty	Comments
Operational On-Time Performance	<p>Fixed Route: Our goal is 95% OTP, however the Contractor must maintain a minimum On-Time Performance of 92% percent or higher for each individual route.</p> <p>Paratransit: Our goal is 90% OTP, however the Contractor must maintain a minimum On-Time Performance of 87% percent or higher for each individual route.</p>	None	<p>Fixed Route</p> <p>Per Route = P/R</p> <p>86%-91.99% = \$250 P/R</p> <p>81%-85.99% = \$500 P/R</p> <p>80% and below = \$750 P/R</p> <p>Paratransit</p> <p>Fifty Dollars (\$50.00) for each trip that service day for which the Revenue Vehicle’s arrival exceeds the On-Time Window.</p>	This data will be collected utilizing the Route Match, Route Shout, on-board cameras, and other field observations.
Operational Customer Service	One (1) or less valid customer complaints per 4,000 boardings for LakeXpress and one (1) or less complaints per 1,000 trips for Lake County Connection for the month.	None	Valid Customer Complaints: 1 or more per 4,000 LakeXpress/1,000 Lake County Connection = \$500 per complaint over 1 for each mode.	Customer complaints will be measured by the number of valid complaints for each mode, LakeXpress and Lake County Connection.
Operational Customer Service	<p>Maintain an average hold time of less than three (3) minutes for each public facing telephone line in operation for the month.</p> <p>Maintain an average of less than two (2) minutes wait for each Dispatch/Customer Service Representative to answer phone calls during the peak periods for paratransit reservations (6:00a.m. – 10:00a.m., Monday – Friday) and fixed route (6:30a.m. – 9:30a.m. and 3:00p.m. - 6:00p.m.) for the month.</p>	None	<p>\$250 per category</p> <ul style="list-style-type: none"> • Average Hold Time • Average Speed of Answering 	Monthly call reports will be used to determine achievement of standard.

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22-542

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Operational Customer Service	Driver shall stop for all passengers.		\$500 per occurrence of driver passing up a passenger at a designated bus stop.	
Operational Key Staffing	Contractor shall fill staffing required in the Scope of Work.	None	Should any key staff position remain unfilled for a period of more than sixty (60) days, a penalty of \$100.00/day/position shall be assessed for the month or portion thereof in which the vacant position(s) remain unfilled.	
Operational Staffing/Legal Compliance	Contractor shall provide a workforce comprised of Safety-Sensitive and non-Safety Sensitive personnel who have completed all of the requisite background and drug and alcohol screenings required per the Contract	None	Failure of Contractor to ensure all employees have and maintain the appropriate background and drug and alcohol screenings per employee/event will be assessed \$250.00 per employee/event or occurrence of failure to ensure background screening and drug and alcohol screenings required per the Contract.	Review of Monthly reports on staffing, Quarterly MIS Reports and requisite background screening requirements based on their employment category.

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22-542

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Operational Accident Reporting	One hundred percent (100%) of all accident/incident reports evidencing damage to County facilities, grounds, rolling stock or equipment shall be submitted to the County within twenty-four (24) hours of the accident or incident. The County shall be notified of all accidents and/or incidents within one (1) hour of Contractor’s knowledge of the accident and/or incident. Unreported accidents and incidents will be assessed from the day of the accident/incident to the day the report is received.	None	Failure to notify the County of the accident/incident causing damage to County facilities, grounds, rolling stock or equipment within one (1) hour of being made aware of the damage shall result in the County withholding five hundred dollars (\$500.00) per day of non-County notification.	Review and evaluation of accident/incident reports and notification of reported accidents or incidents and review of parts, service and repair work orders.
Operational Gate Departure	Contractor shall ensure daily on time pullout and arrival to starting point as defined within Scope of Work.	None	\$300.00 per incident	This penalty will be monitored by daily rollout file, or ITS equipment installed, OTP data will be generated by monthly reports.
Maintenance Cleanliness Notification of Additional Cleaning LakeXpress and LCC	One hundred percent (100%) of all revenue and non-revenue service vehicle interiors shall be fully cleaned and detailed throughout each month according to standards. If cleaning with greater frequency is needed to maintain a clean appearance, the Contractor shall notify the County, in writing.	None	The Contractor will be charged \$500 for each bus not appropriately cleaned. No obvious presence of mold or mildew on interior surfaces, no dust buildup on HVAC intake, no unresolved spills or residues on interior surfaces. No unresolved foul odors or other condition that fails to promote a safe and professional transit system.	Review and evaluation of weekly bus cleaning report, Pre-trip/Post trip pre-reports, validated patron complaints and random inspections.

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22-542

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<p>Maintenance HVAC</p>	<p>One hundred percent (100%) of all vehicles in revenue or non-revenue service shall have properly operating heating systems air conditioning systems on a daily basis. Heating and air conditioning system repairs shall be completed within 24 hours of notification of inoperability unless delays are caused due to missing/back-ordered parts.</p>	<p>None</p>	<p>\$300.00 per vehicle per incident of vehicle being operated in revenue service with inoperable air conditioning.</p>	<p>Pre- and post-trip vehicle inspection reports, maintenance reports and work orders, validated patron complaints and random inspections.</p>
<p>Maintenance On-Board Electronics Audio Visual</p>	<p>One hundred percent (100%) of all vehicles in revenue service shall have properly operating destination signs, audio and visual automated collection information equipment on a daily basis. Audio, visual and automated collection equipment shall be repaired within three (3) calendar days, subject to the availability of parts.</p>	<p>None</p>	<p>On-Board electronics that are under the complete care and control shall be considered for penalties. Penalty: \$100 per in-service vehicle components found inoperable in accordance with industry standards. On-Board electronics that rely on 3rd party vendors will not be considered within the scope to penalize. Contractor shall work with 3rd party vendors to resolve operational concerns.</p>	<p>Pre- and post-trip vehicle inspection reports, maintenance reports/work orders, validated patron complaints and random inspections.</p>

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22-542

<p>Maintenance On-Board Electronics Ancillary Bus Equipment</p>	<p>One hundred percent (100%) of all vehicles in revenue service shall have properly operating pull cords and/or touch strips, two-way radios, security cameras, TSP transponders, APC's, Mobile Data Units/tablets, AVL and voice annunciator units on a daily basis. All vehicle ancillary equipment shall be repaired within three (3) calendar days, subject to the availability of parts. This list is not exhaustive.</p>	<p>None</p>	<p>Ancillary Equipment that are under the complete care and control shall be considered for penalties. Penalty: \$100 per item found inoperable in accordance with industry standards. Ancillary equipment that relies on 3rd party vendors will not be considered within the scope to penalize.</p>	<p>Review of pre- and post-trip vehicle inspection reports, maintenance reports/work orders, validated patron complaints and random inspections. Contractor shall work with 3rd party vendors to resolve operational concerns.</p>
Category	Standard	Incentive	Penalty	Comments
<p>Maintenance PMI</p>	<p>One hundred percent (100%) of all preventative maintenance (PM) services/inspections shall be completed on time in accordance with the manufacturer's recommended minimum and/or FTA recommended scheduled service intervals and approved, Contractor-proposed FDOT Maintenance PM Interval Plan.</p>	<p>None</p>	<p>\$200 per day for each vehicle for not performing PMs per the manufacturer's recommendations.</p>	<p>Maintenance standards shall be verified by the Contractor's reports submitted to County showing adherence to maintenance schedules and performance of non-scheduled maintenance as per the Contract.</p>
<p>Maintenance Vehicle Schedule of Operations (SO) (VOMS).</p>	<p>Eighty percent (80%) of all assigned transit revenue vehicles in the VOMS/Schedule of Operation (SO) are available for service on a daily basis.</p>	<p>None</p>	<p>\$100 per day for each vehicle not available for daily service to ensure a 20% Daily Spare Ratio.</p>	<p>Verification for meeting VOMS/SO standards shall be provided by the Contractor's submission of daily reports to the County showing adherence to VOMS/SO and availability of revenue vehicles and maintenance of 20% spare ratio for fleet.</p>

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22-542

<p>Maintenance Safety Related Repairs</p>	<p>Each Revenue Vehicles shall not be unavailable for service more than fifteen (15) consecutive days due to any reason, including body damage and failure to have spare parts or tires in inventory, unless otherwise approved by Lake County.</p>	<p>None</p>	<p>(\$100.00) per vehicle per day shall be imposed for any Revenue Vehicle unavailable for service as outlined above.</p>	<p>Verification of road call reports, pre-post-trip inspection forms, maintenance standards, maintenance records and other vehicle history data submitted in the Contractor’s repair reports to the County showing adherence the standards concerning repair and notification of safety defects.</p>
<p>Category</p>	<p>Standard</p>	<p>Incentive</p>	<p>Penalty</p>	<p>Comments</p>
<p>Maintenance Wheelchair Lifts</p>	<p>Contractor shall ensure operational wheelchair lifts are in service.</p>	<p>None</p>	<p>\$100.00 per day penalty for not repairing wheelchair lift in a timely manner.</p>	<p>Pre- and post-trip vehicle inspection reports, maintenance reports/work orders, validated patron complaints and random inspections.</p> <p>One hundred percent (100%) of all vehicles in revenue service shall have properly operating wheelchair lifts and/or ramps on a daily basis. Malfunctioning wheelchair lifts or ramps shall be repaired within three (3) calendar days, subject to the availability of parts.</p>