

TECHNICAL PROVISIONS

**Appendices C, D-1 through D-13
and E1 through E-4**

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1. DETAILED SUMMARY OF TRANSIT SERVICES

- 1.1 Appendix C is a summary of Fairfax Connector's existing transit services and planned transit services for the next five to ten years. Included are the Fairfax Connector goals and objectives, a summary of the transit system, the revenue hours and revenue miles by division, and links to additional planning documents FCDOT Transit Services Division (TSD) will use over the next five to ten years to guide transit service improvements.

1.2 GOALS AND OBJECTIVES

- 1.2.1 FCDOT TSD has established the following mission statement for the Fairfax Connector:

Mission: To provide safe, reliable, clean and effective public transportation service that complements the other elements of the multi-modal transportation system in Fairfax County and provides a cost-saving alternative to Washington Metropolitan Area Transit Authority (WMATA) Metrobus service.

- 1.2.2 As a part of the Transit Development Plan (TDP) planning process, FCDOT TSD established a set of goals and objectives to guide the future provision of Fairfax Connector service. Table C-1 details these approved goals and objectives.

- 1.2.3 **Table C-1: Fairfax Connector Goals and Objectives**

Goal Theme	Goals and Objectives
Provide choices	<ol style="list-style-type: none">1. Provide for both through and local movement of people via Fairfax Connector as a component of a multi-modal transportation system that provides transportation choices, and consequently reduces single-occupancy-vehicle (SOV) use and improves air quality<ol style="list-style-type: none">1.1. Increase the use of transit to access large employment sites and retail centers1.2. Support the County's designated higher-density, mixed-use developments through the provision of transit service that facilitates internal and external trips

Goal Theme	Goals and Objectives
Provide high-quality public transportation	<p>2. Provide high-quality public transportation service that meets the needs of Fairfax County residents, workers, and visitors</p> <ul style="list-style-type: none"> 2.1. Increase the use of Fairfax Connector for all types of trips, including during both peak commute periods and off-peak periods 2.2. Increase the proportion of commute trips made by transit, contributing to a reduction in the use of single-occupancy vehicles for commuting 2.3. Improve the speed, quality, reliability, and convenience of transit service 2.4. Increase awareness of public transportation
System efficiency	<p>3. Facilitate efficient and cost-effective movement of people via a multi-modal transportation system that provides transportation choices</p> <ul style="list-style-type: none"> 3.1. Enhance access to Fairfax Connector 3.2. Reduce travel times for trips made by Fairfax Connector 3.3. Maintain and enhance cost-effectiveness of Fairfax Connector service 3.4. Increase on-time performance
Safety	<p>4. Ensure safety for users of Fairfax Connector facilities and services and for the public</p> <ul style="list-style-type: none"> 4.1 Adequately maintain County transit vehicles and facilities 4.2 Actively promote a safety culture 4.3 Maintain a low number of safety and security related incidents that occur on an annual basis

1.3 SYSTEM OVERVIEW

- 1.3.1 There are three distinct service areas within the Fairfax Connector transit system: South County, West County, and North County. The South County service area is located in the southeastern portion of the County and is covered by 30 routes and 105 assigned vehicles. The West County service area is located in the central and western portions of the County and is covered by 17 routes and 109 assigned vehicles. The North County service area is located in the northern portion of the County and is covered by 41 routes and 95 assigned vehicles.
- 1.3.2 Each of the three service areas provides a distinct pattern of service that has been tailored over time to the specific covered portion of the County. Table C-2 summarizes the service type and number of routes in each of the three service areas. Table C-3 shows the relative share of total service within each service area as measured by

revenue miles, revenue hours, and trips. Both tables reflect the Fairfax Connector service as of the December 2017 service changes.

1.3.3 Table C-2: Service Type by Service Area

Service Area	Number of Routes by Service Type					
	Commuter/ Express	Local	Feeder	Cross County	Circulator	Total
South County	6	18		6		30
West County	1	1	15			17
North County	6	31		2	2	41
Total	13	50	15	8	2	88

1.3.4 Table C-3: Percentage of System-wide Service

Service Area	Percentage of System-wide Service			Average Route Length (miles)
	Revenue Hours	Revenue Miles	Trips	
South County	47.8%	49.8%	36.9%	13.8
West County	11.0%	14.7%	10.8%	14.1
North County	41.2%	35.5%	52.3%	7.8
System Average:				11.2

1.4 DIVISION OVERVIEW

1.4.1 The Fairfax Connector system consists of three divisions: Huntington, West Ox, and Herndon- Reston. The Huntington division operates the South County service area. The West Ox division operates the West County service area. The Herndon–Reston division operates the North County service area. Table C-4 details the estimated revenue hours and revenue miles for each of the three divisions.

1.4.2 **Table C-4: Division Revenue Hours and Miles (Annualized)**

	Division		
	Huntington	West Ox	Herndon- Reston
Annual Weekday Revenue Hours	252,718	173,333	211,161
Annual Weekend Revenue Hours	59,850	-	57,602
New Service FY 2019	14,741	5,886	-
Estimated Total Annual Revenue Hours	327,309	179,219	268,763
System Contingency Hours	10,000		
Estimated Total System Revenue Hours for FY 2019	785,291		
Annual Weekday Revenue Miles	3,338,396	2,791,087	2,378,950
Annual Weekend Revenue Miles	751,835	-	776,409
Estimated Total Annual Revenue Miles	4,090,231	2,791,087	3,155,359

1.5 Huntington Division

- 1.5.1 The Huntington division operates about 48% of the total revenue hours for the Fairfax Connector transit service. Table C-5 details the Huntington division's estimated annual weekday revenue hours and revenue miles by route. Tables C-6 and C-7 detail the Huntington division's estimated annual weekend revenue hours and revenue miles by route.

1.5.2 **Table C-5: Huntington Division Weekday Revenue Hours and Miles (FY 2019)**

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
101	Feeder	10,310	10,310	149,338	166,278
109	Feeder	10,070	11,472	102,780	115,278
151	Circulator	18,856	46,910	534,577	577,060
152	Circulator	14,696			
159	Express	7,980			
161	Circulator	7,081	8,683	79,542	89,602
162	Circulator	6,574	8,175	78,675	88,103
171	Feeder	31,421	33,749	386,676	411,107
231	Circulator	5,353	6,088	74,911	81,847
232	Circulator	5,873	6,619	81,432	90,000
301	Feeder	6,658	9,047	88,141	150,580
305	Feeder	6,962	8,667	116,795	157,169
321	Circulator	16,363	18,267	215,725	224,732
322	Circulator	15,479	15,479	224,278	246,238
340	Circulator	2,201	3,494	27,795	33,456
341	Circulator	4,501	4,501	63,192	67,527
334	Circulator	6,847	6,847	108,151	111,925
335	Feeder	4,350	4,828	65,255	74,255
371	Feeder	8,443	9,277	119,832	129,956
372	Feeder	5,220	5,220	81,108	83,250
373	Feeder	5,309	5,309	84,076	90,326
394	Express	3,880	4,733	63,075	108,575
401	Cross County	26,808	29,274	302,779	350,031
402	Cross County	25,939	28,361	290,264	342,284

1.5.3 **Table C-6: Huntington Division Saturday Revenue Hours and Miles**

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
101	Feeder	1,303	1,541	22,383	27,420
109	Feeder	873	907	11,323	12,032
151	Circulator	2,872	3,038	33,618	36,864
152	Circulator	1,851	1,951	23,731	25,329
161	Circulator	940	983	9,765	10,506
162	Circulator	800	843	9,868	10,609
171	Feeder	4,893	5,116	62,222	64,607
310	Feeder	3,666	3,844	41,117	44,146
321	Circulator	2,306	2,387	33,518	35,914
322	Circulator	2,234	2,335	33,927	37,096
371	Feeder	2,587	2,652	35,292	36,702
401	Cross County	3,559	3,729	38,837	40,120
402	Cross County	3,498	3,654	39,438	42,799

1.5.4 **Table C-7: Huntington Division Sunday Revenue Hours and Miles**

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
101	Feeder	834	917	15,319	17,125
109	Feeder	736	819	9,964	11,769
151	Circulator	3,083	3,262	36,155	39,646
152	Circulator	1,984	2,091	25,522	27,241
161	Circulator	1,001	1,098	10,502	12,158
162	Circulator	861	907	10,613	11,410
171	Feeder	4,922	5,128	63,162	65,727
310	Feeder	2,964	3,108	35,313	37,928
321	Circulator	1,271	1,325	19,226	20,424
322	Circulator	1,277	1,322	19,578	20,765
371	Feeder	1,945	2,011	27,260	28,246
401	Cross County	3,828	4,010	41,768	43,148
402	Cross County	3,762	3,954	42,415	44,091

1.6 West Ox Division

1.6.1 The West Ox division operates about 11% of the total revenue hours for the Fairfax Connector transit service. Table C-8 details the West Ox division's estimated annual weekday revenue hours and revenue miles by route.

1.6.2 Table C-8: West Ox Division Weekday Revenue Hours and Miles

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
306	Cross County	3,021.75	3,021.75	62,768.25	62,768.25
310	Cross County	26,611.80	28,345.80	327,080.85	388,994.85
395	Express	7,979.17	11,012.50	124,167.50	228,092.50
393	Express	3,412.50	4,602.50	77,925.00	100,625.00
432	Feeder	1,662.50	2,082.50	22,887.50	37,837.50
461	Feeder	2,707.50	2,887.50	27,582.50	27,582.50
462	Feeder	5,107.65	6,392.85	56,536.05	85,713.15
463	Feeder	12,087.00	12,859.65	111,215.70	111,215.70
466	Feeder	4,375.80	5,112.75	48,013.95	48,013.95
494	Express	8,407.50	10,530.00	215,535.00	219,135.00
495	Express	5,410.00	7,370.00	102,370.00	164,045.00
585	Feeder	4,622.50	5,635.00	53,952.50	72,852.50
605	Cross County	12,171.15	12,189.00	173,792.70	175,131.45
621	Feeder	4,454.85	4,572.15	79,598.25	84,978.75
622	Feeder	3,281.85	3,341.05	56,314.20	56,798.70
623	Feeder	3,789.30	3,929.55	69,411.00	71,604.00
624	Feeder	2,045.00	2,085.90	38,892.60	38,892.60
630	Feeder	4,332.45	4,689.45	67,669.35	75,778.35
631	Feeder	4,862.85	6,318.90	83,889.90	110,613.90
632	Feeder	5,344.80	6,056.25	94,107.75	116,190.75
634	Feeder	2,022.50	2,116.50	35,666.85	38,063.85
640	Feeder	3,371.10	3,646.50	81,673.95	90,955.95
641	Feeder	5,207.10	5,916.00	119,842.35	139,706.85
642	Feeder	5,928.75	7,149.44	121,586.55	148,744.05
644	Feeder	5,040.00	6,140.40	92,804.70	137,327.70

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
650	Feeder	3,549.60	3,914.25	72,060.45	95,061.45
651	Feeder	4,449.75	5,202.00	80,189.85	102,094.35
652	Feeder	4,605.30	5,235.15	82,622.55	102,487.05
699	Express	6,456.60	8,320.65	106,406.40	159,956.40
927	Collector / Distributor	2,529.60	2,812.65	35,439.90	44,772.90
985	Reverse Commute	3,697.50	4,210.00	69,082.50	80,532.50

1.7 Herndon – Reston Division

1.7.1 The Herndon-Reston division operates about 41% of the total revenue hours for the Fairfax Connector transit service. Table C-9 details the Herndon-Reston division's estimated annual weekday revenue hours and revenue miles by route. Tables C-10 and C-11 detail the Herndon / Reston division's estimated annual weekend revenue hours and revenue miles by route.

1.7.2 Table C-9: Herndon - Reston Division Weekday Revenue Hours and Miles

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
480	Express	1,195	3,274	7,468	10,668
422	Circulator	3,490	3,731	24,748	24,748
423	Circulator	7,918	8,262	69,671	80,687
424	Circulator	11,513	12,028	96,795	111,789
505	Collector / Distributor	9,175	9,325	50,582	53,043
507	Feeder	4,332	4,434	45,632	46,907
551	Feeder	12,181	12,908	150,807	156,879
552	Feeder	3,499	3,947	29,254	49,450
553	Feeder	3,346	4,511	44,515	55,730
554	Feeder	3,516	3,733	26,563	43,029
556	Feeder	2,148	3,499	21,851	38,681
557	Feeder	2,359	3,871	26,288	38,803
558	Feeder	2,356	2,420	33,191	33,828
559	Feeder	2,882	3,009	40,828	42,103
574	Collector / Distributor	12,059	12,416	199,535	203,577

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
599	Commuter-Express	4,555	6,683	80,345	150,995
721	Feeder	8,471	8,882	76,069	88,717
724	Feeder	4,093	4,868	40,003	54,120
924	Feeder	3,960	4,406	56,365	61,896
926	Reverse Commute	3,361	3,422	43,398	44,477
929	Collector / Distributor	5,317	5,834	91,897	96,997
937	Collector / Distributor	8,854	9,002	124,759	125,297
950	Collector / Distributor	21,706	23,442	260,054	285,763
951	Reverse Commute	3,014	3,425	27,346	34,055
952	Reverse Commute	3,157	3,137	33,668	41,522
980	Feeder	5,493	6,620	46,815	59,361
981	Express	4,014	4,340	53,706	60,540
983	Express	13,694	13,964	205,680	208,230
RIBS 1	Circulator	12,158	12,368	115,490	117,677
RIBS 2	Circulator	4,266	4,307	44,013	44,378
RIBS 3	Circulator	12,161	12,370	121,237	123,425
RIBS 4	Circulator	3,223	3,292	33,433	34,527
RIBS 5	Circulator	4,460	4,503	56,944	57,972

1.7.3 **Table C-10: Herndon – Reston Division Saturday Revenue Hours and Miles**

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
423	Circulator	858	893	7,398	8,543
424	Circulator	687	727	5,904	6,832
463	Feeder	930	1,004	10,643	13,039
505	Collector / Distributor	1,562	1,585	8,617	8,977
551	Feeder	1,897	1,985	24,273	27,443
558	Feeder	808	828	11,957	12,222
559	Feeder	1,028	1,048	13,790	14,055
574	Collector / Distributor	1,924	1,965	35,005	35,535
605	Cross County	1,541	1,557	23,204	23,508
630	Local	1,559	1,559	27,962	27,962
640	Local	848	848	23,445	23,445
650	Local	1,207	1,226	23,483	23,964
721	Feeder	1,708	1,793	15,810	18,439
937	Collector / Distributor	1,326	1,357	19,648	19,759
950	Collector / Distributor	2,988	2,988	37,810	37,810
981	Express	823	902	11,167	12,587
983	Express	2,662	2,686	42,749	43,279
RIBS 1	Circulator	1,655	1,684	17,670	17,973
RIBS 2	Circulator	843	855	10,890	11,042
RIBS 3	Circulator	1,652	1,681	18,524	18,827
RIBS 4	Circulator	578	595	7,238	7,390
RIBS 5	Circulator	849	863	11,429	11,581

1.7.4 **Table C-11: Herndon – Reston Division Sunday Revenue Hours and Miles**

Route	Type of Service	Annual Revenue Hours	Annual Platform Hours	Annual Revenue Miles	Annual Platform Miles
423	Circulator	808	846	6,940	8,172
463	Feeder	715	774	8,176	8,693
505	Collector / Distributor	1,680	1,705	9,267	9,654
551	Feeder	1,699	1,793	21,755	22,390
558	Feeder	869	891	12,860	13,145
559	Feeder	1,105	1,127	14,831	15,116
574	Collector / Distributor	1,668	1,724	30,158	30,980
605	Cross County	1,419	1,435	21,403	21,729
630	Local	1,562	1,562	26,214	28,193
640	Local	855	855	21,980	23,638
650	Local	1,198	1,219	22,065	24,248
721	Feeder	1,381	1,472	12,753	15,580
937	Collector / Distributor	1,198	1,231	17,752	17,872
950	Collector / Distributor	3,213	3,213	40,664	40,664
981	Express	823	902	11,162	12,583
983	Express	2,662	2,686	42,749	43,279
RIBS 1	Circulator	1,359	1,397	14,719	15,045
RIBS 2	Circulator	722	726	9,838	9,920
RIBS 3	Circulator	1,359	1,397	15,393	15,719
RIBS 4	Circulator	552	580	6,539	6,784
RIBS 5	Circulator	823	838	11,059	11,222

1.8 SYSTEM HEADWAYS

1.8.1 The following Table C-12 presents the headway and level of service for each route in the Fairfax Connector transit system.

1.9 PLANNED SERVICE IMPROVEMENTS

1.9.1 At this time, Fairfax County has delayed implementation of the majority of new local bus service programmed for FY 2019 to FY 2022. However, the County will still implement budget neutral transit improvements approved in the 2016 TDP. This includes budget

neutral elements within the bus service adjustments for the Metrorail Silver Line Phase 2 extension.

- 1.9.2 On an annual basis, Fairfax County will re-assess the 2016 TDP route recommendations contained in the unfunded list during the annual TDP updates. This re-assessment will determine the improvements which could be implemented based on priority of the original recommendations in the 2016 TDP and within available funding levels. The County will conduct a detailed analysis of the 2016 TDP's FY 2020 recommendations to determine which route improvements could be implemented with limited budget impact, while still achieving mobility and coordination with Silver Line Phase 2.
- 1.9.3 Table C-13 lists the recommended TDP service changes for the realignment due to the Silver Line Metrorail project. As stated in the above paragraph, FCDOT will be reassessing these service changes in order to remain budget neutral. Therefore, the listed service improvement in Table C-13 may be modified.
- 1.9.4 Table C-13: Silver Line Phase 2 Recommended Service Changes (The Table Below will be adjusted)

Route	Additional Annual Revenue Hours	Net Peak Vehicles
585	6,078	2
605	5,366	2
921	5,401	1
922	5,401	1
924	5,478	0
926	-3,348	0
927	4,252	1
929	4,378	1
950	4,597	2
951	3,314	1
952	2,446	1
954	3,570	1
980	-5,497	-2
981	-5,661	-2
983	-6,443	0
985	-3,653	-2
RIBS 1	294	0
RIBS 3	303	0

Task II Revenue Service Delivery

Detailed Tasks to be Performed

2. APPENDIX D-1: OPERATIONS PARAMETERS

- 2.1 The Contractor shall, at all times, manage, operate and maintain the scheduled revenue and non-revenue service as authorized in this Request for Proposal including all service division options including any future amendments to this agreement in compliance with all applicable federal, state and local laws and regulations.
 - 2.1.1 The Contractor shall be responsible for the day-to-day management and operation of the system. The Contractor, in performing the services herein described, shall act as an independent Contractor and shall have direct control of work being performed by its employees and subcontractors.
 - 2.1.2 The Contractor and its employees shall, at all times, cooperate to the fullest extent possible with all federal, state, and local law enforcement including the Washington Metropolitan Area Transit Authority's Metro Transit Police and emergency service personnel regardless of jurisdiction recognizing that the services under this contract are provided within the National Capital Region which has numerous law enforcement agencies at the federal, regional, state and local levels.
 - 2.1.3 The Contractor shall provide all human resources necessary to provide service operations. The Contractor shall be responsible for establishing employee wages, benefits, work rules, and working conditions. Employees of the Contractor shall not be considered employees of Fairfax County, and the Contractor's employees shall not be entitled to participate in any employment practice, wage, or benefit package provided by Fairfax County to its employees.
 - 2.1.4 While the employees are hired directly by the Contractor, the County requires at minimum, all offerors to honor existing labor agreements, salaries, benefits and seniority levels of qualified Fairfax Connector employees if rehired.
 - 2.1.5 The County shall provide all revenue vehicles, service vehicles and associated equipment necessary to support service operations. Support vehicles may be used as relief vehicles if all supervisory shifts requiring vehicles are adequately covered.

2.2 SCHEDULED REVENUE SERVICE DELIVERY

- 2.2.1 The Contractor in performing the revenue service operations shall be responsible for, but not limited to, the following:
 - 2.2.2 Pre-trip and post-trip inspections of at least fifteen (15) minutes per report and at least two (2) minutes per each turn-in is required.
 - 2.2.3 Deadheading routes and time allowances to and from the start/end points of revenue service and the Division location as well as between two different routes (interlining) shall be adjusted to reflect the prevailing traffic conditions so that the time allowed does not cause a vehicle to be operated in excess of the posted speed limits over the deadheading route(s). The County will require periodic reexamination of deadhead times for all routes to ensure that they are reasonable.
 - 2.2.4 During periods of inclement weather and when feasible, bus operators will be expected as part of a progressive customer service approach to use "common sense" and pull into the assigned passenger loading area at all transit facilities, park-and-ride lots, and Metrorail stations bus stop loading platforms during their layovers so that passengers can board and be out

of the elements. This practice should also occur during early morning, mid-day, evening and weekends when layovers tend to be longer even if inclement weather conditions are not prevailing as a passenger security and safety measure.

- 2.2.5 Road Supervision in operation sixty (60) minutes prior to, during all hours of, and at least sixty (60) minutes after scheduled revenue hours of operation start and/or end.
- 2.2.6 Dispatch operations at least one (1) hour prior to, during all hours of, and at least one (1) hour after the end of scheduled operation start and/or end for each Division. Station Supervision (on-site) at pre-determined locations and hours of service for Appendix C: Detailed Summary of Transit Services.
- 2.2.7 Strategic bus allocations/assignments reference Appendix C, Exhibit C-9, and Strategic Bus Assignments by Division.
- 2.2.8 Bus Operations Control Center to be operated and staffed 24hours/day, 365 days per year. The BOCC shall operate 24/7 and will assist in dispatch coordination as well. Reference BOCC.

2.3 Modifications Due to Non-Recurring Events

- 2.3.1 From time-to-time, events take place that require temporary, and sometimes "real-time" changes to be implemented, as described below:
 - (i) Route and Service Modifications Caused by Unanticipated, Non-recurring Events.
 - (ii) When unanticipated events take place (e.g., accidents, weather, "real-time" street closures/ detours, emergencies), the Contractor will take the lead, with FCDOT's input and assistance in planning service modifications that minimize negative impacts by deploying whatever additional resources are needed. In emergency situations, it is expected that the Contractor will work closely with Fairfax County Department of Transportation, in whatever capacity FCDOT deems necessary, and quickly provide whatever resources are required.
 - (iii) Alternative Schedule Due to Weather or Other Emergencies: During weather or other emergency situations, the Contractor will operate Fairfax Connector bus service as requested by an authorized FCDOT representative, utilizing the planned "emergency routes" and defined level of service. The Contractor must be prepared to be flexible under these circumstances.
- 2.3.2 Route and Service Modifications Caused by Significant, Anticipated, non-recurring Events: When significant upcoming events (e.g., protests, constructions, etc.,) are planned that may or will cause disruption to services, FCDOT will take the lead and, with the Contractor's input and assistance, plan appropriate service modifications.

2.4 Service Disruption

- 2.4.1 The Contractor must notify FCDOT of any actual or potential disruptions to service due to labor issues, vehicle issues, or equipment issues as soon as practicable after the Contractor becomes aware of such issues. During

such situations, the Contractor will operate the Fairfax Connector bus service according to the schedules and routes as mandated by the County.

2.4.2 Detours: The County shall coordinate with the Contractor the planning, implementation and supervision of service detours. The Contractor's detour planning efforts must include, but are not limited to:

- (i) Attendance at event planning and detour coordination meetings.
- (ii) Establishing detours for affected route(s).
- (iii) Posting FCDOT approved service change notices at affected bus stops.
- (iv) Reviewing and disseminating FCDOT issued bulletins and detour notices to all affected staff, divisions and stations.
- (v) Directly communicating information relative to detours to customers at affected bus stops, transit centers, WMATA rail stations, etc.
- (vi) Assigning the requisite staff and resources to effectively and efficiently plan and implement detours as needed.

2.5 Turnsheets

2.5.1 The County will work with the Contractor to develop and maintain turnsheets for all runs / routes. Turnsheets are the official route descriptions and will be used by the Contractor for training and in-service use. The Contractor is responsible for providing and maintaining any turnsheets for out-of-service or deadheads which will include alternate routings and alternate staging locations.

2.6 Operator Availability

2.6.1 The Contractor is required to submit a staffing plan in its technical proposal. The Contractor must provide sufficient available personnel to ensure the reliable operation of service, including when regularly scheduled staff members are unavailable due to vacation, holidays, sick time, and other reasons.

2.6.2 The Contractor must also be able to ensure the reliable operation of Fairfax Connector service for special event service as requested by the County and/or for additional scheduled service options requested by the County.

2.7 Operator Reliefs

2.7.1 Bus operators relieving other operators must be at the relief location in advance of the scheduled relief time. The locations selected for operator reliefs are subject to approval by FCDOT. The Contractor shall obtain FCDOT's approval prior to designating relief points and preparing run cuts. Under no circumstance shall the Contractor use buses to relieve operators or transport staff, without an explicit, written authorization or approved by FCDOT.

2.8 Extra Board

2.8.1 The Contractor shall propose an extra board schedule for each Division for FCDOT's review and approval to include weekdays, weekends and holidays. All extra board personnel will be trained and certified to operate all routes. A general description of this program shall be submitted with the staffing plan in the Contractor's proposal, with the detailed program submitted to the County for approval at least thirty (30) days before the first day of revenue service provision.

- 2.8.2 The Contractor should consider and propose a fair and adequate “extra-board” program to attract and reward staff for choosing to participate in this program. The “extra-board” program, including levels and incentives (such as on-time performance, safety, preventive maintenance, cleanliness and quality of service) is to be submitted as part of the proposal.

2.9 POLICY IMPLEMENTATION

- 2.10 The Contractor shall implement all policies prohibiting smoking in any County facility and vehicle.
- 2.11 The Contractor shall develop and implement a zero-tolerance cell phone policy that shall be review and approve by FCDOT. The Contractor shall ensure full compliance with the Americans with Disabilities Act including compliance with the Fairfax County ADA Securement Policy. Emergency Preparedness activities and training including, Fairfax County Emergency Operations Plan, Emergency support Function (ESF – 1 Transportation). Fuel Management Program and Plan participation and compliance with Fairfax Connector Bus Engine Idling Policy.
- 2.12 The Contractor shall comply with other service delivery requirements as follows:
- Participate in the annual state bus rodeo for bus operators and maintenance personnel;
 - National Transit Database data collection and reporting;
 - Trainer-the-Trainer and certification programs;
 - Any third-party training programs;
 - Payment of any required, fines, levies, etc.;
 - Fare and Revenue Collection;
 - Use of bicycle racks;
 - Reporting and documentation.

2.13 REVENUE SERVICE REQUIREMENTS

- 2.14 The Contractor shall operate safe and reliable scheduled revenue service according to published timetable and schedules. The Contractor shall maintain a minimum standard of on-time performance (OTP) of at least 85 percent.
- 2.14.1 On-time performance shall be defined as between 0 and 5 minutes late leaving scheduled time points as established in the bus route schedule to include the starting point of any scheduled trip; trips shall not leave any scheduled time point ahead of schedule. The 85 percent standard will be measured by the County and Contractor using Clever Reports.
- 2.14.2 The Contractor is required to perform field observations to verify schedule adherence as part of daily operations and in response to customer service concerns. Documentation of the field observations should be sufficient to verify on time performance as measured by the ITS system. It is anticipated that during this contract additional tools such as (tablets for bus supervisors featuring CAD/AVL capabilities) that will automate and assist street and station supervisors in monitoring schedule and route adherence. The County will also conduct ride checks intermittently and data collected will be reviewed and provided to the Contractor upon request.
- 2.15 The County shall assess liquidated damages (LDs) and penalties for failure to meet the revenue service requirements. See Appendix E-2: Performance Standards.
- 2.16 The Contractor shall endeavor to complete all scheduled trips and will be subject to penalties for failure to do so. Missed trips outside of the control of the contractor will not be penalized. All missed trips and service delays must be accurately recorded by the

Contractor. In the event of an in-service breakdown, driver's absence, or other service-related program, the Contractor shall provide a replacement driver and adequate means to dispatch a spare vehicle in an attempt not to miss any scheduled trips.

2.16.1 Missed Trips - For purposes of measuring performance, are defined as:

- Any scheduled revenue trip not operated.
- Any trip not fully completed regardless of passenger load.
- Any trip that does not operate assigned schedule or reach the end of the route.

2.16.2 Late Service – For the purpose of measuring performance, is defined as:

- Any assigned or scheduled revenue trip operated late on a frequency that exceeds one-half the scheduled headway.
- Any bus departing greater than five (5) minutes behind scheduled pull-out time from the garage to enter revenue service.

2.16.3 Mission Critical Positions – For the purpose of measuring performance, “mission Critical positions are defined as BOCC, Station, and Field Supervisors, and Maintenance Foreman. The Contractor shall ensure that these positions are fully staffed always. Penalties shall be assessed for unfilled positions on a case by case basis.

2.17 The Contractor will record all occurrences of missed trips in the appropriate Clever ITS system.

2.18 The Contractor shall deploy, on a daily basis, station and field supervisors and strategic buses as projected in Appendix C, which will be positioned at pre-designated locations during the weekday AM and PM peak periods to respond to service interruptions and overcrowding and to otherwise maintain schedule adherence.

2.19 The assignment of strategic buses will be considered part of the daily pull-out requirements and included in the computation of revenue hours. In addition, the presence of road and station supervisors is essential to ensuring the provision of safe and reliable bus service. The Contractor shall complete an incident report for any instance when a strategic bus and/or Station Supervisor was not on duty as called for in the existing staffing plan. The County may assess liquidated damages (LDs) for any Mission Critical Staffing position or scheduled shifts that are not filled.

2.20 All schedules shall be built to allow for safe yet efficient operation of the service. At no time shall service be scheduled between time points where the distance between time points divided by the time allocated will exceed the posted speed limit. No bus operator reliefs, switch offs, or exchanges will be permitted during peak periods and no passengers will be disembarked to effectuate a relief.

2.21 The Contractor will produce the run cut with a minimum of pull-ins and pull-outs with the County reserving the right to review and critique all run cuts

2.21.1 Where possible, all schedules shall be built so that trips pull into the assigned passenger loading area at all transit facilities, park-and-ride lots, and Metrorail stations at least five minutes before the scheduled departure time, provided that the passenger loading area is not obstructed by another vehicle.

2.21.2 The pull-on time is computed as part of revenue hours and shall be included with all driver instructions and in the driver training curriculum. Pulling-on late to the assigned passenger loading area, assuming no other vehicle is occupying the area, will be subject to further review by the county and considered a lack of application to schedule.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

3. APPENDIX D-2: REVENUE SERVICE DELIVERY

- 3.1 The Contractor shall submit an annual report/work plan to FCDOT no later than 60 days prior to the start of each contract year. The annual report/work plan will be the basis for setting targets/objectives to be achieved during the contract year and the basis for measuring Contractor performance toward obtaining them. The annual report/work plan will contain service delivery, service utilization, customer service, and performance indicators to assist both the Contractor and the County in evaluating performance compared to the previous contract year.
- 3.2 During contract year one, the County and the Contractor will work together to ensure that the combined data reporting systems of both the Contractor and the County are reasonable and reflect operating conditions. This data will be used in the formulation of baseline measures for targeted performance indicators.
- 3.3 During the initial year of operation and reporting, the baseline data should reach a level of confidence for which goals can be developed for contract year two. It is the intention of the County that improvements will be reflected in favorable percentage changes in the performance indicators, as measured from one contract year to the next. All definitions will be based on those contained in the National Transit Database Reporting Manual and are incorporated into this contract by reference.
- 3.4 The Contractor will establish and implement data collection and reporting systems in compliance with the contract. Annual work plans will include information about the following key oversight measurements used to determine routine adherence to performance standards:
 - 3.4.1 Annualized percentage change in total ridership (boarding's) over the prior fiscal or contract year;
 - 3.4.2 Annualized percentage change in boarding per revenue mile and/or revenue hour over the prior contract year;
 - 3.4.3 Annualized percentage change in customer service reports regarding service, delivery, on-time performance, safe and/or courteous operation (including very good customer service experiences). The reports to be tallied and tracked include those received by letter, e-mail, and the Fairfax Assistance Service System (FASS) or a similar system. They also include customer service forms, on-board ride checks, Connector Store reports, field observations by County monitoring staff, and other independent third-party sources;
 - 3.4.4 Annualized percentage change in on-board field observations by (ride checks) that exceed a satisfactory rating in compliance with contract requirements;
 - 3.4.5 Annualized percentage change in on time performance to include field observations and/or on-board field observations by County service monitoring personnel;
 - 3.4.6 Annualized percentage change as observed in required pull-ins at major transit facilities prior to the start of a schedule revenue trip within standard.
 - 3.4.7 Accidents and Incidents including the number of reported preventable and non-preventable in the previous twelve-month period; and

- 3.4.8 Other measures as may be appropriate.
- 3.4.9 Excluded from this category is lost and found, service policy issues, job inquiries, and issues over which the Contractor has no direct control.
- 3.5 Failure to provide revenue service including strategic buses and failure to staff supervisors as required shall result in the following deductions being applied to the monthly invoice.
 - 3.5.1 On-Time Performance – Failure to meet the standards may result in a deduction from the monthly invoice for causes related to the Contractors performance. Penalties for excessive failure to meet on time performance will not exceed (\$1000 per route per month).
 - 3.5.2 Missed Trips (Service Reliability) - Failure to meet the standards outlined above may result in a deduction from the monthly invoice of hundred dollars (\$100) per missed trip and non-payment for the revenue hours associated with the lost service. Missed trips outside of the control of the contractor will not be penalized.
 - 3.5.3 Strategic Buses, Supervisors, and Mission critical positions - Failure to provide all the required strategic buses and mission critical positions, as required shall result in a deduction from the monthly invoice of two hundred and fifty dollars (\$250) per bus and loss of payment for associated revenue hours.
 - 3.5.4 Mission critical staff positions will result in same penalty assessment at the discretion of the County. The Contractor will perform the day-to-day management of the system in a manner that will ensure its safe and secure operation which provides consistent and sustained reliable, dependable, on-time operation of all scheduled revenue service in such a manner that is customer service focused by all employees at all times.

Note: See Appendix E-2: Performance Standards for details.

- 3.6 In general, the County shall be responsible for the following:
 - Establishing System Operating Policies and Procedures.
 - Setting and administering Fare Policies and Procedures.
 - Determining and authorizing changes to the Level of Service.
 - Providing the revenue, non-revenue fleet equipment including fareboxes, radios, bicycle racks, etc.
 - Providing the operating facilities and most facility maintenance services.
 - Costs for utilities (gas, electric, local phone service, water, cable TV for operator ready rooms, dispatch offices and maintenance lunch rooms) for facilities except long distance telephone service and high speed internet service.
 - Conducting all service planning, providing schematic schedules and working cooperatively in the blocking and run-cutting activities to achieve operational efficiencies and system effectiveness.
 - Providing all fuel and all lubricants (see maintenance section).

- Providing transit liability and property damage insurance coverage in accordance with RFP requirements.
- Providing Software Applications and license for the Contractor to use solely for the support of Fairfax County's contract. Certain technologies may be supplied by the contractor in performance of the contract. For example, the successful offeror will be required to establish and maintain agreements for the Drive Cam (Lynx System).
- Providing office equipment, copiers, and desktop and laptop computers, solely for support of this County contract.
- Setting minimum acceptable service and performance operational standards.
- Assisting with the evaluation of customer service.
- Conducting periodic and random service monitoring and the evaluation of service delivery.
- Determining the minimum number, location, and hours of coverage for strategic buses, station supervisors, road supervisors and dispatchers including coverage periods and minimum levels of road supervisor coverage by time periods and the number of buses in service.
- Assisting with the coordination of other bus service providers in the service area.
- Managing bus stop sign installation and/or replacement and shelter acquisition, installation, and maintenance.
- Performing marketing program development, external safety campaigns and implementation.
- Developing memoranda of agreements with other County agencies and other regional service providers for the support of the Fairfax Connector.
- The County encourages the Contractor to establish an effective safety incentive program.

3.7 The core requirements are outlined in detail including division of responsibilities (County responsibilities and Contractor responsibilities), basic contractual requirements, minimum standard operating policies and procedures and required reporting in Appendix D-1 to 10: Revenue Service Delivery.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

4. APPENDIX D-3: VEHICLE MAINTENANCE PROGRAM

4.1 AUTHORIZED REVENUE FLEET

4.2 The authorized revenue vehicle fleet as of May 2018 is 308. FCDOT has tentative plans to expand service, as funding is available, per the TDP.

4.2.1 A fleet rebuild program has commenced with an anticipated 20 to 25 buses rebuilt each year, during the 7-9 years of the buses life cycle. All buses that are rebuilt under this program will have their major components replaced and each revenue vehicle will have an extended warranty to the extent possible. As June 2019 all 2007 buses have received a rebuild.

4.2.2 FCDOT reserves the right to adjust service and fleet composition, change fleet size to accommodate any additional or reduced service requirements, changes in ridership patterns or growth, and service frequencies as necessary. During this contract, additional buses of the same or different types, or models may be added to the County fleet inventory.

4.3 PREVENTIVE MAINTENANCE PROGRAM

4.3.1 The objective of this program is to ensure that vehicles operate to scheduled service without a failure, and that vehicle service life is maximized. All maintenance work performed shall be conform to, but not be limited by, the requirements of the manufacturer's warranties.

4.3.2 The Contractor will be responsible for all maintenance, conduct PMs that conform to manufacture's most stringent service recommendations and generally – accepted best industry practices. At a minimum, maintenance will be performed to original equipment manufacturer (OEM) standards Fairfax County program, State, Local, and Federal requirements.

4.3.3 All maintenance activities shall be completed by qualified technicians possessing appropriate licenses and certifications to perform heavy duty transit coach maintenance and repairs.

4.3.4 The Contractor are responsible for all routine safety, preventive maintenance, heavy repair, running repairs, body work of any type, and major and minor cleaning necessary to keep the County provided revenue and non-revenue vehicles (including the MATT Bus), support equipment and revenue vehicle equipment in a safe, reliable and well-maintained condition, assuring that all on-board systems are fully functional and operational. The quality of the actual repair shall be subject to analysis by the FCDOT and Maintenance Consultant.

4.3.5 The Contractor will be totally responsible to maintain the vehicles, including tires, in the same operating condition and appearance in which they are received, subject to reasonable wear and tear based on mileage and age.

4.3.6 The Contractor shall complete all repairs according to original equipment manufacturer (OEM) specifications using original equipment manufacturer (OEM) parts and accessories.

4.3.7 The Contractor will coordinate the general requirements and specific work activities with the County's Fleet Coordinator who will oversee, administer and monitor the Contractor's preventive maintenance program, activities and performance.

- 4.3.8 All vehicles must be fueled and serviced daily by the Contractor; all fluids checked, and added, if necessary. Documentation of the fluids added will be provided for each revenue vehicle.
- 4.3.9 No vehicle may be repaired with parts taken from another vehicle for any reason without prior authorization from the County.
- 4.3.10 The Contractor shall maintain computerized maintenance records for any maintenance activities required. Any work order generated by a defect card must have the defect card attached.

4.4 Vehicle Safety and Inspections:

- 4.4.1 The vehicles shall comply with all applicable FCDOT Safety standards and requirements. The "pre" and "post" operation inspections shall, must comply with County standards, local, state and federal regulations.
- 4.4.2 Vehicles failing the daily inspection shall not be used in service until the failure and its cause(s) are corrected. The County may conduct in-service audit inspections of the Revenue and Non-Revenue Fleets. See Sample Audit inspection forms are included and Bus Condition Inspection. During the term of this Contract, the County will conduct at a minimum but not limited to the following inspections:
 - a. Preventive maintenance follow-up inspections,
 - b. In-service inspections,
 - c. Cleanliness inspections,
 - d. Random fleet audit inspections, and
 - e. Annual inspection of the revenue fleet
- 4.4.3 The Contractor must also ensure that the maintenance/repair facility and equipment used for maintenance and repair of all Fairfax Connector vehicles are in compliance with all federal, state and local laws.

4.5 Vehicles Availability for Inspections

- 4.5.1 County may schedule routine vehicle inspections with Contractor. Fairfax County and/or its Fleet Maintenance Consultant and the Contractor will complete all vehicle inspections jointly. Fairfax County shall coordinate such inspections with Contractor's designated representative.
 - a. Without exceptions, all safety related deficiencies will be corrected prior to the vehicle being placed in service.
 - b. Electronic or on-board system deficiencies prior to the vehicle's return to service.
 - c. All deficiencies must be corrected within thirty (30) days of inspection, and as directed by the County.
 - d. Fairfax County will schedule a follow up joint inspection to ensure that all items identified for repair were corrected and repair correctly documented.
- 4.5.2 If repairs are not completed within the timeframe specified above, the County shall assess liquidated damages and a deduction.

4.6 In-Service Minimum Requirements

- 4.6.1 All vehicles placed in to revenue service by Contractor must, without exception:
 - Have a pre-trip inspection performed to ensure that the vehicle is safe before leaving the facility and entering revenue service (49 CFR Part 392.7), including a complete cycling of the wheelchair lift/ramp as required by the original equipment

manufacturer and a post-trip inspection performed at the completion of each day's work (49 CFR Part 396.11).

- 4.6.2 Have fully operational heating, ventilation and air conditioning (HVAC) systems; wheelchair/ADA equipment and ramps; securement belts; flip seats; Clever system; radios; APC's, fareboxes; electronic front, side and rear destination signs; bus operator seat belts, and any other on-board systems required for service. Buses shall comply with applicable ADA regulations at all times. The Contractor shall be required to make all reasonable efforts to change out a vehicle that experiences these malfunctions while in revenue service.

- Be free of body damage, have no broken or cracked glass, have no missing or unpainted panels.
- Be free of graffiti on the exterior and interior of buses.
- Have all safety items equipment / requirements fully operational; i.e., lights, brakes, horn, tires, wheelchair tie downs, lap and seat belts, passenger stop request device, etc.
- Contractor will maintain a clean appearance in the exterior and interior of the vehicle while in service at all times.
- The power train shall perform in a manner that allows the operator to meet published service schedules while not having offensive exhaust smoke, oil and or fluids leaks or excessive noise output.

4.7 PREVENTIVE MAINTENANCE OF HEATING AND AIR CONDITIONING, DOORS, AND ADA Equipment

- 4.7.1 The Contractor shall provide separate PM programs for the vehicle heating and air conditioning (HVAC), ADA equipment, and access and luggage compartment doors.
- 4.7.2 The HVAC PM program will include provisions to inspect, maintain, and repair related systems in advance of the season to ensure that equipment is fully functional before needed per PM program.

4.8 PROVISION OF MAINTENANCE EQUIPMENT

- 4.8.1 The Contractor shall provide detailed information regarding which maintenance activities are to be performed in-house versus subcontracted activities. The Contractor shall be responsible for replacement of lost, damaged and negligent loss of shop tools.
- 4.8.2 The Contractor shall as part of the business proposal submitted a proposed shop tool list. The shop tools shall be inventoried annually, in conjunction of the equipment audit performed by Fairfax County's DPMM. Shop tools and equipment in need of replacement due to normal wear and tear shall be identified and specified during the annual process.
- 4.8.3 The Contractor shall be responsible for equipment with a replacement cost less than \$5,000. All other items shall be submitted to the County Fleet Coordinator for replacement approval and funding.
- 4.8.4 The Contractor shall be responsible for all certifications current in accordance with annual inspection, emissions, fire suppression systems, gas detection systems, and fire extinguishers. The Contractor shall be responsible for all associated costs of the testing and certification requirements.

4.9 Corrective Maintenance and Running Repairs

- 4.9.1 The Contractor is responsible for performing all corrective maintenance and running repairs. If corrective maintenance repairs are identified, the Contractor shall complete the repairs in accordance with its corrective maintenance protocols.

- 4.9.2 Running repairs are those repairs to correct defects that are normally identified during Preventive Maintenance (Inspections or Daily Service) or in daily revenue service by the operator and are not listed in the major repair category. It is expected that repairs will normally can be completed within seven (7) calendar days.
- 4.9.3 Any safety-related defects, as defined in FCDOT standard operating policies, must be repaired before placing a bus into revenue service.

4.10 Major Repairs

- 4.10.1 The Contractor is responsible for all major repairs. The Contractor shall correct all deficiencies considered to be "Major Repairs," as defined below.
- 4.10.2 Major repairs shall be defined as follows, but not limited to:
- a. Engine overhauls
 - b. Transmission rebuilding
 - c. Differential/rear axle rebuilding
 - d. Body repairs from accidents and/or fires
 - e. Fleet maintenance campaigns
 - f. Buses in the rebuild program
 - g. Other repairs deemed as major repairs by Fairfax County by providing such designation to the Contractor in writing.
- 4.10.3 Major repair work must be scheduled for repair no later than fourteen (14) working days from the time it is listed on Fleet Watch.
- 4.10.4 In addition, any major repair work will need to be completed within 15 working days from the time it is scheduled for heavy repair work. Should additional time be required, an exception notice shall be submitted to the County outlining the reason for the extended time and the anticipated/projected return to service date will be provided.

4.11 Preventive Maintenance Inspections

- 4.11.1 The Contractor will complete a revenue vehicle inspection form for all Preventative Inspections, sign it, and file appropriately. Regular safety and preventive maintenance inspections are to be conducted in accordance with the following schedule as outlined in Table A below.
- 4.11.1 The PM Program is arranged by service level. The County will be notified in writing by the Contractor within 24 hours by bus number of any scheduled PM inspection which cannot be fully completed due to factors such as: out of stock components, reallocation of maintenance staff or other reallocations of resources. Should such a situation materialize, the Contractor shall complete the PM inspection with 24 hours and advise the County.

4.12 Inspection Requirements

- 4.12.1 Each time a revenue vehicle enters a maintenance shop for an inspection, the engine, transmission, radiator, hydraulic cooler cores and charge air coolers must be cleaned. Care must be taken that no damage is done to electrical components, connectors, or coolant and charge air cooler cores.
- 4.12.2 A fluid sample of engine oil will be taken and sent out for standard oil analysis at each 6,000-mile PM inspection interval. A fluid sample of transmission fluids will be taken and sent out for analysis at an interval of 12,000 miles. A fluid sample of the differential oil will be taken and sent out for analysis at an interval of 24,000 miles.
- These samples must be drawn from the filler tubes, not the drains.
 - All samples will be sent to FCDOT's contractor for testing

- 4.12.3 FCDOT will provide the contractor with access to all fluid sample records.
- 4.12.4 Fluid samples that do not meet specifications will require a second sample to be taken to verify the findings of the first sample. The Contractor will take appropriate action to address the findings and undertake corrective repairs to the appropriate vehicle component to ensure asset reliability.
- 4.12.5 Engine oil, filter and fuel filters, will be changed at every 6,000-mile inspection. Transmission oil and filters will be changed at 24,000-mile intervals or sooner as indicated by oil samples taken every 12,000 miles. Differential oil will be changed every 100,000 miles or sooner based on oil sample results. These minimum mileage requirements will meet or exceed OEM standards for the type of Engine, Transmission, and Differential of each bus, and the type of fluid used.
- 4.12.6 The air dryer will be rebuilt at every 48,000-mile inspection, the air cleaner will be checked at every inspection and replaced if the monometer reading is above six inches of water and readings will be placed on the respective inspection records.
- 4.12.7 Wiring harnesses will be inspected every 6,000 miles, this inspection will include checking for chaffing, wear, rubbing, and verifying that protective lining has not worn through, such as on P clamps and looming. OEM maintenance standards will be used. The air-conditioning filters will be changed at every 6,000-mile inspection or sooner, as needed.
- 4.12.8 Oil, engine coolant and any other waste or hazardous material shall be captured, labeled and disposed of by the Contractor in accordance with EPA, OSHA, FCDOT, State Local, and Federal regulations.
- 4.12.9 An annual Virginia State Safety Inspection will be performed by a certified and qualified for heavy duty transit revenue safety inspections. The qualified Contractor personnel or independent third-party vendor must be pre-approved by Fairfax County for the performance of the Virginia annual vehicle safety inspection. The results of each inspection will be recorded in the maintenance management system, Fleet Focus.

4.13 REVENUE FLEET MANAGEMENT

- 4.14 The Contractor shall provide fleet management services, including coordination of fleet assembly, operations, and demobilization. All buses must be maintained in a state of good repair. The contractor will manage coordination of fueling and refueling of revenue vehicles, and bus maintenance. The Contractor will ensure that all assigned vehicles are regularly cleaned and maintained and kept neat in appearance (e.g. no missing decals, hubcaps, broken or cracked glass, etc.).
- 4.15 Bus maintenance shall support bus transportation operations at a satisfactory level of road-readiness and good repair. Adequate replacement of units will be available in case of on-the-road breakdown in accordance with standard operating procedures.
- 4.16 The Contractor shall ensure each vehicle will meet or exceed all required scheduled and preventive maintenance requirements. The Contractor shall ensure each vehicle is in the same operating condition and appearance, as they were when received, subject to reasonable wear and tear based on mileage and age or unless otherwise authorized by the County.
- 4.17 During the Contract period, the County will have immediate and unrestricted access to all vehicles and all maintenance records (including electronic) during planned or unannounced visits or inspections of the facility. The contractor will input and track all fleet and facility work performed in the County owned and provided maintenance management software, Fleet Focus at this time.

- 4.18 The County may assign maintenance and contract oversight staff to be located at any of the County's owned transit facility. In its sole discretion, the County shall have authority, upon inspection, to take out of service any unit or fleet type for any safety reason until repairs are completed to ensure the vehicle or vehicles are safe for service. Such action does not relieve the Contractor of the duty to provide service under the terms of the Contract.
- 4.19 At the close of this contract, an independent auditor inspection will also identify those items considered normal wear and tear. If an item is considered to be marginal, the independent auditor will propose a fair and equitable solution. The independent auditor will be the sole arbiter in decisions related to accountability for deferred maintenance. The independent auditor's decisions will be binding and not subject to the dispute process. The County reserves the right to conduct annual fleet audits to determine deferred maintenance that the Contractor will be required to fix at no additional cost to the County.

4.20 TRANSIT ASSET MANAGEMENT (TAM)

- 4.20.1 The County anticipate implementing an asset management program during the term of this contract, which the Contractor shall provide, at minimum, integrate in its vehicle maintenance program for tracking maintenance records and inventory.
- 4.20.2 The TAM program shall be able to track labor, parts information, and mechanics notes pertaining to each individual job. Using County provided maintenance and fleet management software applications (i.e. Fleet Focus, RTA, FleetWatch, etc.) the Contractor shall, at a minimum, track and record:
- a. Work orders;
 - b. Revenue and non-revenue fleet inventory;
 - c. Vehicle life mileage;
 - d. Road calls;
 - e. Fuel usage;
 - f. Any vehicle history or work activity pertaining a vehicle or assets;
 - g. Labor rates;
 - h. Vehicle and farebox preventative maintenance inspections by vehicle number, date/time and mileage
 - i. Engine tune ups
 - j. Any inspection and data required by county, state or federal regulation;
 - k. Life cycle cost by unit
 - l. Warranty tracking, etc.

4.21 FLEET OPERATIONS/VEHICLE CONDITION

- 4.21.1 The Contractor shall have responsibility for the operation, inspection, maintenance and repair of all assigned revenue vehicle, including fleet inspection, maintenance and repair of the revenue fleet. The Contractor will be provided with air conditioned, accessible revenue vehicles capable of supplying the designed service, of various lengths and widths during the period of the contract.
- 4.21.2 All vehicles supplied as part of this contract shall be used solely for the performance of activities pertaining to the Fairfax Connector and cannot be utilized by the Contractor for another purpose without the advanced written consent of the County. The Contractor shall put all vehicles into service on a fixed rotation schedule to ensure vehicle miles and hours are accumulated equally.

4.22 UNCLEAN VEHICLES

- 4.22.1 Any vehicle found by the County to not be in compliance with the vehicle appearance provisions of this Contract will be removed from service immediately without limiting the Contractor's obligations. See Paragraph 5.5 Required Vehicle Servicing and Cleaning.

4.23 FAREBOX, CLEVER, ADDITIONAL EQUIPMENT

- 4.23.1 The Contractor will perform farebox maintenance on an approved planned schedule by FCDOT, and OEM. If a malfunctioning farebox is found in revenue service, the bus will be removed from service. The Contractor will perform all PM and repairs on the fareboxes and associated equipment. The Contractor shall perform farebox probing on a daily basis. The Contractor shall contract with an armored car service to exchange the facility mobile vaults with empty vaults daily. FCDOT reserves the right to perform periodic on-site farebox audits.
- 4.23.2 The Contractor will perform maintenance on the Clever and ancillary ITS equipment and system per approved plan by FCDOT, and OEM. If a malfunctioning Clever and ancillary ITS equipment is found in revenue service, the bus will be removed from service. The Contractor will perform all PM and repairs on the Clever equipment and ancillary ITS equipment.

4.24 FUEL

- 4.24.1 The County shall be responsible for supplying all fuel for County-owned and/or leased buses (if applicable) at the County bus operating and maintenance facilities. The Contractor shall ensure all vehicles are fueled in a manner that allows for the most efficient operation and use of the fuel station and fuel inventory. This includes fueling vehicles collectively and consistently and within a consolidated timeframe.
- 4.24.2 The County will not pay for, nor reimburse the Contractor for fuel purchased off-site or on-route for emergency reasons. Any fuel purchases must be approved by FCDOT in advance. In addition, County fuel supplied is only for County owned or leased vehicles, and equipment and shall not be used for any Contractor provided service or support vehicles.
- 4.24.3 The Contractor shall manage and control all fuels to minimize loss due to theft, LNG venting due to inefficient fueling practices, or other circumstances. In addition, the Contractor will be required to have a full-time service island supervisor on duty to ensure service island personnel maintain vehicles to the required specifications. This position will also be responsible for managing the revenue vault pulling including the security of revenue collection function on the service lane.
- 4.24.4 The Contractor will be responsible for fueling for all vehicles. All liability associated with the receipt, storage and dispensing of fuel shall be the responsibility of the Contractor. Each bulk delivery of fuel must be sampled in accordance with the Contractor's Fluids Analysis Program to ensure fuel meets the engine manufacturer's minimum specifications. The Contractor shall notify FCDOT immediately through telephone call with a designated FCDOT staff if the following occurs:
 - a. Any fuel contamination;
 - b. Any run out of fuel;
 - c. Any tank that has less than 20% of its capacity, etc.
- 4.24.5 The Contractor shall maintain records of all monthly reports for all inspection, maintenance, calibration, repair and overhaul of fueling apparatus.

4.25 REQUIRED VEHICLE SERVICING AND CLEANING

- 4.25.1 The Contractor will be responsible for regular servicing and maintaining the cleanliness of all vehicles used in the provision of service in order to maintain a high quality appearance and to provide a safe, clean and comfortable environment for riders. The Contractor shall follow the County established cleaning requirements.

4.25.2 All vehicles will be serviced daily, as described below, before being placed into revenue service:

- a. Servicing – daily, the Contractor shall service each vehicle used that day. Servicing includes, but is not limited to, fueling, checking fluids.
- b. Vehicle exteriors will be cleaned every other day of use and the exterior of each vehicle shall be kept clean from road dust, mud, tar, grime, and graffiti. Special attention will be given to ensuring that the rear side of the vehicle exterior is cleaned, including the windshields.
- c. At a minimum, but more often as needed, interiors shall be swept and cleaned of trash once daily. In addition, Contractor shall be required to remove all noticeable trash from each vehicle after each run. All vehicle floors will be swept and mopped daily (No water hoses are to be used on the interiors of the buses.). Operators area will be hand wiped down, including, but not limited to, dash controls, dash board, above the driver area and along the front dash board, ceiling, walls, seats, farebox and windows.
- d. Bi-annually, at a minimum, the inside headsign glass and inside of interior light fixtures shall be cleaned.
- e. Wheels shall be cleaned to maintain appearance and vehicle rims will be cleaned (hand scrubbed if there is no wheel washer) daily. Vehicles will be detail cleaned in accordance with the General and Deluxe Detailing Instructions (detailed will be provided by FCDOT) at least once every 3,000 miles or every 30 days whichever comes first.
- f. Service Island Supervisor inspections will be conducted to ensure that the vehicles are cleaned in accordance with instructions outlined above and the Fairfax County General and Deluxe Detailing Requirements.
- g. Vehicles will not incur any excessive idling during the performance of the fueling and servicing functions. The Contractor agrees to work cooperatively with the County to develop methods and practices to reduce fuel consumption during the performance of these functions.
- h. Interior pest control shall also be conducted periodically. The interior passenger compartment of each vehicle shall be free of roaches, other insects or vermin, as well as noxious odors from cleaning products, pest control products, and exhaust fumes emitted by the engine. Contractor is prohibited from using any pest control or cleaning product that would be hazardous to the health and well-being of the passengers and operator of the vehicle.
- i. Steam cleaning – the undercarriage and engine compartment shall be steam cleaned on a regular basis to prevent build-up of grease, oil, road grime and chemicals, etc. At a minimum, steam cleaning shall be performed during each scheduled PM.

4.26 **TIRES**

- 4.26.1 The County shall be responsible for providing tires for all revenue vehicles at the start of the Contract. The Contractor shall be responsible for maintaining an adequate inventory of tires that meet the manufacturer's minimum tire rating requirements, to minimize the downtime on vehicles.
- 4.26.2 All replacement tires provided by the Contractor must be OEM quality or a grade better as specified for Fairfax Connector buses supplied under this contract. In addition, tires will be replaced when tread depth does not meet OEM, FCDOT and Federal guidelines

and will maintain records for same. The Contractor must supply new tire, and may not install re-grooved, retreaded, or recapped tires on any agency-owned vehicle. The Contractor shall be responsible for maintaining an adequate inventory of tires to minimize vehicle downtime. Once installed, tires, parts, and other supplies that are ordered for the operation and maintenance of County vehicles become County assets.

4.27 MILEAGE

- 4.27.1 Mileage will be taken daily during the daily Fueling and Servicing activity utilizing the Fleet Watch. Contractor shall have in place a mechanism to detect defective hub meters or incorrect readings. Defective hub meters must be replaced immediately at the Contractor's expense and the revenue vehicle records updated within three business days to reflect such replacement. The County uses Fleetwatch for all of its' operating facilities which is used as a basis for obtaining mileage, fuel and fluid consumption data.

4.28 ABNORMAL FLUID CONSUMPTION

- 4.28.1 Any revenue vehicle that uses more than the following must be checked by Contractor and repaired as needed by Contractor. The Contractor must keep accurate daily records of the above by vehicle. Documented in Fleet Focus consumptions will be by revenue vehicle daily.
- a. Engine oil – 1 quart per 100 miles
 - b. Transmission oil - 3 quarts per day
 - c. Coolant - 3 quarts per day

4.29 CHANGES IN MANUFACTURER OR BUS TECHNOLOGY

- 4.29.1 In the event there are changes or adjustments made by the manufacturer to service requirements or operationally it is discovered that changes are necessary, the required maintenance schedule for those revenue vehicles would be adjusted to meet the changes. Whenever the need to meet new standards arises during the term of the Contract, the County will provide required maintenance procedures and negotiate any appropriate Contract modifications with Contractor.

4.30 VEHICLE DAMAGE

- 4.30.1 Regardless of cause, the Contractor shall repair all vehicle damage throughout the term of this Contract including but not limited to exterior, interior, structural, frame and rust. All repairs made relative to vehicle damage will be performed by competent staff or subcontractors capable of restoring vehicles to original equipment manufacturer standards. Regardless of who performs the work, it will be the Contractor's responsibility to ensure that repairs are performed in a compliant manner. Should it be determined by the County or its Maintenance Consultant at any time during the term of the Contract, or during transition to a subsequent contract, that any repairs were performed that did not meet the OEM standard, the Contractor will be responsible for making or paying for re-repairs.
- 4.30.2 The County may require that Contractor to provide a temporary replacement at the Contractor's cost for any vehicle that is damaged and required to be removed from service for repairs that will require in excess of sixty (60) days. The substitute vehicle shall have the same passenger capacity, and be comparably equipped to the damaged vehicle, and must be available for service for the duration of the downtime related to repairs to the damaged vehicle.
- 4.30.3 Accident damages shall not be repaired until authorization (by email) is obtained.

4.31 BODY WORK, DECALS AND PAINT

- 4.31.1 The Contractor shall provide all vehicle body repair work and painting. Paint schemes and decals developed by the County are to be maintained by the Contractor. Any repairs made to the exterior of the body shall conform to industry best standards or FCDOT's specifications. The Contractor shall repaint and affix decals as deemed necessary by the County, using best industry practices and materials.
- 4.31.2 All body work job will be performed to industry best standards or FCDOT specifications. No unit will be run in service with any type of body damage to the vehicle. This would include dings, cracked glass, and major scratches to any surface of the vehicle.
- 4.31.3 The Contractor will perform 6 and 12-month body inspections of all revenue vehicles. This will include the following but not limited to: bumpers, all windows interior and exterior, window frames, body panels, access doors, screens, drivers seats, flooring, passengers seats and mounting, grab rails, inside panels, roof exterior and interior, roof seals, doors front and rear including decals, logos, stickers, etc. Contractor will document these body inspections in the maintenance management system, Fleet Focus.

4.32 ROAD CALLS

- 4.32.1 The Contractor shall maintain accurate records of all road calls whether the vehicle is changed out or repaired on location. The BOCC shall create an incident report (IR). Also, a work order must be made for every road call. Any and all records maintained by the Contractor during the term of the Contract shall be accurate and shall fully reflect the actual event.
- 4.32.2 Road calls shall be defined as mechanical system failures for revenue vehicles. Revenue vehicle systems failure are mechanical problems that occur when – (1) vehicle does not complete its scheduled revenue trip, or (2) vehicle does not start its next scheduled revenue trip.
- 4.32.3 The Contractor must count and report each system failure as it occurs, even if the Contractor immediately substitutes another vehicle and no revenue service is lost. The Contractor will report a failure even if it later determines there is no actual problem with the vehicle.
- 4.32.4 For reporting purposes, road calls shall be broken into "Service Calls" and "Coach Exchanges" and shall be defined as either (1) service call – anytime fleet or maintenance personnel are dispatched to a revenue vehicle to diagnose an issue, facilitate a repair, provide fluids, or fuel, and if a vehicle is towed or is removed from service without completion of service, and (2) coach exchange – anytime a coach is unable to continue in service, and is removed or exchanged for an additional coach. Such failures shall not include those caused by issues related to passenger incidents and accidents.
- 4.32.5 FCDOT reserves the right to establish additional criteria regarding the reliability of the Contractor's response in the event of breakdowns. In addition, if any road call is a result of a mechanical failure that should have been detected during a pre-trip inspection, FCDOT may assess liquidated damage and additional penalties per occurrence.

4.33 TOWING

- 4.33.1 While Towing may be handled through a contractor agreement with private towing firms or in-house by Contractor, it is expected that the Contractor shall execute a high quality maintenance plan that provides 100% vehicle reliability and minimize the need to tow buses as a result of mechanical breakdowns. Emergency Road Call service, including towing of disabled Vehicles and ancillary equipment needed to tow each bus type shall be the responsibility the Contractor. All towing shall be done in accordance to OEM recommendations.

- 4.33.2 Towing is to be completed only by the contractors trained personnel and proper equipment or by an approved vendor who has the proper equipment to tow the bus either to the service garage or to a vendor site for repair. Buses shall only be pushed by the bumper in an emergency. In the event a bus needs to be moved while on the property, accommodations are to be established to have a tug capable of using the buses towing receptacles for moving the bus.
 - 4.33.3 Buses that can be driven safely under their own power shall not be towed. Towing of buses shall not be done in order to make bus transfers between the service garage and the vendor's business location or to move buses that can be driven safely.
 - 4.33.4 In the event of an on-street mechanical failure where the bus can no longer be propelled by itself; the contractor should perform reasonable repairs that enable the bus to be driven back to the service garage. Reasonable repairs are described as ones that can be performed in a safe area, have no impact on traffic flow and can be completed efficiently within a reasonable amount of time. When reasonable repairs cannot be accomplished towing is permissible.
 - 4.33.5 The Contractor shall have a business relationship with towing vendors that have operators with the proper CDL endorsements, adequate vehicles / equipment and business licenses / regulatory permits to operate in the Fairfax Connector service area. Towing vendors should have adequate equipment for retrieval of buses that may be involved in major and minor accidents and can safely move the vehicle from the accident site to the service garage or another vendor's location.
 - 4.33.6 The Contractor shall record all tows in the maintenance management system, Fleet Focus.
- 4.34 **MATERIAL SAFETY DATA SHEETS/SYSTEM (MSDS)**
- 4.34.1 By law, the County will not receive any materials, products, or chemicals which may be hazardous to an employee's health unless accompanied by a Material Safety Data Sheets/System (MSDS) when received.
- 4.35 **USEFUL LIFE MINIMUM STANDARDS**
- 4.35.1 Fairfax County requires that the Contractor ensure through the implementation, execution and performance of the fleet maintenance program that all revenue vehicles achieve a minimum useful life of 15 years from the date of acceptance by Fairfax County. The County reserves the right to consider other options, such as leasing, bus loaners, trading service with other service providers, etc. to minimize the financial impact of the above.
- 4.36 **SPARE RATIO**
- 4.36.1 FCDOT will provide the Contractor with a fleet that has a spare ratio of at least twenty (20) percent, relative to existing service. It is the Contractor's responsibility to ensure an adequate fleet (maintained in safe operating condition) is available to meet all pull-out requirements.
 - 4.36.2 The spare ratio will be calculated from the maximum number of vehicles, revenue service plus 20%. That is, the number of spare vehicles divided by the vehicles required for annual maximum service. Spare ratio shall be expressed as a percentage. An adequate number of vehicles will be made available to the Contractor to ensure a 20 percent spare ratio.

4.37 FLEET REPLACEMENT PROGRAM

- 4.37.1 Details of the Fairfax Connector fleet replacement program is provided herein. Also, with anticipated annual on-going procurements in the future, the fleet make-up may change from year to year. In addition, the fleet composition between any one division and another may be changed in order to balance fleet mileage, achieved average useful life equity and/or spare ratio equity.

4.38 FLEET PROCUREMENT CONTRACT

- 4.38.1 The County awarded in 2017 a **10-year** procurement contract that will enable FCDOT to acquire up to 500 heavy duty transit buses (35 foot and 40 foot, low floor New Flyer).

4.39 NEW BUS SPECIFICATION AND PURCHASES

- 4.39.1 The Contractor will provide inputs or feedback in the selection process for new buses as requested by the County, with the County retaining the exclusive right to decide, ultimately what will be purchased, and the specifications for new purchases.
- 4.39.2 The County will hire a qualified firm to perform line inspections during the bus assembly and testing process. The Contractor will participate in the testing and acceptance process at the production facility, as well as review the reports from the inspectors.
- 4.39.3 The Contractor shall participate in inspection of the new buses upon delivery, document any issues, submit claims, and make repairs in a timely manner to move the buses into service.
- 4.39.4 The Contractor shall ready the bus for entry into the fleet including, but not limited to: installing farebox, installing DriveCam, installing any ITS (Clever Devices, etc.) equipment as directed by the County, installing / downloading the bus sign programming, and installing the EZ Pass transponders.
- 4.39.5 Upon signing the acceptance document, the Contractor shall assume complete responsibility for operations, maintenance and repairs of vehicle.

4.40 PARTS, FLUIDS, SUPPLIES, AND INVENTORY REQUIREMENTS

- 4.40.1 During the term of this contract, the County shall provide all fluids and fluid inventories shall remain the property of the County upon completion of the term of this contract.
- 4.40.2 Contractor, at its sole cost and expense, shall maintain inventories of lubricants, parts and supplies required for maintenance and operations of all commuter buses. Once installed, parts and other supplies, which are ordered for the operation and maintenance of County owned vehicles, will become County assets. Adequate levels of parts, supplies, and fluids will be maintained to ensure timely repair of vehicles. The Contractor supplied parts.
- 4.40.3 **All parts used will be OEM or FCDOT approved equal.**
- 4.40.4 The Contractor must establish and maintain an ongoing spare parts inventory sufficient to adequately maintain buses to meet peak hour vehicle requirements. The Contractor shall maintain reasonable inventory levels to ensure timely repairs of equipment. The Contractor supplied parts inventory shall remain the property of the Contractor upon completion of the term of this Contract. The County may, at its discretion, choose to purchase said inventory at a mutually agreed upon fair market cost, upon the termination of the contract.

4.41 CONTRACTOR FLEET ACCEPTANCE

- 4.41.1 The County shall be responsible for providing the initial assigned vehicle fleet required to operate the specified service(s). Prior to Contractor acceptance of the fleet, the County will perform a complete inspection of each vehicle (including digital photos) that reflects the condition of each vehicle at the onset of this contract. A copy of each inspection report and accompanying photos will be provided to the Contractor, and a second copy will be filed in the vehicle permanent record. This inspection report will serve as the official documentation of the fleet condition at the commencement of the contract.

4.42 CONTRACTOR PROVIDED LEASED BUSES

- 4.42.1 The County may determine that additional short term (one year minimum) buses are required to meet service demands. If such needs arises, may negotiated with the Contractor to provided leased buses or vehicles. Upon any such request, it shall be the responsibility of the Contractor to locate and negotiate the price for any leased buses. The price to the County for leased buses will be specified in the pricing page of the Offeror's proposal. Contractor provided lease buses are eligible for the County fueling program.

4.43 ITEMS REQUIRED FOR EACH REVENUE VEHICLE ACQUIRED

- 4.43.1 Each revenue vehicle is equipped with additional capital equipment to include:

- a. Fareboxes (Odyssey-Smart rip)
- b. Two-way radio or other comparable communication
- c. Bicycle rack_(sportsworks)
- d. EZ Pass Toll Transponders (free to public use buses only) for use on the: Dulles Toll Road, I-95 express roads and I-66 express/HOV lanes
- e. Clever ITS
- f. Pubic Timetable/Brochure Schedule Display Rack
- g. Drive Cam
- h. Car Card Posters
- i. Fleetwatch

- 4.43.2 Items anticipated to be added prior to contract award or shortly after contract award:

- a. CCTV (security cameras)
- b. AVM (Automated Vehicle Component monitoring)
- c. Electronic DVR system
- d. External Modems

4.44 NON-REVENUE VEHICLES

- 4.44.1 The Contractor will be provided with non-revenue service vehicles and trucks by Fairfax County subject to the policies and procedures of the County's Department of Vehicle Services or as provided for in this section.
- 4.44.2 All vehicles supplied as part of this contract shall be used solely for the performance of activities specified in this contract. Under no circumstances may any Fairfax County asset owned, leased or otherwise under it's' control be utilized by the Contractor for another purpose without the advanced written consent of Fairfax County.
- 4.44.3 Once allocated by the County, the assignment and control of these vehicles will be the exclusive responsibility of the Contractor; however the County reserves the right to deny a contract employee the right to operate any vehicle owned by Fairfax County. The Contractor will coordinate the general requirements and specific work activities with the County's Fleet Coordinator who will oversee, administer and monitor the Contractor's program, activities and performance.

4.45 NON-REVENUE AUTHORIZED FLEET

4.45.1 The authorized non-revenue vehicle fleet is based upon the following allocations for each operating division as follows:

- a. One non-revenue supervisory vehicle for each Station Supervisor assignment during peak period service.
- b. One non-revenue supervisory vehicle per assigned Safety Manager.
- c. Two (2) service truck, each with snow plow and salt spreader will be assigned to each operating division except for the West Ox Division which is assigned two.
- d. One Tug per operations facility.
- e. Tow Motors, one per each operating division.
- f. One Yard Scrubber per operating facility.

4.46 USAGE AND UTILIZATION POLICY

4.46.1 Fairfax County has usage and utilization policies in place to encourage the proper use and rotation of all support vehicles, which includes a low mileage indicator, if a support vehicle has less than 4,500 miles annually it may be removed for non-use or improper rotation and usage.

4.47 USEFUL LIFE MINIMUM STANDARDS

4.47.1 Fairfax County currently has the following minimum useful life standards in effect, which will be the basis used for replacement/renewal of the non-revenue vehicle fleet:

- a. Supervisory vehicles 10 years.
- b. Service trucks – 10 years.
- c. Tugs (OEM standard life expectancy).
- d. Tow Motors (OEM standard life expectancy).
- e. Yard Scrubbers (OEM standard life expectancy).
- f. Service Carts (OEM standard life expectancy).

4.48 ADDITIONAL ON-BOARD EQUIPMENT

4.48.1 Each non-revenue vehicle is equipped with additional capital and/or operating equipment. The County will purchase at the commencement of the contract a supply of the items listed as Other Equipment below for each non-revenue vehicle. The Contractor will remain responsible for re-freshing periodically (not less than annually) and purchasing all replacements and ensuring each vehicle is properly supplied during the term of this contract to include:

- Radios
- Portable yellow emergency light
- Clever Device equipment (TCH and IVN)
- Drive Cam (Lytx System)

4.48.2 The Contractor will be responsible for executing a contract with DriveCam for the management, maintenance, and managing of data and incidents.

- **Other equipment** – Each non-revenue vehicle is required to carry, at all times, and subject to inspection and review by the County, and/or its' designees, the following:
 - a. Fire Extinguisher
 - b. Flashlight
 - c. Safety Cones and triangles
 - d. First Aid Kit

- e. Rubber gloves
- f. Work gloves
- g. Chocks
- h. Seat belt cutter
- i. Hazardous materials kit
- j. Accident investigation kit
- k. Body Fluid Kit

4.49 **NON-REVENUE VEHICLE MAINTENANCE REQUIREMENTS**

- 4.49.1 The following non-revenue vehicle maintenance requirements are listed separately for the County and the Contractor. For all County maintenance obligations, the Contractor will utilize an authorized vehicle dealer to provide the required maintenance services as outlined below. All maintenance and repairs will be at Contractor expense.

- a. Normal and routine preventive maintenance (5,000 miles)
- b. Scheduled maintenance
- c. Tire replacement as needed
- d. Weekly exterior wash
- e. Weekly interior cleaning/vacuuming
- f. Semi-Annual replacement of windshield wiper blades or as needed
- g. Semi-Annual cosmetic detailing
- h. Annual Virginia State Safety Inspection
- i. Body, chassis and interior damage
- j. Upholstery/interior damage
- k. Repairs due to accidents
- l. Excessive wear and tear
- m. Other Equipment

4.50 **FAILURE TO MAINTAIN**

- 4.50.1 Failure by Contractor to maintain vehicles as defined by the manufacturer's technical manual and county written instructions may result in the vehicles being repaired by Fairfax County at Contractor's expense. If it becomes necessary for the County to make any repairs listed in running or heavy repair at Contractor's expense. Contractor will be billed back for all charges for parts, and labor at the prevailing hourly rate. The total expenditure includes all County costs for labor, parts, negotiate, deliver, inspect and retrieve vehicles from the County entity performing repairs.

4.51 **EXTENDED WARRANTIES**

- 4.51.1 The County will obtain, to the extent possible, extended warranties on major components on all new revenue vehicle procurements and on any heavy-duty revenue vehicles that may be rebuilt. Extended warranties have been acquired for all new revenue vehicle procurements.
- 4.51.2 Contractor will be responsible for all warranty provision for the life of this contract, plus all active options and extensions, and shall implement a warranty and claims management programs for all warranties.
- 4.51.3 No vehicle may be repaired with parts taken from another vehicle for any reason without prior authorization from the County. All vehicles and systems must be maintained properly as required by the County, OEM, and Contractor's Vehicle Maintenance Plan, and the Contractor may not jeopardize the continuation of any warranties that exist on a particular vehicle or part from the OEM.
- 4.51.4 The Contractor shall retain warranty credits or reimbursements for work performed on a County owned vehicle or component/system under warranty. The Contractor shall be responsible for submitting any documentation required by the OEM for warranty

reimbursements. The Contractor will input and track all data in the County owned and provided maintenance management software and to seek reimbursements as warranted from the OEM.

4.51.5 The extended warranty coverage shall be applicable to the following and/or systems:

- a. Engine – 5 years or 300,000 miles
- b. Transmission – 5 years
- c. Air-conditioning system – 1 year, and
- d. Bus warranty as supplied by manufacturer

4.52 WARRANTY WORK

4.52.1 It is the responsibility of the Contractor to be familiar with warranties and guidelines for the Connector bus fleet and all component systems, including the terms of related software and hardware warranty. The Contractor is responsible for administering the warranty program for all of the vehicles, parts and components. The Contractor shall enter warranty requirements into the Fleet Focus system and monitor, record, and schedule all manufacturers' warranty requirements throughout the warranty period.

4.52.2 The Contractor shall seek manufacturer certification to allow it to perform warranty repairs, and where not deemed cost effective, will utilize other certified vendors. Payments and adjustments for warranty work performed by the Contractor shall be made by manufacturers directly to the Contractor. The County will have no responsibility for payment of warranty claims denied, in part or full.

4.52.3 If a warranty or warranty claim is void, denied, or not submitted in a timely manner due to negligence or lack of proper maintenance, the Contractor shall purchase the remainder of the warranty from the OEM in order to cover the time that was lost due to negligence or lack of maintenance, or cover any costs arising from negligent warranty administration.

4.52.4 Warranty claims denied due to negligence or poor performance and processing by the Contractor will not be invoiced to the County as bill back items. The County will conduct periodic post-payment audits throughout the life of this contract. The County shall make equitable adjustments for any or all wrongful or erroneous payments, which shall be credited back to the County by the Contractor.

4.53 WARRANTY AND CLAIMS MANAGEMENT

4.53.1 Contractor is expected to implement a robust warranty claims management program to control, direct, process, and track warranties along the product life cycle. During this contract, it is expected that the Contractor will ensure a 100% cost claim recovery on all warranty items to include parts, material and labor.

4.53.2 Contractor warranty claims management – serviceability and reliability will be across all business functions of the Connector systems and as directed by the County. This will include interfacing with performance and quality management department to proactively analyze issues, predict and detect issues. Performance and quality management will work to optimize and ensure that staff log warranty claims and track warranty status on a bi-weekly basis.

4.53.3 The Contractor shall be responsible for requesting a return, repair or replacement of a product or component, and all follow-up steps and activities that include warranty identification; claims submission; updating the materials register; dispatching a product; claims adjudication; claims credits; supplier warranty/recovery, and chargeback to Contractor or County account.

- 4.53.4 Contractor will implement a claim management processes and structure that involves: Parts collection, parts segregation, inventory holding of defective parts, parts repair, warranty replacement with OE manufacturer, re-export, and waste disposal or scrapping functions.
- 4.53.5 Contractor is expected to recognize and realize the underlying value that can be realized in this area. The County considers Warranty as a separate independent revenue stream that will lead to reduction in cost of service delivery.

4.54 DEFECTIVE OR DAMAGED WORK

- 4.54.1 All work under this Contract shall be performed in a skillful and workmanlike manner. The Contractor will ensure that all services performed under this contract will, at the time of performance and/ or acceptance, be free from defects in workmanship and conform to the requirements of this contract. If the Contractor is required to correct or re-perform, it shall be at no cost to the County, and any work corrected or re-performed by the Contractor shall be subject to this clause to the same extent as work initially performed.
- 4.54.2 Contractor shall correct or re-perform any defective or nonconforming services. Any vehicle, materials or equipment under warranty found to be damaged or defective at any time, during this contract, shall be repaired, replaced, or corrected by the Contractor hereunder without additional cost to the County.
- 4.54.3 If the Contractor fails to comply promptly with any order of the Director, Fairfax County Department of Transportation or his designated representative to repair, replace or correct damaged or defective work, then the County shall, upon written notice to the contractor, have the authority to deduct the cost thereof from any compensation due or to become due to the Contractor. Nothing in this section shall limit or restrict the provisions of the warranty of fitness as set forth in this contract.

4.55 CONTRACTOR WARRANTY AND WARRANTY OF TITLE

- 4.55.1 The Contractor will warrant all components and parts installed by Contractor's maintenance personnel or sub-contracted repairs by parties approved in advance by Fairfax County with the same warranty as is provided by manufacturers or certified re-builders.
- 4.55.2 The Contractor shall warrant to the County, its successors and assigns, that the title to the materials, suppliers or equipment covered by the Contract, when delivered to the County or its successors or assigns, is free from all liens and encumbrances.

4.56 AUDITING

- 4.56.1 The County reserves the right to inspect the records and any other documents of any Contractor or subcontractor employee who works on the Contract to ensure that the Contractor or subcontractor is complying with the warranty under Contract. A breach of a warranty under this Contract shall be deemed a material breach of the Contract that is subject to liquidated damages up to and including termination of the Contract.
- 4.56.2 In addition, the County will perform audits and condition assessments of the both revenue and non-revenue vehicles included in this contract. The auditing and assessments will include the vehicles condition (safety and mechanical), the required "additional equipment", the operation of the vehicle, the operator's credentials and licensing and compliance to preventive maintenance requirements. These audits / assessments may be performed by County employees or third-party auditors.

4.56.3 All Contractor and subcontractor costs incurred in the performance of this Contract will be subject to audit. The Contractor and its subcontractors shall permit the County or its authorized representatives to inspect, examine, make excerpts from, transcribe, and copy the Contractor's books, work, documents, papers, materials, payrolls records, accounts, and any and all data relevant to the Contract at any reasonable time, and to audit and verify statements, invoices or bills submitted by the Contractor pursuant to this Contract.

4.56.4 The Contractor shall also provide such assistance as may be required in the course of such audit. The Contractor shall retain these records and make them available for inspection hereunder for a period of three (3) years after expiration or termination of the Contract.

4.57 CONTRACTOR FLEET OBLIGATIONS AT CONTRACT CLOSEOUT OR TERMINATION

4.57.1 At the end of the Contract term, the Contractor shall cooperate with the County to ensure a smooth transition to any successor Contractor. The transition requirements include but are not limited to the following:

- **Access:** The Contractor shall provide the County and any new service provider reasonable access to the revenue vehicles. Reasonable access is defined as access that does not negatively impact service delivery.
- **Documents:** The Contractor shall provide the new service provider with copies of all permits, license, and other relevant documents, which remain with the fleet and are the property of the County.
- **Maintenance records:** The Contractor shall provide the County with up to date and accurate records of all maintenance performed on the fleet. These records are the property of the County. The Contractor shall perform a database backup at the Close of Business on the last day of the Contract. The Contractor will ensure that all maintenance records are transferred before the end of the Contract.
- **Vehicles:** All vehicles shall be returned to the County on the last day of the Contract in sound mechanical and operating condition less normal wear and tear, per industry standards. The condition of the fleet shall be determined by fleet inspections conducted by an independent auditor hired by the County. If so asked by the County, the Contractor may participate in the selection of the independent auditor; however, the County will make the final selection.

The first of these fleet inspections will be performed approximately three months prior to the expiration of the Contract. A second and final inspection shall be performed on or around the expiration date of the Contract. Copies of the completed reports for each vehicle showing which items passed, which failed, and which were borderline, with accompanying notes, divided into the following, but not limited to, categories:

- (1) Structural frame / chassis
- (2) Suspension
- (3) Engine
- (4) Transmission
- (5) Electronic systems
- (6) Air system
- (7) Brake system
- (8) Climate control
- (9) Interior driver controls
- (10) Interior passenger controls
- (11) Interior conditions
- (12) Exterior body condition

- (13) Tires
- (14) Lights and destination signs
- (15) Engine compartment
- (16) Accessibility features, including wheelchair lift, access doors
- (17) Farebox and any IT equipment
- (18) Fluid samples
- (19) Maintenance records

4.57.2 The Contractor shall be responsible for repairs identified in the initial inspection. The Contractor shall notify the County in writing for each vehicle identified when the repairs are completed. The Contractor and County Fleet Management staff, along with any designated auditor that conducted the fleet inspections shall conduct a final inspection of the vehicle on or about the date the Contract terminates to determine that the repair work is complete. The initial inspection conducted at the beginning of the contract, and the first inspection accomplished by the independent auditor will be the basis for the final inspection.

4.57.3 If it is determined from the final inspection that the Contractor failed to complete the repairs satisfactorily, the cost of repairs required to any vehicle returned by the Contractor shall be deducted from any funds due to the Contractor. The rates for any required repair work at contract termination will be set solely by the County, based on prevailing labor rates, assessed overhead, and other administrative costs used by the County Garage. In addition, actual OEM equipment / parts costs to include a 10% markup will be applied as required, and administrative cost at prevailing wage rate will be added.

4.58 MAINTENANCE SOFTWARE

4.58.1 The County will provide the Contractor an Asset Maintenance and Inventory Management and Fluid Management software system including hardware. These systems will enable the Contractor to track all revenue vehicle maintenance records, safety inspections, PM inspections, repairs, maintenance campaigns, accident damage repairs, component unit changes, campaigns, re-painting, fluid consumption, road-calls, and miles between road calls. FCDOT staff and maintenance consultant (s) will also have full access to these systems.

4.58.2 The Contractor shall utilize these technology systems to create electronic work orders, tracks the work orders and work order history and schedules the vehicle maintenance program. The Contractor will coordinate the general requirements and specific work activities with the assigned County's FCDOT staff (Fleet Coordinator) who will oversee, administer and monitor the Contractor's fleet and maintenance program, activities and performance.

- a. FCDOT will provide connectivity and all necessary Contractor user licenses to the County's Asset Maintenance and Inventory Management and Fluid Management Systems (including Fleet Focus and Fleetwatch);
- b. The Contractor will be allowed to access all of the assigned vehicle revenue and non-revenue fleet;
- c. The County will maintain the maintenance management systems software (either with County resources or contract resources through a direct reimbursement of actual costs);
- d. The Contractor will be responsible for updating the destination sign databases, changes will be provided by FCDOT.
- e. The Contractor will maintain all hardware for the systems utilizing the OEM. (With exception of Computers). To include:

- (i) Fleet Watch
- (ii) Fleet Focus
- (iii) GFI – Genfare Odyssey farebox Cubic internal components – for Revenue Collection

- 4.58.3 All Fairfax Connector vehicles are currently equipped with GFI fareboxes. Contractor shall ensure that all vehicles are probed and vaulted each night. The Contractor is responsible for the cash box contents and its security and shall replace the contents and the vault if damaged or lost. Fare collection system/technology may change during contract period. In addition, the County will provide a data infrastructure that allows the Contractor to use the County's Information Systems and Infrastructures for work related purposes. The software systems that are provided by the County include:
- a. Microsoft Suite including Access, Word, Excel and Outlook;
 - b. Fleetwatch (Fluid Management Software);
 - c. Fleet Focus (maintenance management software); and
 - d. Incident Management (incident reports and event tracking).
- 4.58.4 Other applications that may become available during the term of this relationship that may be acquired by the County and/or the Contractor at the request of the County for which the Contractor will be reimbursed. Any applications software purchased will become the property of County. The Contractor will be required to record and maintain all maintenance activities associated with:
- a. All assigned vehicles in the fleet including both the revenue and non-revenue fleet;
 - b. Maintenance performed on support vehicles and support equipment, such as Tugs, Scrubbers, Steam Jennies, etc.
- 4.58.5 In addition to the bus fleet registry and their statuses, the Contractor will be required to enter, at a minimum, the following items into the maintenance software system:
- a. Work Orders;
 - b. Component and parts issued by part number, quantity and date;
 - c. Failure-related data;
 - d. Fuel;
 - e. Fluid consumption (e.g., fuel and oil);
 - f. Revenue and/or Non-Revenue Vehicle Mileages as appropriate;
 - g. Road calls;
 - h. Labor hours expended;
 - i. Material usage (FCDOT uses average cost method);
 - j. Safety inspections by time, hours or miles;
 - k. Preventable maintenance inspections by time, hours or miles;
 - l. Any other type of inspection required by state or federal regulations;
 - m. Warranty; and
 - n. Other Fairfax County reporting and documentation requirements.
- 4.58.6 In addition, the Contractor shall use FCDOT's Fleet Focus system to maintain an up-to-date status of all buses the Contractor maintains and their maintenance histories, including but not limited to:
- a. Report on all maintenance-related activities, including but not limited to work orders, material and labor usage, failure analysis.
 - b. Track DC inspection.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

5. APPENDIX D-4: REVENUE COLLECTION AND HANDLING

- 5.1 The Contractor shall be responsible for all phases of revenue collection, processing, and farebox security. The Contractor shall implement standard farebox and revenue handling operating procedures for using the Regional Revenue (SmarTrip) software system to include but not be limited to the following:
- 5.1.1 The Contractor's vehicle operators (drivers) or other authorized personnel will collect from all passengers on each bus the amount of fare due under the applicable Fairfax Connector fare policy. In addition to collecting cash fares, drivers shall be required to collect and/or record the use of passes, fare cards, tickets, tokens vouchers, coupons, transfers, or other fare media. The Contractor will ensure that all personnel are properly trained in all aspects of bus fare collection.
 - 5.1.2 The Contractor will ensure that adequate internal Standard Operating Procedures including security procedures are in place and followed to include the training of all personnel (supervisory, maintenance and service lane personnel) involved in the following daily farebox operations: farebox probing process, documentation of buses not probed, accounting for each revenue vault pick-up(s), the preparation, documentation and control of declarations associated with the revenue vault(s).
 - 5.1.3 The Contractor will establish procedures and controls for access to all farebox system keys including the revenue collection vault keys and cashbox keys and prior to start-up will submit these procedures to the County for approval.
 - 5.1.4 The Contractor will hire an independent third party reviewing agency to annually review the revenue collection process, the standard operating procedures, and conformance, control and documentation system. The findings of the independent third party shall be submitted directly to the County.
 - 5.1.5 The Contractor will perform required maintenance of the farebox system including all maintenance activities required to keep the fareboxes in operable condition.
 - 5.1.6 The Contractor shall provide the County with revenue collection reports upon request.
 - 5.1.7 All cash fares collected shall be deposited by passengers into the farebox. The Contractor shall not accept any unauthorized tickets, transfers, tokens, passes, fare cards, or non-cash fare substitutes.
 - 5.1.8 As part of the response to this RFP, each Offeror is required to provide information on how this and other SmarTrip system requirements will be met and the frequency of such verifications.
 - 5.1.9 The Contractor shall maintain the security of the fareboxes on the buses and the associated revenue vault collection system and be responsible for all aspects of this system. The Contractor shall employ a "hands-off" farebox cash handling system. In addition, the revenue security measures employed by the Contractor must conform to existing transit industry accepted farebox revenue security procedures.
 - 5.1.10 The Contractor will at all times maintain complete inventory and security of all fareboxes and associated support and auxiliary equipment including but not limited to: mobile vault, regular vault, probe, mobile probe, keys (internal and external), cash cans, spare parts, etc.

- 5.1.11 The Contractor will complete a daily farebox probing of all buses used in revenue service for every transit day in which they are operated.
- 5.1.12 Buses which cannot be probed will be reported on an exception report provided to the County by 8 AM of the following day and the reason why the probe was not completed.
- 5.1.13 The Contractor will provide a daily declaration report (B410) of the contents of each revenue vault prior to pick up by the armored car contractor. The daily declaration report identifies currency, coin and token amounts. The Contractor shall follow established standard County procedures regarding revenue collection. The County retains the right to modify these requirements, if necessary
- 5.1.14 The County reserves the right to independently audit all revenue collection, handling and security practices and procedures and require adjustments if necessary to ensure the integrity of public revenue collection and handling functions by the Contractor.
- 5.2 The Contractor shall sub-contract with an armored car company for collection of the farebox revenue at least once a day, Monday through Friday for each location. The armored car contract shall include the counting and bank depositing function as required by the hands-off revenue collection system. The armored car contract shall provide copies of the bank deposit slips to the Contractor and the County. The County shall be granted the right to directly contact the armored car sub-contract if necessary to clarify, verify or receive additional information.
- 5.3 Farebox revenue generated by the operation of bus services shall not be available to the Contractor for cash flow use. All farebox revenues shall be deposited by the armored car company into a designated bank account.
- 5.4 On a monthly basis, the Contractor shall provide a Daily Farebox Reconciliation Report. The reconciliation report shall include copies of actual farebox revenue deposited and shall compare actual revenue deposited to the daily bus probing (B410) report generated from the Smart-Trip computer information system. The revenue reconciliation report must provide a full explanation of any shortfall of actual deposits compared to the Smart-Trip reporting system. The Contractor shall be responsible for reimbursing the County for any such revenue shortfall that is not justified to the County's satisfaction.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

6. APPENDIX D-5: TRAINING AND CERTIFICATION PROGRAM

- 6.1 The Contractor shall provide operational and functional training and retraining, as required, for all transit personnel utilized for the system and for the application and/or implementation of any service changes in such a manner that the performance of the service delivery can be measured by reduced adverse comments, reduced accidents and injuries, reduced incidents, and generally, overall improvement in system performance effectiveness and efficiency. All costs associated with employee training and certification shall be the responsibility of the Contractor.
- 6.2 The Contractor shall be required to thoroughly train, test, and certify all employees assigned to work for the Fairfax Connector bus service. The Contractor will complete as required but subject to FCDOT certification of its Detailed Personnel Training Program, Bus Mechanic Training Program, Bus Operator Training Program, Supervisor Training Plan, and Ongoing Safety and Training Program Plan as noted in this section. A training and certification timetable and plan shall be developed by the Contractor for County approval prior to implementation.
- 6.3 The Contractor Detailed Personnel Training Program shall be specific to the unique challenges and opportunities facing the Fairfax Connector bus system. Any overly generic training and certification will not be accepted by the County.
- 6.4 Should the Contractor utilize any subcontractors, then the provisions of this Section shall be applicable to any employees (full, part-time, contracted, etc.) of each subcontractor. It is the sole responsibility of Contractor to ensure that individuals are fully knowledgeable of their duties and responsibilities and that appropriate personnel can operate a transit vehicle in a safe and consistent manner.
- 6.5 The Contractor shall provide operational and functional training and retraining, as required, for all transit personnel utilized for the Fairfax Connector bus system and for any service changes. It is the sole responsibility of the Contractor to ensure that all employees are fully knowledgeable of their duties and responsibilities and that appropriate personnel can operate a transit vehicle in a consistently safe manner. All bus operating personnel must be physically capable of driving any revenue vehicle that they may be assigned to operate. All transit personnel shall be properly trained to generally accepted transit industry standards. All qualified trainers should successfully complete the National Transit Institute's System Security Awareness for Transit Employees and Assault Awareness and Prevention for Transit Operators (Train the Trainer) courses. Equivalent alternatives may be proposed.
- 6.6 The Contractor shall include detailed descriptions of how all legal training requirements are addressed, the topics that will be trained, the estimated training duration, how trained material is tested, and how training records will be kept. Further, the training plan will include plans for periodic refresher training, remedial training, and corrective training as required.
- 6.7 The Contractor is required to implement personnel policies and hiring and training programs subject to approval by FCDOT. In addition to training programs leading up to initial operation, the Contractor will implement ongoing training and certification programs for current and new employees. The Contractor's Detailed Personnel Training Plan shall include but not limited to:
- The components / modules;
 - Duration of classroom portion;
 - Behind-the-wheel and route training hours, and training format;
 - Testing elements.

6.8 Bus Operator

- 6.8.1 Bus operators are responsible for providing safe, reliable, and efficient travel for passengers on the Fairfax Connector bus system. Bus operators will drive one of several different transit buses within a daily assigned schedule, consistently perform pre/post trip inspections, stop at designated points to load and unload passengers, assist mobility impaired passengers, notify the BOCC of any vehicle or passenger incident, respond to passenger inquiries, operate on-board computer fareboxes and destination signs, and ensure fares are deposited into the fare box.

6.9 Operator Qualifications

- 6.9.1 An Operator assigned by the Contractor to this Contract shall meet or exceed the following minimum standards:

- Be at least twenty-three (23) years of age;
- Possess a valid Commercial Driver's License (CDL) Class "B" with all necessary endorsements (P endorsement and valid Medical Certificate) to permit the Operator to operate the Vehicles in the District of Columbia and Virginia;
- Have a safe driving record with no more than two (2) moving violations or at-fault accidents within the past three (3) years, and no more than one (1) moving violation in the previous 12 months;
- Have a safe driving record with no DUI conviction during the past ten (10) years, as verified by a third party multi-state record check and no felony convictions for violent crimes;
- If license has ever been suspended, applicant must have three (3) full years with no violations;
- Be able to speak, read, write, and understand standard English and possess the capability to perform basic mathematical functions;
- Have completed high school graduation requirements or received comparable certification;
- Be able to understand Fairfax Connector's fare structure;
- Have the ability to reply to passenger queries and have a willingness to address those queries and other customer service functions in a positive manner, especially those of, but not limited to, visitors unfamiliar with the area, the elderly, and the disabled. Be sensitive to customer service needs and handle complaints and problems as required;
- Be in good physical condition and pass a standard USDOT physical examination and a drug/alcohol screening test;
- Provide an employment history, which is verifiable through reference checks to include a background check of the individual Operator;
- Provide required proof that the individual is legally authorized to work in the in the U.S; and,
- Familiarity with the Fairfax County corridor and street networks, as well as Fairfax Connector routes and service area is preferred.

- 6.9.2 The Contractor shall conduct pre-employment Department of Motor Vehicle (DMV) checks of all personnel, independent contractors, or subcontractor employees hired to operate vehicles in revenue service. The Contractor will check operators' DMV records at least every six (6) months for accidents, tickets for vehicle code violations, and review for valid drivers' licenses. The Contractor shall notify FCDOT of the results of such checks and the corrective actions taken, if any. Additionally, the Contractor will ensure that each operator submits to a medical examination every two year (or more frequently if required statutorily) to maintain a valid DOT medical card.

6.10 Operator Training Requirements

- 6.10.1 The Contractor shall provide and implement training, safety testing and supervision of each operator (more fully described in the Contractor's Standard Operating Procedures approved by FCDOT) as required to ensure provision of high quality service. The contractor shall submit a Training Plan and Curriculum and an Operator's Handbook fifteen (15) business days after the award of the Contract. A synopsis of the Contractor's training plan must be included in the response to this RFP. No vehicle operator shall be allowed into the contractor's training program without a complete background check, as noted in this RFP.

- 6.10.2 The Bus Operator training program must include classroom instruction, behind-the-wheel training under supervision of a certified or qualified instructor,, and in-service training. Prior to operating revenue service, instruction provided shall consist of a minimum 212 hours of initial operator training and shall include, but not be limited to, the following training elements:

- Bus Operator candidate orientation including "meet and greet";
- BOCC procedures;
- Communication procedures;
- Customer relations and service techniques, including sensitivity and conflict resolution training, and proactive hospitality;
- Zero tolerance cell phone policy;
- Map reading, service routes and schedule specific to assignment
- Fairfax Connector service area orientation and familiarization on routes, operating procedures, and local amenities, as well as Metrorail and Metrobus interface with the Fairfax Connector service;
- Defensive Driving ("Smith System" defensive driving program or proposed equivalent);
- Behind-the-wheel and in-service training;
- Vehicle familiarization and maneuverability, safety, and security features to include controls, handling, backing-up, pre- and post-trip inspection procedures;
- Handling of bicycle rack mounting and dismounting
- Basic vehicle mechanical and maintenance knowledge to communicate deficiencies;
- Driving techniques to improve ride quality and passenger comfort;
- Nighttime and early morning operation;
- Passenger assistance techniques;
- Fares and the use of the farebox, media, and equipment;
- Service and route operation, including headway adherence, destination signs, stop announcements, on-board technologies and map reading;
- ADA accessibility operation and training including but not limited to stop announcements, wheelchair ramp operation, mobility device securement, service animals, service to riders using respirators and portable oxygen, and other accessibility equipment;
- Safety, security, emergency preparedness, and accident procedures, including incident and accident handling and reporting procedure;
- Handling evacuation, medical emergencies, and adverse weather;

- Uniform requirements;
 - Driver conduct and sexual Harassment; and,
 - Laws and regulations including Occupational Safety and Health Administration (OSHA) standards.
- 6.10.3 Operators will not be permitted in revenue service until they have satisfactorily completed all required training and have demonstrated their understanding of their responsibilities. The Contractor shall be responsible for training its employees and ensuring that all program policies and procedures are understood and enforced.
- 6.10.4 Upon satisfactory completion of the required operator training program, the Safety and Training Manager will certify in writing in the monthly report each operator who qualified during the reporting period.
- 6.10.5 The Contractor will provide each operator with written instructions, guidelines and rules and regulations regarding all training subject areas and the provision of services and revenue service under this Contract (Operator's Handbook). The Contractor shall continuously monitor operator performance and at minimum, shall conduct at least 8 hours of additional training for each operator each year to ensure retention of skills and operator performance.
- 6.11 Additional Training Requirements**
- 6.11.1 Performing ongoing training to ensure operators remain safe and knowledgeable shall be an essential component of the Contractor's training program. The Contractor will provide and complete supplemental training, evaluations, and certifications in the following areas:
- As needed, following a preventable accident, incidents that can be corroborated, and patterns of incidents whether they are corroborated or not that signify unsatisfactory performance;
 - Pre-Trip and Post Trip inspections;
 - Changes in service, fares, and operating environment, including distribution and adequate explanation of materials updating other documents pertaining to operators;
 - New vehicles, equipment or features;
 - Assignment changes;
 - As needed following performance lapses (e.g., getting lost or failing to properly read paddle);
 - Operating Procedures.
- 6.12 All vehicle operations personnel will be trained in assisting passengers with special needs, using mobility devices (Passenger Assistance Training Techniques or approved equal) with an emphasis on sensitivity training for passengers with special needs. An emphasis on sensitivity training is required and must be specifically addressed as required by the Americans with Disabilities Act (ADA) and Fairfax County's ADA Securement Policy.
- 6.13 Copies of the Detailed Personnel Training Program including training program outline, annual refresher training program outline, program objectives, syllabus, lesson plans, training aides and testing/evaluation/course learning data for each module will be submitted to the County as part of Task I Implementation for Mobilization, Start-up and Transition activities.
- 6.14 The County may require the Contractor to immediately, pending investigation, remove any personnel from performing under this contract for the following:
- Unsafe driving, endangerment of passengers, or inappropriate acts while operating a revenue or non-revenue vehicle, including the failure to follow safety and security rules guidelines, and policies.

- Violation of the County's zero tolerance cell phone policy;
- Positive drug or alcohol test or failure to comply with drug and alcohol policy, including reporting for drug test, leaving the scene of an accidents, use of unauthorized drugs, etc.;
- Revocation, suspension or non-renewal of a valid driver's license issued by any government entity or State;
- Conviction of any felony criminal offense;
- Failure to contact the BOCC or appropriate supervision to report an incident or accident;
- Notification of an active warrant from any law enforcement or judicial agency.
- Falsification of record or data in any form or manner;
- Sleeping or dozing while driving a revenue or non-revenue vehicle;
- Driving while impaired;
- Failure to complete required training or refresher training;
- Excessive adverse customer service issues;
- Theft or destruction of property;
- Conduct unbecoming" of a public transportation professional to include proven inappropriate behavior including sexual harassment, etc.

6.15 Bus Maintenance Training Requirements

- 6.15.1 The Contractor shall ensure that mechanics are sufficiently trained to perform in all components of the vehicle and the workplace safety requirements necessary to ensure the safe completion of all repairs (with special emphasis on warranty repairs and training necessary to preserve warranty coverage). All mechanics and technicians shall ensure that all equipment is in working order prior to the equipment entering service. The Contractor will ensure that they are knowledgeable of the workplace safety requirements necessary to ensure the safe completion of all repairs.
- 6.15.2 Technicians shall be trained on the major systems on each vehicle which is available from the system manufacturer (i.e. Cummins, Allison, Thermo King, GFI, etc.). In addition, all technicians must receive training for hazmat materials and support equipment including lot scrubbers, tugs, snow removal equipment, fuel systems, bus wash, chassis wash as well as training on DPF's and the oil/water separator.
- 6.15.3 The Contractor must provide sufficient training to ensure that maintenance personnel assigned to work on the revenue vehicles have a thorough knowledge of transit buses and associated systems. The Contractor's plan for Bus Mechanic Training shall include, but not limited to:
- Bus engines, transmissions, electrical, multiplex input/output (I/O) electrical systems, electronic engine and transmission controls, hydraulic and air systems, engine cooling systems, radiators, passenger HVAC, (diesel hybrid-electric controllers, if installed), batteries, tire maintenance and replacement, and related mechanical parts;
 - Methods and procedures used in servicing mechanical equipment;
 - Bus chassis and bodies;
 - Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of bus equipment;
 - Decimals, fractions, and specifications related to bus mechanics;
 - Specialized areas such as brake relining, air conditioning, electronic destination signs, and wheelchair lifts.

- 6.15.4 The Contractor shall ensure all of the components for the following systems are installed on buses, have been programmed with current data, and are fully functional prior to use in revenue service:
- Electronic DVR system;
 - Vehicle Management System (VMS) components;
 - All destination signs;
 - Automated Passenger Counting (APC) System;
 - Public Announcement (PA) System;
 - Telematics System, if installed;
 - On-board Mobile Router, if installed;
 - Digital Video Recorder System (DVRs), if installed.
- 6.15.5 Farebox maintenance – All ITS technicians, in addition to the maintenance manager, must be certified as GFI Odyssey electronic farebox mechanics. “Certified” means that the Contractor will have the specified manager and mechanic trained directly by GFI on how to assemble, disassemble, and troubleshoot the GFI Odyssey fareboxes and vaulting equipment.
- 6.15.6 All technicians must have at least one ASE certification (PM) and two (2) years’ experience performing maintenance of heavy-duty trucks or transit buses. Alternatively, technicians may be a graduate of a certified two-year technical/vocational institute and have one (1) year of experience with heavy-duty trucks or transit buses. In addition, all technicians shall receive hour’s technical/refresher training annually in modules of at least 2 hours each. At a minimum as outlined below:
- “A” technician – 40 hours annually
 - “B” technician – 50 hours annually
 - “C” technician – 60 hours annually
 - “C” Lube technician – 10 hours annually
 - QC technician – 40 hours annually
 - ITS technician – 30 hours annually
 - Tire technician – 10 hours annually
 - Utilities technician – 10 hours annually
- 6.15.7 Service lane personnel (“utility crew training must include specific instructions on the use and care of fuel receiving and dispensing apparatus; monitoring fuel deliveries, etc.
- 6.15.8 Service lane personnel (“utility crew”) shall also be trained in all appropriate standard operating procedures and policies required for safe, efficient operation of the service lane and associated equipment. The Contractor shall provide periodic training and re-training of service lane personnel and include those staff members in all safety initiatives and meetings. At a minimum, each service lane employee will receive not less than 40 hours of training and 10 hours of refresher training annually to include:
- Fueling system;
 - Revenue collection equipment; and
 - Bus washing equipment and chassis wash equipment.
- 6.15.9 The Contractor must plan and conduct annual spill response training for maintenance and facility personnel.
- 6.16 The Contractor shall assure that all appropriate maintenance personnel receive adequate training on warranty procedures for the FCDOT Vehicles and Contractor Vehicles and all systems, components, and subcomponents thereof and for the equipment.

- 6.17 **Within six (6) month after the start of the new contract, the Contractor shall submit a Bus Mechanic Training Plan (that may include an apprenticeship or on-the-job training program or lock-in requirement) to FCDOT for review and approval.**
- 6.18 The County does not specify the specific method by which such training and certification must be accomplished, except as follows:
- Complete and comprehensive records of all training are to be maintained at all times.
 - Technician certification may be “in house” or “third-party”, but must be administered through third-party testing. The County already recognizes the ASE certification series and will consider other third-party programs if these are proposed.
 - All maintenance personnel must have a driving record with the same standards as a bus operator. Furthermore, all maintenance personnel shall have an abbreviated training, similar to bus operators, with regard to the actual maneuvering and operation of the vehicles.
 - All maintenance personnel shall have mandatory training with regard to fueling operations and safety, vehicle hoist (lift) operations and safety, hazardous materials/waste operations, and safety wash bay operations and safety as well as any OSHA, EPA, state or federally mandated training.
- 6.19 The Contractor shall train and enforce the use of any and all personal protective equipment needed to complete the tasks required by this contract and as required by OSHA standards.
- 6.20 **The following Specific Restrictions Exist:**
- No person shall perform any brake repairs without possessing of an ASE approved certification in the area of brakes.
 - No person shall perform any air conditioning repair involving the opening of the refrigerant system, including recharging, without possessing an EPA Part 609 certification.
 - No person shall perform any maintenance or repair on any wheelchair lift without formal training from a factory authorized training program.
 - No person shall perform any repair or exchange of on-board technology systems including radios, Transit Control Head (TCH) units or DriveCam units without specific electrical certification and training.
 - The contractor shall ensure that the supervision and management of the maintenance operation is carried out by staff members with sufficient experience to ensure safe, clean and reliable operations at all times. This requirement shall be the responsibility of the contractor regardless of the manner by which the contractor delegates maintenance oversight. The contractor shall have a designated manager and/or supervisor at all times.
 - It is expected that the contractor will prioritize the maintenance process as one of the most important functions of the operation and will utilize various methods to attract and retain the best, safest, and most certified pool of technicians.
- 6.21 **Supervisory Training**
- 6.21.1 The Contractor shall implement a supervisory training program that enhances the career opportunities and provide effective supervisory resources for front-line managers and supervisors to be more effective in the delivery of transit services. The Contractor shall

include in the technical proposal, for a Detailed Personnel Training Program, an outline for a supervisor training plan, which the management team will be required to participate in for a minimum of forty (40) hours of training annually.

6.21.2 The Contractor shall provide training for all supervisory personnel to ensure compliance with Fairfax Connector standard operating procedures for:

- On-street delivery operations and road supervision;
- Bus operation and maintenance facilities, and yard operations;
- BOCC and dispatching requirements; Radio operations;
- Active headway management procedures;
- Alcohol and drug testing policies;
- Customer relations and dispute resolution;
- Bus Operations Technologies
- Station supervision;
- Bus bridge, detours, strategic buses or spares;
- Emergency response procedures (including certification in the National Incident Management System (NIMS) IS-700 course, FEMA training courses (i.e. IS-100.c, continuing with the ICS series up to 700 or 800), and Fairfax County Emergency Operations Plan, Emergency Support Function (ESF – 1 – Transportation), accommodating passengers with special needs, accident reporting and investigation, etc.
- Americans with Disabilities Act (ADA) (including ADA compliance and sensitivity at all levels and at all times);
- Sexual Harassment;
- Diversity in the Workplace;
- EEO for Manager; and
- Contractor's Code of Ethics.

6.21.3 The Contractor shall provide a detailed course description for the training of all supervisory employees from their appointment as auxiliary, to their probationary appointment for the first year and for subsequent refresher training. In addition, each supervisor shall complete an annual refresher course of at least sixteen (16) hours. All annual training courses shall be pre-approved by FCDOT prior to implementation

6.22 Ongoing Safety Training Program

6.22.1 The Contractor shall develop an ongoing Safety Training Program Plan to be approved by FCDOT. This program must ensure a safe operating environment and operator proficiency. The plan shall address unsatisfactory operator performance, provide refresher training and safety awareness for all operators, maintenance, and safety and management personnel. The Contractor shall provide training should an operator change to a different size/type of revenue vehicle.

6.22.2 The ongoing Safety Training Program Plan must also include procedures to provide re-training for an operator that is off work for more than 30 days (for any reason), procedures to ensure receipt of doctor's approval to return to work if operator was injured/sick, and criteria to determine if an operator needs retraining following an accident or injury.

6.22.3 The Contractor shall ensure BOCC supervisors and all training (train-the-trainers) staff shall receive adequate professional training in various NIMS defined operational systems, including the Incident Command System (ICS), Emergency Operations Center (EOC) structures, and Multiagency Coordination Groups.

6.23 All operations and maintenance personnel shall receive the following safety training: Driver safety training and In-service safety training. In addition, all training instructor must be certified in all areas and training provided by the Contractor.

6.24 The Contractor shall ensure that appropriate staff are trained on the Agency Safety Plan, Reasonable Suspicion and Post-Accident Determination, and Substance Abuse Management and Program Compliance (Drug and Alcohol Reporting and Training) to comply with 49 CFR Part 40 and FTA's 49 CFR Part 655. In addition, the Safety and Training Managers, Performance and Quality Assurance Manager, Field Supervisors, Operations Managers and Maintenance Managers shall be trained on, but not limited to the following Transportation Safety Institute (TSI) courses:

- Fundamental of Bus Collision Investigation;
- Instructors Course for Transit Trainers;
- Transit System Security;
- SMS Safety Assurance, etc.

6.25 **Summary of Safety Sensitive Personnel Training Requirements**

6.25.1 Emergency Preparedness Training – All Contractor and sub-contractor personnel shall receive security awareness training that includes fundamentals of NIMS, ICS, active security incident (to include active shooter training) and surveillance awareness and suspicious package training. In addition, any drill and tabletop exercise participation required will be outlined in advance of the exercise. Drills and tabletop exercises will be evaluated against the objective established for the drill and exercise. Drills and tabletop exercises will be followed by an assessment of the drill in a meeting.

6.25.2 Following any drills and tabletop exercises or readiness assessments, the Contractor, working with the County, will document lessons learned and actions needed to improve both internal and external emergency response capabilities. Outcomes may include making recommendations for revisions to the Detailed Personnel Training Program or Annual Training Program Plan including policies and procedures, operating procedures that affect emergency response, and changes to training plans and training programs pertaining to emergency response and personnel.

6.25.3 Specific tabletop drills and exercises may include scenarios addressing:

- Fire and smoke conditions in transit facilities;
- Reports of suspicious objects or observed behavior;
- Bomb threats;
- Vehicle accidents; and
- Facility security, Active shooters or threats.

6.26 **Note: All named positions are safety-sensitive employees and are subjective to toxicology testing, inclusive of all other requirements as specified in this RFP.**

6.27 The Contractor shall submit an On-going Safety Training Program Plan to FCDOT for review and approval.

6.28 **Contract Compliance Training**

6.28.1 All management and supervisory personnel will be required as part of operations management and service delivery responsibilities to complete a mandatory 8 hour training program in the requirements, administration and the application of the provisions of this contract. The County reserves the right to assist in presenting this training module; however, the Contractor will remain responsible for providing this training to all personnel. Including auxiliary personnel, within ninety (90) days of their employment/promotion into any supervisory/management position. The Contractor will coordinate the scheduling of this training with the County's designated personnel.

6.28.2 The Contractor shall take all necessary steps to ensure operator training materials are updated to reflect any changes in service prior to the changes taking effect. In addition, the County may assist to coordinate or facilitate any particular training module; however,

the Contractor will remain responsible for providing training to all personnel. Including auxiliary personnel, within ninety (90) days of their employment/promotion into any supervisory position.

- 6.28.3 All training will be documented for each employee and County may audit the training program and documentation at any time. The Contractor shall retain all records both hard copy and electronic including but not limited to: training and retraining records, certifications, and forms.
- 6.29 FCDOT reserves the right to stipulate additional training requirements, including, but not limited to, retraining and re-certification. The Contractor staff shall attend training as directed by the County, including, but not limited to:
- Terrorism Awareness Recognition and Reaction (TARR);
 - Vehicle Management System (VMS);
 - Other Information Technology training and user's group;
 - National Incident Management System (NIMS);
 - Any Customer Assistance Programs; System;
 - Fare Collection System;
 - Fingertip maintenance and other training as required, etc.

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7. APPENDIX D-6: QUALITY ASSURANCE PROGRAM

7.1 The goal of the quality assurance program is to ensure that key program deliverables under this RFP including Bus Maintenance, Safety and Customer service as well any other applicable service delivery programs meet expectations. The Quality Assurance Program Plan shall be based on a continuous process of verifying or determining whether services meet or exceed customer expectations.

7.1.1 The Contractor shall establish and implement a Quality Assurance Program and provide sufficient staffing to support the delivery of Total Quality Assurance throughout the transit system. The Contractor shall propose its quality management approach, which may be based on an established methodology such as Total Quality Management (TQM), ISO 9000, Lean and Six Sigma, or a statistical-based approach, which has additional focus on controlling quality through continual improvement.

7.1.2 The Contractor shall be responsible for ensuring that all performance, accountability and quality assessment system(s) meet the County's vision, mission, goals, and program objectives for the Fairfax Connector bus system.

7.1.3 The Quality Assurance Program shall be thoroughly examined for its applicability, and approaches to conform with applicable practices, policies, specifications and conformance to standard operating procedures to help improve service quality, efficiency and customer satisfaction.

7.1.4 The Quality Assurance Program shall comply with ANSI/ISO/ASQ Q9001-2000 or a FCDOT approved equivalent. ISO registration of sub-contractors and manufacturers and suppliers selected by the Contractor is desirable.

7.1.5 The Contractor will provide a framework for measuring results, analyzing variances, initiating corrective actions, and demonstrating a strong commitment to safety and operational excellence.

7.2 QUALITY ASSURANCE PROGRAM REQUIREMENTS

7.2.1 In order to establish an effective Quality Assurance program, the following characteristics are required:

- Adopt a core quality policy that instills a culture that values quality, involving all levels of management in quality initiatives.
- Identifying a Quality Manager (QM) to oversee program elements. The Quality Manager must have a firm grasp on how to effectively utilize data, measure results, and apply QA tools and techniques effectively to required measurement.
- Provide resources, and personnel to accomplish quality objectives, and delivering services that meets target performance requirements and customer expectations.
- Implement a strategic performance and quality assurance plan with a clear vision to improve safety, customer service, and all maintenance activities to reduce life cycle cost.
- The quality assurance program shall clearly identify internal and external customers, functions and their requirements, and decisions that support the commitment to meet those requirements.
- Identify key areas for improvement, whether they are functions, services, processes or policies.

- Personnel at different levels within the organization shall receive basic and advanced quality training relative to their functional and managerial responsibilities within the Contractor's organization.

7.3 Minimum Functions:

7.3.1 The quality assurance program shall include the following minimum functions:

- The Contractor shall maintain and use records and data essential to the effective operation of its program. These records and data shall be available for review by the County.
- The Contractor will develop control mechanisms (i.e. quality audits, process analysis, etc.) to independently identify or detect service gaps and deficiencies, and promptly ensure correction of service gaps, deficiencies and any defective condition that may result during the service delivery operations, in the areas of bus maintenance, safety and customer service in particular.
- Controls shall be established to prevent inadvertent use of nonconforming materials, parts and components on the County bus fleet. The Contractor shall verify that all inventories of items above meet with OEM and industry standards or they will not be used on the bus fleet.
- The Contractor shall set out the quality assurance program parameters to achieve consistency and uniformity of work performed by the Contractor and its subcontractors.

7.4 Quality Control Program Plan (QCPP)

7.4.1 The quality assurance program will be solidified in the development of a QCPP which shall establish procedures and quality control measures and processes to ensure the services performed conform to stated quality assurance requirements set out in this RFP. The QCPP must promote practices that ensure continuous improvement in all functional areas including guidelines for conducting quality control inspections; documenting performance failures and incidents of non-compliance with this RFP, reporting all performance failures and instances of non-compliance.

7.4.2 Essential elements of the QCPP included a detailed and comprehensive maintenance quality assurance program and a customer service program which encompasses efforts to assure continual improvement in service delivery. The Contractor shall submit an QCPP 60 days prior to start up under this RFP. The Contractor shall review, update and submit revised QCPPs annually, or as changes occur. The QCPP shall describe the inspection system for bus maintenance and customer service approaches and shall include, at a minimum, the following:

- The name(s) and qualifications of individual(s) responsible for performing quality control inspections and the extent of their authority;
- A description of the methods used to record the quality control inspection and corrective actions taken;
- A description of the methods used for identifying and preventing defects in the quality of service performed; and
- The approach for filling vacancies in a timely manner, providing qualified personnel and maintaining an ongoing training program to ensure that Contractor employees acquire the knowledge and skills necessary for new or emerging technology, managing changes in workload requirements and providing timely and accurate invoices.

7.4.3 The Quality Control Program will include work instructions, as needed, to assure that critical processes are executed and documented in a uniform and traceable manner, including:

- Identifying benchmarks, replicate best practices, and implementation strategies to facilitate continuous improvements and a safety-first culture.
- Develop and implement strategies and standardization of activities or approaches to facilitate a safety-first culture.

7.4.4 The Contractor's Quality Control Program will also demonstrate an understanding the concept of variation (i.e. correlation between two variables, root-cause analysis, common cause variations, and the difference between normal variation and unusual data points) as well as how to effectively communicate with data.

7.4.5 All policies and manuals shall be electronic in form, available to users, including the FCDOT, through terminals or computers at workstations through the County's, FCDOT IT Environment.

7.5 STANDARDS AND REFERENCES

7.5.1 At minimum, the Contractor shall follow industry and national standards where applicable, or develop standards for approval by FCDOT.

7.5.2 All procedures, processes and instruction documents shall be referenced to recognized national standards documents where appropriate, such as APTA, NTD, FTA, FRA, NTSB, TRB, ANSI, etc.

7.5.3 To the extent practical, all maintenance documents for equipment, systems, and purchased items shall be based upon and referenced to the latest instructions of the OEM.

7.5.4 When OEM instructions are not available, or not relevant to FCDOT applications, the Contractor shall develop a proposed standard for FCDOT review.

7.6 All tools and equipment shall be periodically calibrated and maintained in calibration or identified as being out of calibration and otherwise secured to prevent accidental use. In addition:

- Calibration standards shall be traceable to the National Bureau of Standards.
- Calibration history and frequency records shall be maintained and available.
- Calibration dates and due dates shall be displayed on equipment.

7.7 The Contractor employees engaged in performing work which requires specialized training and/or certification shall have the records of that training and qualification maintained in a system that:

- Indicates the date of initial qualification and any refresher training
- Indicates the date of expiration of the certification
- Provides for notification of the employee and his or her supervisor of the need for recertification prior to expiration
- Is available to QA personnel to verify the worker's qualification to do the work during audits and inspections

7.8 AUDITS

7.8.1 The Contractor shall prepare and implement an Audit Plan that encompasses all areas of this RFP and Contract. This shall be a separate, stand-alone plan that will be an adjunct to the Quality Control Program Plan.

7.8.2 The Audit Plan shall identify minimum audit requirements for internal audits to be performed of all functional areas as well as subcontractors and major suppliers.

Emphasis shall be given to all areas directly impacting Customer Service, comfort and safety.

- 7.8.3 Copies of all audit reports and findings shall be transmitted to FCDOT within fifteen (15) days of conclusion of the audit. Any falsification of records shall be considered at administrative failure to perform and will result in an assessment of liquidated damages or other remedies available.
- 7.8.4 An Audit Summary Report shall be prepared and submitted to FCDOT on a biannual basis. The specific schedule for submission of these reports shall be included in the Audit Plan.
- 7.8.5 FCDOT reserves the right to conduct its own audits of the Contractor or the subcontractors and suppliers at any time. The Contractor shall fully cooperate and assist in such audits, as requested by FCDOT.
- 7.8.6 Quality assurance reviews and audits include but are not limited to; Contractor's training, inspection, fleet and facilities maintenance, and safety programs, as well as procedures, and any and all documentation of work performed
- 7.8.7 The County shall be responsible for any independent third-party analysis requirements; and the Contractor shall implement Corrective Actions to cure gaps and deficiencies of any such analysis.
- 7.9 The Contractor shall promptly address any quality assurance findings of gaps and deficiencies, and shall conduct any additional training that may be required to remedy such deficiencies.
- 7.10 **FCDOT reserves the right, at its sole discretion reassign the work requirements for quality assurance to third party or another contractor due to repeated unsatisfactory or non-performed.**

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8. APPENDIX D-7: BUS OPERATIONS CONTROL CENTER (BOCC)

8.1 BOCC OVERVIEW

- 8.1.1 Fairfax Connector manages the delivery of safe and reliable fixed-route bus transit service through effective management of the Bus Operations Control Center (BOCC). The BOCC coordinates “active service management”, service operations, service disruptions and interruptions to ensure high quality service delivery to our customers.
- 8.1.2 The BOCC is housed at the West Ox Division at 4970 Alliance Drive, Fairfax, Virginia 22030 and serves as the system’s 24/7 command and control facility for Fairfax Connector’s bus operations, maintenance coordination, street supervision, and service alerts to the public. The BOCC serves as the main location from which all aspects of the system are controlled, and operational decisions are made regarding typical and atypical operations.
- 8.1.3 The facility also serves as the primary, but not necessarily exclusive, point of coordination for all operational decisions affecting bus service (total service dispatch). This includes both internal as well as external coordination involving emergency response agencies, implementing the standards and practices as required, and/or directed by the County, establish and manage emergency bus bridges, maintain the overall level of service, and operating roles to ensure safe and reliable operations management.
- 8.1.4 The Contractor ensures that the BOCC’s goals and objectives are accomplished by providing high quality transit service delivery throughout the service area, in accordance with the County’s standards and in fulfillment of contract terms and conditions and on-time.
- 8.1.5 The performance goal of the BOCC is to provide the most optimal level of service coordination, communication, incident and emergency management response, to consistently meet all the requirements of on-time performance, missed trips, safety and incidents, and vehicle maintenance. The County will routinely review Contractor performance and may increase focus on certain areas.

8.2 OPERATIONAL ACTIVITY

- 8.2.1 The Contractor will ensure that the operational authority of the BOCC shall be clearly stated in all operating rule books, emergency and standard operating procedure (SOP) manuals, or any other applicable documents. The Contractor shall be responsible for directing and coordinating the functions and monitoring the work of Controllers in the BOCC. The Contractor will ensure 24-hour coverage as well as coordinate service disruption strategies between operations of the BOCC, the Divisions, and Field Supervision. Maintain optimal operations in a 24/7 operational environment.
- 8.2.2 The Contractor will ensure that all designated BOCC personnel, the supervisors, controllers or dispatchers having authority for mainline bus movements have met stringent hiring and training requirements. Decisions affecting such bus movements may be made in conjunction with designated field personnel. The Contractor will establish guidelines for normal usage and how supervisors will maintain coverage or minimum staffing requirements.
- 8.2.3 The Contractor will ensure that staff are available to work 24/7 as need be and, or required by the County during service emergencies as well as coordinates service disruption strategies, including coverage for severe weather conditions, emergencies,

or any other circumstances that may potentially impact service or the safety of service. The BOCC may coordinate directly with external agencies to promptly and safely mitigate all reported safety and customer service related issues.

8.3 BOCC SCOPE OF SERVICE

8.3.1 The Contractor shall perform in accordance with provisions of the Technical Specification, unless specified otherwise. Where applicable, the Contractor shall provide qualified and sufficient personnel to achieve the BOCC Performance Standards in accordance with the County's policies and procedures. The County may provide Special Orders and directives to address service quality, operational, safety and emergency concerns. The Contractor agrees to use "active service management" principles to coordinate and respond to all aspects of operational service delivery. To include but not limited to the following:

- Work responsively and cooperatively with all divisions, operators, managers, road and station supervisors, maintenance, quality control, and County staff to ensure safe, effective, efficient, and customer-friendly service with an emphasis on maintaining optimal operations and customer service.
- Manage BOCC program operations, establish goals, evaluate the program effectiveness and assist in developing or modifying policies & procedures, to include program management, quality assurance, training and problem resolution. Use County provided CAD/AVL, web communications, electronic mail, database application and other ITS technologies.
- Provide experienced and qualified BOCC supervisors and controllers to manage the BOCC, train staff, manage and coordinate responses to events and system failures in conjunction with County, and provide required reports to the County.
- Accept and process all incoming calls, request to talk, emergency or priority request to call, and respond appropriately and accurately, in accordance with County's prescribed service policies and procedures.
- Perform all responsible technical work on a rotating shift. Answering incoming service, emergency, and non-emergency phone calls via radio and CAD/AVL system with multi-line phones. Communicate with bus operators, field supervisors, and managers to provide information and to dispatch staff to locations where incidents are occurring. Communicate with emergency and public safety officers.
- Ensure operational efficiency within the BOCC to drive improvements that meet or exceed service level performance; handling of multi-channel internal and external interactions (inbound/outbound calls, email, task, chat, and social media); dispatching emergency resources as well as actively controlling the radio traffic; and properly addressing issues through action or reporting issues and concerns to the County at all time.
- Assist in response to routine service issues. Identify and respond to performance deviations and determine appropriate courses of actions to correct problem area, including recommending corrective actions.
- Interface with the administrative staff in the researching and implementation of internal technological enhancements for tracking performance and absenteeism in accordance with Bus Operations Control Center and Fairfax Connector policies and procedures.

- Assist with providing customer communication during major service delays and disruptions (such as BusTracker, FASS, e-mails, telephone communications, radio communication, etc.).
- Determine appropriate responses related to any service interruptions of bus service and proactively communicate incidents and events to the County. Follow County directives, synthesizes complex information and details into meaningful information to be communicated to County Staff.
- Ensure that service call trees, schedules, manifests electronically, and manage daily service operations, including day-of-service adjustments, to ensure efficient service and maximize operational productivity.
- Manage vehicle and other related emergencies and incidents - maintaining communication and coordinating with emergency services, divisions, safety managers, and the County points of contact.
- Assist in the investigation of service incident, customer and safety related complaints, and provide follow-up in accordance with Fairfax Connector policies and procedures.
- Ensure adequate recordkeeping which must include, at a minimum, status reports on operations, passengers, fare disputes, breakdowns, and use of strategic buses.
- Must provide all required reports and records in accordance with County's policies and procedures.
- Monitor and evaluate all current operations and institute internal procedures to improve operations, and implement operational management techniques for maintain on-time route performance and schedule adherence.
- Establish and maintain a professional working environment with a high level of integrity and courtesy.
- The Contractor will develop effective strategies that make use of multiple platforms and technology for delivering real-time data and messaging to internal stakeholders and customers in through email and text alerts, messages at stations and on Fairfax Connector vehicles.
- Be prepared and manage situations related to environmental or other systems-related events that adversely affect the normal business flow, including weather related events i.e. snow, floods, high winds, etc.

8.4 OPERATING PLAN

8.4.1 The Contractor shall submit BOCC Operating Plan as part of its technical proposal. The BOCC Operating Plan shall describe the processes, methods and approaches that will be used to manage the day-to-day functions of the BOCC including but not limited to the following areas:

- Accepting and processing all incoming calls (i.e. from bus operators or street supervisors by text or voice as needed) promptly and accurately. Documenting issues and incidents on-time and accurately, using the CleverCAD/AVL, CleverCAD Incident Management System, and radio technologies provided by the County.

- Managing strategic bus and day-of-service operational dispatch to ensure adequate supervision of vehicle operators while conducting Fairfax Connector service delivery operations, including voice and non-voice communications systems.
- Gather service information from bus operators. Evaluating and documenting reported schedule issues and errors, using knowledge of the local geography, street locations, and traffic patterns of the service area to advise the County on service planning.
- Providing procedures to be followed by bus operators in the event of failure of the automated systems – CAD/AVL and dispatching system. Providing procedures that will be used to ensure that the schedules, runs and blocks are completed as approved by the County.
- The Contractor shall ensure that the County has immediate and unrestricted access to the BOCC facility and all related records and data. Unrestricted access shall include scheduled or unannounced visits or inspections as directed by the County.
- The Contractors shall use the CAD/AVL systems, including CleverCAD Incident Management system (i.e. Fairfax Connector system of records) or Trapeze, when necessary, to efficiently track, monitor, operate all assigned routes (runs and blocks inclusive). All missed trips must be document Incident Management Reporting system and reported to the County.

8.5 BUS BRIDGE

- 8.5.1 A bus bridge is bus service that temporarily takes the place of the WMATA Metrorail, Virginia Railway Express or Amtrak services in the event of a service disruption. A bus bridge travels in the same corridor as the Metrorail, VRE or Amtrak services and stations so that customers may continue their travel plans.
- 8.5.2 WMATA or FCDOT notifies and coordinates the requirements for the bus bridge with BOCC Supervisor or West Ox Division Manager located at the BOCC.
- 8.5.3 BOCC initiates a bus bridge. Typically, an expected delay or disruption greater than 2 hour may require a bus bridge. The following information will be provided when a bus bridge is requested:
- Where, when and how long (if known) a bus bridge will be required.
 - Approximate number of passengers to be transported or vehicle needed.
 - Any special situations or safety concerns.
 - Approximate number of passengers to be transported or vehicle needed.
 - Any special situations or safety concerns.
 - WMATA, VRE, or Amtrak contact information so BOCC Supervisor and Field Supervisors knows who to contact on the scene.
- 8.5.4 **The Contractor shall have the following bus bridge responsibilities:**
- BOCC receives information from the Requesting Agency relative to the rail stations affected and the approximate number of passengers affected or vehicle needed.
 - BOCC needs to obtain the name of the Rail Supervisors from WMATA or Requesting Agency so the Field Supervisor or Operations Manager knows who to contact on scene.

- BOCC provides communication between rail operations and bus operations and coordinate overall logistical support for the bus bridge.
- BOCC Supervisor will coordinate with Divisions to determine the availability of operators, supervisors, and vehicles at the garages and communicates this availability to FCDOT.
- BOCC Supervisor or Division Manager determines level of support that can be provided for the bus bridge based on operational needs and severity of the emergency necessitating the bus bridge.
- Potential effects on scheduled Connector services must be determined and communicated to FCDOT.
- BOCC Controllers will provide bus operators deployed from the divisions with the necessary turning directions and other information (headsign code, etc.).
- Assigned Bus Operations Manager or Supervisors shall direct bus operators in the field, answer customer questions, and routinely inform the BOCC of incidents or situations in the field.
- The BOCC will track and record all resources used in the bus bridge including the numbers buses (bus numbers, mileage, etc.), bus operators and Street Supervisors, etc.

8.6 Road Call Management

8.6.1 When mechanical or other maintenance related issues occur with operating equipment, the BOCC obtains information, reviews mechanical trip sheets, contacts maintenance supervision and accesses other available resources to determine the course of action to protect equipment and service. The BOCC shall be responsible for the following:

- BOCC Supervisor and Controllers are responsible for obtaining all information and determines if a road call is required. The information required includes: the Bus Number, Driver ID, Run and Block Number, the problem that requires the bus to be replaced, and the time the call was received.
- BOCC Supervisor and/or Controllers will coordinate with Maintenance to determine if the vehicle can proceed to the end of the route or if it is unsafe to drive and must be replaced on-route.
- The BOCC will notify the appropriate maintenance personnel and report the defect. BOCC will provide the maintenance personnel the location, route and direction of travel if the bus is unsafe to drive or unable to continue the route.
- BOCC Supervisor and/or Controllers must create an Incident Report (IR) using the CleverCAD Incident Management console for all Road Call Events or Incidents as required.

8.7 BOCC Standard Operation Procedures

8.7.1 The Contractor shall review and update the BOCC Manual or standard operating procedure (SOP) for BOCC and street supervision coordination, and BOCC oversight of daily operations, and approach to safety issues.

- 8.7.2 In order for the BOCC to exercise appropriate command and control over field operations, it is essential that the Contractor incorporate a series of SOPs. The Contractor shall develop SOPs to address normal, special and emergency operations, which may include, but not be limited to, the situations listed above (#). These SOPs shall be used in conjunction with other applicable rules and regulations, and provide BOCC personnel with a County approved method of maintaining service levels and handling field occurrences (emergency and otherwise).
- 8.7.3 The Contractor shall establish procedures for the distribution of the SOPs. These procedures should include the requirement that recipients sign for all SOPs. SOPs shall clearly outline how the Contractor will provide updates, ensure proper documentation and oversight of BOCC and Field Operations policies, procedures, communication protocols, business processes, training and staff, including setting goals and performance objectives for work groups and individuals, evaluating and adjusting, as needed, to achieve the desired results.
- 8.8 **Restricted Access to the BOCC**
 - 8.8.1 For the purposes of safety and security, the Contractor will limit access to only required personnel.
- 8.9 **News Media Relations**
 - 8.9.1 All media requests for information, interviews and or photo sessions on buses and the Fairfax Connector property are to be directed to the FCDOT. Unauthorized release of information and interviews on are strictly prohibited. See Paragraph 40 – News Release by vendor.
- 8.10 **Coordination of Maintenance Operations**
 - 8.10.1 The BOCC shall be responsible for coordinating and responding to service-affecting problems relating to all communications-electronics. The BOCC will work with maintenance personnel to ensure the timely accomplishment of maintenance activity in the field, document all related communications-electronics systems issues during service operations. The Contractor shall establish, train and develop effective communication protocols, and monitoring mechanisms between the BOCC and maintenance personnel. Ensure that personnel are trained on identifying and analyzing all fault conditions, make timely judgement to direct appropriate personnel, and initiate proper corrective actions and corrective maintenance activities that are service affecting.
- 8.11 **System Adjustments**
 - 8.11.1 The County performs routine route changes and service optimizations periodically. The Contractor shall help County staff to effectively coordinate these service changes and adjustments. These periodic changes and system adjustments require a coordinated and comprehensive review and analysis of trip patterns, collection of accurate service data to determine the best possible and most efficient run structure.
 - 8.11.2 In planning and implementing service changes and adjustments, the Contractor shall ensure that the BOCC actively communicate these changes; solicit feedback from bus operators and the stakeholders, and work closely with the County to ensure system adjustments are implemented without negatively impacting bus operators and passenger.

8.12 Information Systems

- 8.12.1 The County will provide various enterprise applications (software and hardware) to support the BOCC. The County shall continue to invest and provide technological solutions to improve bus service delivery. The County's Department of Information Technology, through Department of Transportation and IT vendors will provide support to all critical enterprise systems and infrastructure such as server and database administration, applications, and network/telephony and wireless technology including on-board vehicle systems.

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9. APPENDIX D-8: CUSTOMER SERVICE PROGRAM

9.1 CUSTOMER SERVICE SPECIAL INSTRUCTIONS

- 9.1.1 The purpose of the Customer Service Special Instructions is to ensure that the Contractor personnel to deliver and perform bus services in manner that conforms to FCDOT's expectations of the highest quality customer service shall be provided to customers.
- 9.1.2 The Contractor is required to support FCDOT's information and customer service programs, and Contractor personnel are required to provide courteous and helpful service to riders and the public. All Contractor and subcontractor personnel will communicate with a high level of professionalism and provide exceptional customer service to internal divisions and external stakeholders.
- 9.1.3 The Contractor must provide the Customer Services that involve interface with the County residents and bus riders with the highest degree of courtesy and professionalism.

- 9.2 The County requires that each Offeror develop a separate and independent approach to customer service ("Customer Service Satisfaction Plan") that will support the achievement of the objectives contained in this RFP. As part of the Technical Proposal, prospective Offerors are required to outline their approach to performing the Customer Service.

- 9.2.1 The Contractor shall prepare and submit a customer service satisfaction plan to FCDOT for review no later than 90 days after NTP. FCDOT shall either approve the Customer Service Satisfaction Plan, or identify deficiencies that the Contractor must correct. The Operator shall have fifteen (15) days to correct all identified deficiencies and resubmit the same to FCDOT for further review. Upon approval from FCDOT, the Contractor shall implement the efforts and activities identified in the Customer Service Satisfaction Plan in compliance with the associated implementation timeline.
- 9.2.2 The Customer Service Satisfaction Plan shall detail those efforts and activities that the Contractor shall implement (with an associated timeline for implementation) during the Term of the contract to continuously improve and enhance the overall customer experience in connection with the Fairfax Connector Bus Services. The Contractor shall prepare and submit a customer service satisfaction plan to FCDOT for review no later than 90 days after NTP (the "Customer Service Satisfaction Plan"). FCDOT shall either approve the Customer Service Satisfaction Plan or identify deficiencies that the Contractor must correct. The Operator shall have fifteen (15) days to correct all identified deficiencies and resubmit the same to FCDOT for further review. If the Customer Service Satisfaction Plan is determined to be deficient a second time, the Parties shall immediately meet and make a good faith effort to resolve outstanding issues; provided, however, that if the Parties cannot reach agreement, the Contractor shall make all revisions directed by FCDOT. Upon approval from FCDOT, the Contractor shall implement the efforts and activities identified in the Customer Service Satisfaction Plan in compliance with the associated implementation timeline.
- 9.2.3 The Customer Service Satisfaction Plan shall detail those efforts and activities that the Contractor shall implement (with an associated timeline for implementation) during the Term of the contract to continuously improve and enhance the overall customer experience in connection with the Fairfax Connector Bus Services. By way of example, and not limitation, the Customer Service Satisfaction Plan may include efforts related to Personnel training targeted towards Customer interaction and service provision,

Customer ambassador programs, means of facilitating Customer communications and community building, contests and updates to Operator uniforms.

- 9.2.4 On an annual basis or as determined by the FCDOT, FCDOT shall commission the development and administration of a survey designed to gauge Customer satisfaction with the Fairfax Connector Bus Service. FCDOT shall provide the Contractor with the results of the applicable Annual Customer Satisfaction Survey within a reasonable time of its completion.
- 9.2.5 The Contractor shall update the customer service satisfaction plan annually and submit the same to FCDOT for review and approval (each, a "Customer Service Satisfaction Plan Update"). Updates as well as additional efforts and activities included in the customer service satisfaction plan update shall be based on the Annual Customer Satisfaction Survey, the Annual Customer Service Improvement Plan and new developments and other innovations relating to improving customer service. Each Customer Service Satisfaction Plan Update shall also include an associated implementation timeline for all identified changes to the applicable Customer Service Satisfaction Plan. FCDOT shall either approve the Customer Service Satisfaction Plan Update, or identify deficiencies in the Customer Service Satisfaction Plan Update as follows:
- The Contractor shall have fifteen (15) days to correct all deficiencies in the Customer Service Satisfaction Plan Update and resubmit the same to FCDOT for further review.
 - Upon approval from FCDOT, the Contractor shall implement the updates, efforts and activities identified in the Customer Service Satisfaction Plan Update in compliance with the associated implementation timeline.
- 9.2.6 The Contractor shall prepare and submit a customer service satisfaction plan to FCDOT for review no later than 90 days after NTP (the "Customer Service Satisfaction Plan"). FCDOT shall either approve the Customer Service Satisfaction Plan or identify deficiencies that the Contractor must correct. The Contractor shall have fifteen (15) days to correct all identified deficiencies and resubmit the same to FCDOT for further review. If the Customer Service Satisfaction Plan is determined to be deficient a second time, the Parties shall immediately meet and make a good faith effort to resolve outstanding issues; provided, however, that in the event that the Parties cannot reach agreement, the Contractor shall make all revisions directed by FCDOT. Upon approval from FCDOT, the Contractor shall implement the efforts and activities identified in the Customer Service Satisfaction Plan in compliance with the associated implementation timeline.
- 9.2.7 The Customer Service Satisfaction Plan shall detail those efforts and activities that the Contractor shall implement (with an associated timeline for implementation) during the Term of the contract to continuously improve and enhance the overall customer experience in connection with the Fairfax Connector Bus Services. By way of example, and not limitation, the Customer Service Satisfaction Plan may include efforts related to Personnel training targeted towards Customer interaction and service provision, Customer ambassador programs, means of facilitating Customer communications and community building, contests and updates to Operator uniforms.
- 9.2.8 On an annual basis or as determined by the FCDOT, FCDOT shall commission the development and administration of a survey designed to gauge Customer satisfaction with the Fairfax Connector Bus Service. FCDOT shall provide the Contractor with the results of the applicable Annual Customer Satisfaction Survey within a reasonable time of its completion.
- 9.2.9 The Contractor shall update the Customer Service Satisfaction Plan annually and submit the same to FCDOT for review and approval (each, a "Customer Service Satisfaction Plan Update"). Updates as well as additional efforts and activities included in the

Customer Service Satisfaction Plan Update shall be based on the Annual Customer Satisfaction Survey, the Annual Customer Service Improvement Plan and new developments and other innovations relating to improving customer service. Each Customer Service Satisfaction Plan Update shall also include an associated implementation timeline for all identified changes to the applicable Customer Service Satisfaction Plan. FCDOT shall either approve the Customer Service Satisfaction Plan Update or identify deficiencies in the Customer Service Satisfaction Plan Update.

- The Contractor shall have fifteen (15) days to correct all deficiencies in the Customer Service Satisfaction Plan Update and resubmit the same to FCDOT for further review.
- Upon approval from FCDOT, the Contractor shall implement the updates, efforts and activities identified in the Customer Service Satisfaction Plan Update in compliance with the associated implementation timeline.

- 9.2.10 On an annual basis or as determined by the FCDOT, FCDOT shall commission the development and administration of a survey designed to gauge Customer satisfaction with the Fairfax Connector Bus Service. FCDOT shall provide the Contractor with the results of the applicable Annual Customer Satisfaction Survey within a reasonable time of its completion.
- 9.2.11 The Contractor shall update the Customer Service Satisfaction Plan annually, and submit the same to FCDOT for review and approval. Updates as well as additional efforts and activities included in the Customer Service Satisfaction Plan Update shall be based on the on-board surveys, service improvement plan and new developments and other innovations relating to improving customer service. Update shall also include an associated implementation timeline for all identified changes to the plan.
- 9.3 Customer service will be a core and an integral part of the daily operation and reflected in the attitude and approach of the Contractor and its' employees at all levels of the operation. The Contractor, in its Technical Proposal will document their approach to customer service throughout every aspect of bus operations and delivery service, and indicate what they would recommend to be implemented to effectuate a positive and sustained increase in passenger boardings, a reduction in service delivery complaints, and an increase in overall customer satisfaction on the part of Fairfax Connector passengers.
- 9.4 The Contractor is required to submit a Customer Service Satisfaction Plan that includes: development, instruction, implementation, monitoring, adjusting, follow-up retraining and program evaluation, and any other customer service activity considered necessary.
- 9.5 The Customer Service program shall include, but not be limited to, the following subject areas with the number of training hours for new hires and existing operators identified within the bus operator training and retraining program for each training area as described in Appendix D-5: Employee Training and Certification Program.
- 9.6 The Contractor shall update the customer service program annually as part of the Work Plan.
- 9.7 Customer service reporting shall include information regarding employees for who repeated complaints are registered.
- 9.8 The Contract shall implement customer service training for new hires and refresher training for current employees up to current industry standards offered by transit systems with a reputation for high customer service standards.
- 9.9 **CUSTOMER RELATIONS**
- 9.9.1 The Contractor's Customer Service staff must respond initially to all inquiries or complaints through the FASS within three (3) working days. Verification of response date must be based on the date the response is entered into FASS.

- 9.9.2 The Contractor's customer service staff shall coordinate and receive training for the use of the CleverCAD, Incident Management, DriveCam and FASS. The Contractor's customer service staff shall coordinate all inquiries or complaints received from any and all individuals.
- 9.9.3 When directly contacted, the Contractor shall receive and respond to customer's complaints. Complaints must be responded to within three (3) business days.

9.10 RELAYING INFORMATION TO PASSENGERS

- 9.10.1 All Contractor personnel are expected to be knowledgeable about all aspects of the Fairfax Connector service. Contractor personnel must maintain a courteous attitude, answering to the best of their ability any questions from the public regarding the provision of service in compliance with the ADA. Bus operators are instructed to announce major intersections, landmarks and transfer points on all buses, in the event annunciators are not available or in working order on a bus.
- 9.10.2 All operators and supervisors must receive customer service training, outlining FCDOT's customer service policies, including but not limited to the stroller policy, mobility impaired passenger assistance, bicycle policy, language policy, etc., as described in Appendix D-1, D-2, and D-5.
- 9.10.3 Staff stationed in the Bus Operations Command Center will regularly update customer service information online. This includes but is not limited to: route detours, schedule changes, and weather delays. The Contractor will make special arrangements to support bus services with additional staff for special events, inclement weather, emergencies, etc.

9.11 PUBLIC COMMENTS/COMPLAINTS

- 9.11.1 FCDOT will establish criteria for Customer Service Policies, as to the appropriate methods for investigating, resolving, and responding to public inquiries as well as the time established, for each type of comment issue. The minimum service standard for the Contractor's initial response to a complaint is 3 days.
- 9.11.2 The Contractor shall establish a Lost and Found policy and number at the Contractor's site and shall be responsible for coordinating the return of lost items to customers.

9.12 COMPLAINT INVESTIGATION

- 9.12.1 The Contractor shall be required to establish a process for the thorough and prompt resolution of all ADA and Title VI complaints. All ADA and Title VI passenger complaint investigations shall be coordinated with the FCDOT Customer Service Manager. ADA and Title VI passenger complaint investigative reports must be evaluated after completion of the investigation for compliance with the following federal requirements. Each completed investigative report must provide full and complete documentation for each of these requirements.
- 9.12.2 The process shall include contemporaneous documentation of the nature of the complaint, its processing, its resolution, any remedial actions undertaken, and communication of a final response to the complainant. At a minimum, the process shall include:
- Intake procedures and complaint evaluation;
 - Investigation, follow-up, and investigative reports (including the information described below in the description of report evaluation criteria);
 - Complaint resolution;
 - Passenger contact;

- Remedial action taken, including the description of remedy for each violation and follow-up response to the complainant

9.13 Complaint investigation reports will be monitored by the County staff. Related service quality will be evaluated based upon the indicators listed above.

9.14 RESPONSE TO PUBLIC COMMENTS AND COMPLAINTS

9.14.1 The Contractor shall investigate all comments and complaints arising from the provision of Services or the actions of Contractor Personnel whether or not requested by the FCDOT.

9.14.2 The Customer Service Managers shall be responsible for investigation of complaints. Also, comments and complaints received by the County will be collected by FCDOT in writing, in electronic form, and by telephone and forwarded to the Contractor. The Contractor shall respond to any customer comments or complaints forwarded from FCDOT or received by the Contractor directly from a Customer within three (3) days and shall copy FCDOT on all such responses.

9.14.3 The Contractor shall prepare a formal written report stating the circumstances for the complaint and any corrective action taken. This response shall be entered and maintained in FASS within three (3) days after receipt by the Contractor of the complaint whether received from FCDOT or received directly.

9.14.4 The Contractor will make every reasonable effort to resolve all complaints as soon as possible and shall maintain a record of all complaints received and responses made about individual Contractor Personnel in FASS.

9.14.5 The Contractor shall prepare and submit to FCDOT monthly and quarterly reports detailing the number of Customer comments and complaints, broken down by various categories determined by the Contractor and FCDOT.

9.14.6 Unless FCDOT requires earlier action, the Contractor shall use the applicable year's Quarterly Customer Comment and Complaint Reports to determine those areas of Customer Service that could be improved upon and shall prepare and submit to FCDOT an annual plan detailing the efforts that the Contractor proposes to implement to address identified areas in need of improvement. FCDOT will either approve the efforts identified in the Annual Customer Service Improvement Plan or identify deficiencies in the Annual Customer Service Improvement Plan.

9.15 PASSENGER ASSISTANCE

9.15.1 When operating buses equipped with wheelchair ramps, the Contractor's operators shall assist mobility-impaired passengers by operating the wheelchair ramp to allow boarding onto the vehicle. Additionally, the operators shall assist mobility-impaired passengers to a secure position on the vehicle while boarding, or while alighting the vehicle. The Contractor will not be required to perform any other type of assistance, other than as specified above, if it necessitates leaving the driving position.

9.16 BUS OPERATOR FEEDBACK

9.16.1 Since drivers are the first line out in the field, driver feedback about schedules, customer needs, vehicle maintenance and working conditions is imperative. The Contractor must have on-going mechanisms, including monthly driver meetings to initiate and utilize driver feedback. The County shall be allowed to participate in monthly driver meetings.

9.17 REMOVAL OF BUS OPERATORS

- 9.17.1 The County may require that any operator be removed from service under this contract for excessive complaints, rudeness, or other inappropriate behavior or appearance.

9.18 LOST AND FOUND

- 9.18.1 Contractor shall comply with FCDOT's Lost and Found policy or directives. Property that is found on a Contractor operated bus must be tagged with the date, route number, description of the item, finder's name, and operator's name. All lost and found items must be logged and tracked into, the Fairfax Connector's Incident Management system (the information systems installed on buses provided to the Contractor).

Task II Revenue Service Delivery

Detailed Tasks to be Performed

10. APPENDIX D-9: MARKETING AND PUBLIC RELATIONS

10.1 SPECIAL INSTRUCTIONS

- 10.1.1 FCDOT shall provide all schedules, maps, interior bus cards, fare media and other printed passenger information materials required for marketing the transit service. The Contractor shall distribute and/or install County's or regional passenger notices or car cards, cooperate and participate in marketing, promotion, advertising, public relations, and public education programs and projects undertaken by the County from time to time. All signage, except those required by the County, are subject to placement on a space-available basis with paid advertising as the priority.
- 10.1.2 FCDOT has established guidelines for communicative activities on public transit properties and assets. Under no circumstances may the Contractor or its employees distribute, or allow the placement or distribution of, any unauthorized oral, printed, or written materials on public transit properties or assets without the expressed written permission from the County.

10.2 ADVERTISING ON VEHICLES

- 10.2.1 The Contractor shall coordinate with FCDOT's in all marketing and advertising activities, and will ensure the installation and removal of all interior and exterior signage and decals, including rider alerts, newsletters, and bus scheduling information comes at no additional expense to FCDOT. The Contractor may not use the FCDOT name or logo whatsoever without FCDOT's prior written consent.
- 10.2.2 The Contractor is required to allow vendors contracted by the FCDOT access to all buses assigned to this Contract to install and remove advertising material and to accommodate the vendor's need to accomplish those tasks through working space and availability of vehicles to the extent it does not unreasonably interfere with the Contractor's own duties.
- 10.2.3 FCDOT or its vendors shall provide marketing, public relations, and advertising services.
- 10.2.4 FCDOT's decisions on all matters relating to advertising shall be final.
- 10.2.5 Any unauthorized advertising on the exterior of Fairfax Contractor vehicles is prohibited unless prior written consent is obtained from FCDOT, and the terms and conditions of any such advertising shall also be subject to prior written approval by FCDOT. The Contractor shall permit access to FCDOT vehicles to third parties to install advertising on vehicles without a clear direction and authorization from FCDOT.
- 10.2.6 The Contractor shall not utilize or permit to be utilized any loudspeaker, video, or other device for the purpose of such advertising or other communication other than as agreed or requested by FCDOT. For future vehicles with infotainment systems, the Contractor will be required to update system content as request by FCDOT. All content will be supplied by FCDOT or its vendors.
- 10.2.7 FCDOT's bus advertising vendor is responsible for repairing any damage to a bus which the County deems resulted from the installation or removal of advertising material by the CITY's advertising vendor. The bus advertising vendor can choose to work with the Contractor to affect repairs or engage an outside vendor at the FCDOT's approval. The Contractor shall develop a system to document such damage to distinguish it from other types of damage; such a system must include: bus number, area(s) needing repair, and digital pictures of the vehicle's condition. If the Contractor provides the repair work, the

Contractor shall obtain the concurrence of and invoice the bus advertising vendor for such repairs at a cost agreed upon between the Contractor and the advertising vendor and reviewed by FCDOT.

10.3 PUBLIC RELATIONS

- 10.3.1 FCDOT, through a third-party contractor, will provide all marketing, public relations, and advertising services unless otherwise approved by FCDOT; however, in no case will these expenses be included in the proposal costs. The Contractor shall review, upon request of FCDOT, marketing activities and shall provide comments and recommendations within five (5) days of request. FCDOT will expect the Contractor to assist in delivering and posting materials in a timely manner.
- 10.3.2 FCDOT will provide information regarding new programs and services in advance of their rollout to the public. The Contractor will, in turn, brief/train its frontline staff in advance of rollout to the public. It is expected that the Contractor's frontline staff will be able to respond to basic inquiries about such service information and programs, and provide direction on how to obtain program details.

10.4 BROCHURES AND CUSTOMER INFORMATION NOTICES

- 10.4.1 As required by FCDOT, the Contractor shall make materials available on all buses used for the provision of the service and shall be responsible for printing, storage, and inventory, as well as the removal of date-sensitive information.
- 10.4.2 Specifically, the Contractor will be responsible for ensuring there is an adequate supply of brochures onboard each FCDOT Vehicle for the period of time designated by FCDOT; that FCDOT generated customer information notice are properly distributed to passengers and posted in visible locations in each vehicle, as directed by FCDOT; that all customer service information is used solely for the intended purpose of providing information to passengers and not for other purposes such as cleaning the vehicle, seat cushions, etc.; and that expired materials will be removed on FCDOT's stated removal date.
- 10.4.3 The contractor shall be required to post detour and stop closure notices when there are service changes. These notices should be placed at stops at least twenty-four (24) hours prior to the service change and removed immediately thereafter.

10.5 BUS PROMOTIONS

- 10.5.1 The Contractor shall provide such buses and operators as FCDOT may from time-to-time require for promotional appearances, events, uses, photographs, etc. These events will be reimbursed at the revenue hour rate.

10.6 MEDIA CONTACT PROHIBITIONS

- 10.6.1 All communications with the media shall be the sole responsibility of the County. FCDOT shall be the exclusive public media spokesman in connection with transportation service provided by Fairfax Connector and other FCDOT programs.
- 10.6.2 The Contractor and its employees, agents, and subcontractors shall not communicate with the print, television, radio, or electronic/social media without the prior, expressed written approval of FCDOT. All inquiries from the press; local, state and federal agencies; or by public interest or private for-profit or non-profit interest groups directed to the Contractors and its employees, agents, and subcontractors shall be redirected to FCDOT.
- 10.6.3 In addition, the Contractor and its employees shall not speak on behalf of FCDOT or the County in any online forum or social media site, at official public meeting, or to members

of the press. The Contractor will limit its public engagement with customers to answering customer questions on-board FCDOT Vehicles, at bus stops, or as part of its official customer comment system. All inquiries not typical to customer service should immediately be referred to FCDOT.

10.7 BUS POLE AND FLAG FABRICATION AND MAINTENANCE

- 10.7.1 The Contractor shall ensure all bus stops are properly signed. The maintenance and fabrication of flags, poles or other Fairfax Connector specific signage by other third party contractors that will be conducted on an as- needed basis. Within five (5) days of notification regarding a missing flag, pole, or other Fairfax Connector specific signage, the Contractor may be required to replace the missing or damaged flag, or pole. The Contractor shall coordinate with FCDOT for any shared WMATA stop and with Bus Shelter Contractors for any stops issues involving a bus shelter.

10.8 ENDORSEMENT POLICY

- 10.8.1 The Contractor and its subcontractors shall not use FCDOT's name, logo, or images in vendor promotional materials, written or oral endorsements, customer profiles, online information, sales collateral, or other activity (e.g. a safety campaign) unless specifically authorized in writing by FCDOT. This provision does not prohibit the Contractor from using FCDOT as a reference in responding to a request for proposals or other procurement solicitation, provided that the Contractor shall coordinate all requests for references with FCDOT.

10.9 PROCESS FOR COMPLAINTS FROM ELECTED OFFICIALS

- 10.9.1 Contractor will do less than 100%, which will include notifying FCDOT in regard to any contact with government officials and collaborating with the County on responses, as noted in this section. The Contractor shall notify FCDOT upon the receipt of any complaints or other correspondence received from an elected official related to the provisions of this service. This includes correspondence and complaints from any federal, state, or local official. The Contractor shall provide information to FCDOT as requested within one (1) working day.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

11. APPENDIX D-10: OPERATIONS PLANNING ASSISTANCE

- 11.1 The successful Contractor will enter into a relationship with the County to support transit policies and implement actions identified County's Transit Development Plan and related studies. Contractor team will work cooperatively to ensure planned services are viable, efficient, and optimize resources in a manner that enables Fairfax County and the Contractor to accomplish their mutual objectives to provide high-quality public transportation services, move more people, promote safety, and establish equity, within the environment of the contract. To achieve this approach, the planning responsibilities of the County and Contractor will be as described in the following paragraphs.
- 11.2 In its proposed solutions, the Contractor will provide their experience in bus route and schedule planning to improve the following types of transit service. In order to achieve the above, the Contractor will provide appropriate personnel and associated resources.
- 11.3 It is the aim of FCDOT to provide effective and efficient public transportation; enhance overall transportation capacity; reduce traffic congestion; provide the highest levels of safety; vehicle maintenance; customer service; and improve the quality of life in the County.
- 11.4 The Fairfax Connector bus transit system adheres to a set of objectives by which progress towards achieving these goals can be measured. These objectives fall into four broad categories that address level of service, efficiency and economy, safety, and communications:
- The system seeks to reach potential riders by initiating new or improved service whenever possible and operating in concert with passenger travel needs and demand.
 - Reduce operating costs, coordinate fixed route and special transit services, improve operating efficiency, and involve private sector in the provision of public transportation to enhance system productivity.
 - Safety of passengers and employees is sought through well-maintained equipment, regularly monitored vehicles, and the use of reasonable risk control techniques.
 - Good public communication is an important responsibility for the system both in terms of publicizing transit services, wayfinding, and obtaining valuable information about transportation demand and passenger needs. Cooperating with public agency developed marketing program, coordinating with other local and regional transportation agencies, and incorporating community input promotes transit use regionally.
 - The selected Contractor to the FCDOT is expected to strive to achieve these goals and objectives.
- 11.4.2 Information about holiday schedules and service can be found on FCDOT's web page at <https://www.fairfaxcounty.gov/connector/holiday-schedules>.
- 11.4.3 From year to year there may be adjustments to holiday schedules, at the discretion of Fairfax County Department of Transportation. The Fairfax Connector route schedules are subject to change from time to time by FCDOT during the term of the contract.

- 11.4.4 The County may at its sole discretion expand routes or provide additional fixed route service under this provision of this contract. The County reserves the right to make changes in the scheduled revenue hours and revenue miles up to a twenty percent (20%) increase each contract year or a fifteen percent (15%) reduction in the estimated hours and miles with no increase in cost per hour rate. Any changes in scheduled miles and hours above twenty percent (20%) or reductions below fifteen percent (15%), shall be made by negotiations between the Contractor and the County, and be made in writing. Any route change (change in alignment, bus stop location, etc.) shall be considered routine planning and service adjustments.

11.5 SERVICE PLANNING SUPPORT

- 11.5.1 The Contractor will be an active participant in bus planning efforts including, but not limited to location of bus stops, timing and re-timing routes, access to Metrorail stations, and problem solving. Typically, these planning services will require the participation of Contractor supervisory, safety or training staff. No additional costs will be invoiced to the County.
- 11.5.2 The County anticipates that the Contractor will provide two transit operations planning positions to be filled with seasoned professional with in-depth knowledge of service planning, have experience with transit specific hardware and software systems, such as; SAP, SQL server, Oracle, Trapeze, Clever Devices, Mentor, Fare Management systems, etc.
- 11.5.3 The transit operations planning positions shall reside within the Transit Services Division of the County and shall work directly with the Planning Section Chief.

11.5.4 RESPONSIBILITY OF THE CONTRACTOR

- To designate a resident employee of the Contractor as the single point of contact for coordinating route and schedule planning responsibilities with the County and for performing route and schedule planning tasks assigned by the County to the Contractor. The employee shall be fully proficient in performing all route and schedule planning functions and be required to have a working knowledge of the Trapeze FX (fixed route) scheduling module which includes route definition, trip building, blocking, run-cutting and rostering. The Contractor assures that the employee will be provided such training as necessary to maintain currency in use of the Trapeze FX and the Clever ITS applications, and any others that the County directs to be used in performing route and schedule planning tasks. Toward that end and at the request of the Contractor; the County, at its discretion, may approve use by the Contractor of the County's planning support contractor for that purpose.
- To provide the County with copies of the Contractor's work rules for drivers and, where applicable, copies of agreements the Contractor has with any collective bargaining units.
- To require that its employees adhere to the standards and protocols governing the use of Trapeze FX and Clever ITS as established by the County.
- To review and comment formally on all County route and scheduling outputs.
- To cut and roster driver runs as assigned by the County. The County expects that all run-cutting and rostering will be performed by the Contractor until and unless it is notified otherwise by the County.

- To prepare and conduct periodic driver bids/picks. The County prefers that driver bids/picks be conducted no more than four times per year and that they take effect during the periods of December-January, March-April, June-July and September-October.
- To provide the County with the dates of the run picks/bids six months in advance.
- To adhere to the County's Route and Schedule Planning Design Guidelines.
- To propose service changes to the County it deems necessary to ensure that services are viable, efficient and optimize resources and present justification for the proposed modification(s). Such comparisons shall include revenue and platform hour and miles, bus requirements, passenger estimates, etc.
- To acquire additional software products and/or upgrades over the term of this contract as directed by the County should such a need arise. The County will provide specifications and requirements for making such procurements and will work directly with the Contractor to acquire such products, reimburse the Contractor for their acquisition/purchase at actual costs, and take ownership of the products upon payment to the Contractor.
- To provide, as directed by the County, route and schedule planning assistance for inclement weather service plans, contingency plans, service interruption plans, emergency preparedness plans, and other special movement plans.
- To maintain current and provide the County with five copies including one electronic copy each of in-effect routings and turn lists for fixed route deadheads, snow and inclement weather service and emergency routes until such time that these documents can be produced from Trapeze.
- To semi-annually provide the County five (5) copies including one electronic copy of bus operator seniority rosters by operating division to include years of driving experience by operator.
- To provide the County five copies including one electronic copy of station supervisor rosters by operating division within five working days that any changes are made to these rosters. Station coverage by location, start and end times at the assigned location, and day of week are to be indicated on the rosters.
- To provide the County five copies including one electronic copy of road supervisor and dispatcher rosters by operating division within five working days that any changes are made to these rosters. Coverage by start and end times, and day of week are to be indicated on the rosters.

11.6 Mutual Responsibilities of the County and the Contractor

- 11.6.1 TRAPEZE will be the repository for planned route and scheduling data and will be the source for generating associated operating statistics and reports; the latter to include but not be limited to headway sheets, driver paddles, block paddles, pull-in and out sheets, turn lists and station sheets.
- 11.6.2 To establish committees at the garage level to assist in route and schedule planning. Committees will meet at least quarterly. Permanent committee members for each garage will be composed of the County and Contractor's route and schedule planning

coordinators, a representative(s) from the County's operations unit, and the garage's chief supervisor. Ad hoc members may be designated as needed.

- 11.6.3 To follow the schedule design guidelines provided, Route and Schedule Planning Design Guidelines and as may be amended from time-to-time to the extent possible in performing route design and scheduling functions. Any deviations from the guidelines arising from actions proposed or taken by the Contractor must be submitted in writing and approved by the County in advance.
- 11.6.4 To agree that all route definition and scheduling tasks will be completed, and all associated data will be entered in TRAPEZE no later than one week prior to the posting of driver bids/picks.

11.7 Responsibilities of the County

- 11.7.1 To perform all route planning and scheduling tasks not specifically assigned to the Contractor or the planning support contractor. Route planning and scheduling includes route definition (revenue and deadhead street routing patterns, days of service, service spans, headways, analysis of running times and mileages for revenue and deadhead trips, timepoint and bus stop locations, bus destination sign headings, bay assignments at transit facilities, vehicle assignments, division and garage assignments, relief locations), trip building, vehicle blocking, run-cutting, and rostering, except as assigned to the Contractor.
- 11.7.2 To estimate and provide the Contractor with the scheduled number of revenue trips and hours by route for weekday, Saturday/July 4th, and Sunday/holiday service to be operated by the Contractor. The total number of revenue house to be scheduled shall be the sole responsibility of the County.
- 11.7.3 To issue task orders for route planning and scheduling assistance to be provided to the County and/or the Contractor by the planning support contractor subject to funding availability.
- 11.7.4 To time major service changes to be no more frequent than every six months to the extent possible.
- 11.7.5 To time minor and major service changes to coincide with the Contractor's driver run pick/bid schedule to the extent possible.
- 11.7.6 To provide the Contractor an opportunity to review and comment on all proposed service changes, including all route planning and scheduling outputs and to consider any adjustments requested by the Contractor. Requests for adjustments must identify the issue, its proposed solution (including impacts and benefits), and alternatives to the proposed solution. Content must be developed to the level of being verifiable.
- 11.7.7 To provide the Contractor, at County's expense, access to the County's Trapeze fixed-route scheduling application for performing its assigned responsibilities, including review and comment on the County's proposed service changes.
- 11.7.8 To provide the Contractor, at County's expense, access to other Trapeze applications that may be acquired from time-to-time over the term of this contract and that the County directs the Contractor to use in performing its responsibilities under this contract. The County shall have the sole responsibility for determining TRAPEZE product enhancements and purchases.
- 11.7.9 To provide the standards and protocols that will be followed by all users of the County's Trapeze applications.

- 11.7.10 To designate a single County employee to coordinate route and schedule planning tasks between the County, the Contractor and the planning support contractor and to direct and oversee the route and schedule planning process, including the Contractor's performance in fulfilling its responsibilities.
- 11.7.11 To maintain a master sign-up in Trapeze that reflects current service; to update the master sign-up with any service changes. The County will provide the Contractor with access to the master sign-up.

11.8 SERVICE PLANNING AND SCHEDULING

- 11.8.1 FCDOT conducts service planning on a continuous and ongoing basis, and reserves the right, at any time, to make changes to the Service Schedules and will provide written notice to the Contractor of at least 90 calendar days. Advance notice to Contractor may be less than 21 calendar days if both parties mutually agree (agreement not to be unreasonably withheld or delayed by either Party), or in case of an Emergency or Force Majeure event.
- 11.8.2 FCDOT anticipates changing its schedules up to four times per year, in winter, spring, summer and fall. All costs associated with the administrative work needed to affect these schedule changes are expected to be part of routine operations and management of the Fairfax Connector bus system.
- 11.8.3 In making schedule changes, the FCDOT shall consult with the Contractor and shall consider the following:
- Schedules shall promote On Time Performance with a high degree of reliability;
 - Schedules shall contain sufficient time to accommodate scheduled operations of all bus routes;
 - Service level and failure to achieve level of service (LOS) requirements, including other related service planning goals and objectives as noted above.

11.9 SERVICE CHANGES

- 11.9.1 Changes to the services provided under this Agreement or the Scope of Services may only be made by written change notification from FCDOT to the Contractor, except in cases of a declared emergency by the County or Fairfax County Department of Transportation. The Contractor shall also use the Fairfax Connector inclement weather guidelines to service adjustments. The Contractor shall be liable for all costs resulting from any Service Change undertaken that was not properly ordered or approved in writing and signed by the assigned County staff. Oral Service Change orders are not permitted.
- 11.9.2 Allowable Service Changes – FCDOT reserves the right to adjust service levels during the term of this Contract. This includes any adjustment necessary in vehicles allocated to perform this service. FCDOT will have the option to add or delete from the given schedule or to re-deploy the service to other areas based on demand, increase of service productivity, or other reasons. The Contractor will provide service subject to route changes, additions, and deletions during the term of this Contract. Allowable Service Changes may include, but are not limited to:
- Adding or deleting segments of routing;
 - Extending, deleting, or adding routes or parts of routes;
 - Adding, deleting, or moving stops;
 - Reallocating, decreasing, or increasing revenue services, revenue hours, revenue miles, or the frequency of service;

- Adding routes or other types of new services needed to meet changing transit demand and market conditions.

11.9.3 Addition/deletion of services: FCDOT reserves the right to add and/or delete services under this Contract. If service levels increase or decrease beyond the above stated percentage or range, the cost per revenue mile will be adjusted in accordance with the Contract price.

11.9.4 All Contract changes may be incorporated into written and signed change orders to the Contract at the sole discretion of the Fairfax County. If applicable, each change order will state any increase or decrease in the amount of the compensation due to the Contractor for the change in service. Oral changes to the Contract are not authorized, but the FCDOT may provide changes by written notification to the Contractor.

11.10 Contractor Suggestions

11.10.1 The Contractor may suggest alternatives to any proposed service change by FCDOT and may also propose service changes or operating efficiencies it believes are appropriate for more efficient or improved services under this agreement. Such proposed changes will be subject to FCDOT review and approval before adoption.

11.11 Communicating Service Changes

11.11.1 Any service change proposed by FCDOT shall be transmitted to the Contractor in writing, identifying the change and specifying the effective date. Within fifteen (15) business days after receipt of a written service change notice from FCDOT, the Contractor shall provide FCDOT a written response identifying the impact of such change on operations, estimating any resulting cost increase or savings, and identifying any feasibility problems the Contractor believes would be created by the proposed service change.

11.11.2 The Contractor shall establish and submit, for FCDOT's approval, procedures for how service changes (permanent, temporary, and immediate) are communicated to operators, supervisors, trainers, and other "need to know" parties. An essential element of such procedures is the process of notification when temporary changes are no longer in place.

11.12 Planned Modifications

11.12.1 The Contractor will deploy sufficient field personnel to monitor and supervise operations to ensure smooth, consistent implementation of new and modified services. Although such monitoring and supervision is primarily the responsibility of the Contractor, FCDOT staff may provide limited assistance, at FCDOT discretion, when necessary to ensure that essential areas are covered.

11.12.2 Seasonal Changes: The Contractor will be responsible for modifying service to reflect the outlined seasonal schedules.

11.12.3 Minor Route and/or Schedule Changes: FCDOT will, in most cases, provide at least a two (2)-week notice for minor adjustments. FCDOT will attempt to limit such short-notice changes to those that will have little or no effect on operator assignments / run-cuts. Such changes will constitute not more than ten percent (10%) of the existing revenue hours and/or miles on a single route. Minor adjustments, depending on the timeframe available, may be given verbally and then confirmed in writing.

11.12.4 Major Route and/or Schedule Changes: Except for emergencies, FCDOT will endeavor to implement major service changes no more frequently than four (4) times per year in coordination with the Contractor's periodic bus operator work run bids (picks). When possible, these should be coordinated with seasonal changes.

- 11.12.5 The Contractor staff, including but not limited to those responsible for run-cutting and bus operator training, will attend regular service change committee meetings convened by FCDOT to provide feedback on proposed changes and remain current and aware of planned changes. The Contractor will submit a proposed run-cut within three (3) weeks of receiving the final route schedules FCDOT and simultaneously convene a meeting with key Contractor and FCDOT staff to review the draft run-cut and propose changes, if necessary. FCDOT will provide a written summary of major changes prior to the date of implementation to assist the Contractor with staff familiarization and training.

11.13 Seasonal Change Service Change Order

- 11.13.1 Upon agreement of the parties on a proposed Service Change, FCDOT will issue a bilateral change order executed by both Parties. The Contractor shall then proceed to implement the service change within fifteen (15) calendar days after execution of the Change Order or within such other period of time as FCDOT may specify in the Change Order. If the parties are unable to agree on a proposed service change within ten (10) business days after the Contractor's written response, FCDOT may issue a unilateral change order or an administrative directive, and any dispute shall be resolved in accordance with the disputes clause in this RFP. Notwithstanding the pendency of any such dispute, the Contractor shall proceed, within thirty (30) calendar days after receipt of such unilateral change order or administrative directive, to implement the service change as ordered by Fairfax County Department of Transportation.

11.14 Modifications Due to Non-Recurring Events

- 11.14.1 From time-to-time, events take place that require temporary, and sometimes "real-time" changes to be implemented, as described below:
- Route and Service Modifications Caused by Unanticipated, Non-recurring Events; and
 - When unanticipated events take place (e.g., accidents, weather, "real-time" street closures/ detours, emergencies), FCDOT will take the lead responsibility, with the Contractor's input and assistance (e.g., supervisor site investigation, assistance, etc.), in planning service modifications that minimize negative impacts by deploying whatever additional resources are needed. In emergency situations, it is expected that the Contractor will work closely with Fairfax County Department of Transportation, in whatever capacity FCDOT deems necessary, and quickly provide whatever resources are required.
- 11.14.2 Alternative Schedule Due to Weather or Other Emergencies: On days that the Federal government releases employees early, allows employees to arrive late, or service is otherwise affected by weather or other emergency circumstance, service will continue to operate, conforming to the Federal government's amended schedule, until or unless notice is given by an authorized representative to suspend services. During weather or other emergency situations, the Contractor will operate Fairfax Connector bus service as requested by an authorized FCDOT representative, utilizing the planned "emergency routes" and defined level of service. The Contractor must be prepared to be flexible under these circumstances.
- 11.14.3 Route and Service Modifications Caused by Significant, Anticipated, Non- recurring Events: When significant upcoming events (e.g., protests, constructions, etc.) are planned that may or will cause disruption to services, FCDOT will take the lead and, with the Contractor's input and assistance, plan appropriate service modifications.
- 11.14.4 Route and Service Modifications Caused by Minor, Anticipated, Non- recurring Events: For relatively minor anticipated instances, such as specific street closures for repairs), FCDOT will take the lead, with the Contractor's assistance, in determining appropriate

responses (e.g., developing detours, providing additional resources, etc.). This does not include traffic congestion, traffic accidents, and other minor nonrecurring events.

11.15 Payment for Routes and Services Modified in Response to Non-Recurring Events

- 11.15.1 When services described in the above section are implemented, the Contractor will be paid an additional amount equal to said cost, provided all specified service levels are met. Should such services be operated for an extended period (exceeding two consecutive days or four consecutive A.M. or P.M. rush hour periods), a recalculation of revenue hours will be made and compensation to the Contractor will be based on the actual number of revenue hours of service provided.

11.16 Blocking and Run Cutting

- 11.16.1 FCDOT will provide the Contractor with timetables and preliminary vehicle blocking solutions for the routes to be operated. This scheduling and blocking information will be provided electronically to the Contractor. The Contractor is responsible for providing both initial and ongoing run-cutting and other related functions. The Contractor shall ensure that all run-cut information and final blocking solutions are provided to the FCDOT in an electronic Trapeze FX and/or CleverWorks compatible format for the purpose of accurately providing data to all peripheral systems such as Automated Passenger Counters (APC), the Fare Collection System (FCS), Vehicle Management System (VMS) and other communications systems. The Contractor may modify preliminary blocks provided by the County for improved run cutting efficiency. Any blocking adjustments will be reviewed and approved by FCDOT. FCDOT reserves the right to approve all run-cuts.

- 11.16.2 Prior to the start of revenue service, the Contractor should submit initial and final run cuts to FCDOT run-cuts shall consist of, but not be limited to, the following:

- Operator paddles/turnsheets for regular weekday, Saturday, Sunday and modified Holiday schedules.
- Headways.
- Block sheets/Paddles and/or trip pairings with trip numbers.
- Report listing number of each "type" of run (i.e. straights, splits including length of split, PM or AM only, part time, etc.).
- Report listing pay time by run.
- Report stating total revenue and deadhead miles and hours by route.
- NTD Survey Sheets.
- Paddles, Turn Sheets and Stop lists.
- Snow-Inclement Weather Turn Sheets (Alternate Route) for those times when inclement weather or emergencies call for the use of an alternate route.

- 11.16.3 FCDOT will provide the service schedules to the Contractor during the performance of this Contract. The Contractor will be responsible for developing operator assignments from the schedules provided by FCDOT. The County will provide these to the Contractor approximately ten (10) weeks in advance of a schedule change.

- 11.16.4 If the Contractor is unable to produce the run-cut and final blocking in a Trapeze FX and/or Clever-Works compatible file format, the Contractor may ask that FCDOT perform the run-cut for them. If FCDOT performs the run-cut for the Contractor, the Contractor will be invoiced for those services at the County 'prevailing labor rate. Any FCDOT generated run-cut for the Contractor must be reviewed and approved, in writing, by the Contractor prior to implementation.

11.17 Assignment Picks

- 11.17.1 The Contractor shall establish a regular schedule for operators to pick their work assignments. FCDOT will strive to ensure major service changes occur simultaneously with picks. FCDOT reserves the right to institute minor schedule adjustments and service increases between operators picks. Subsequent to a run pick or changes to permanent route assignments, the Contractor shall ensure that all operators are properly trained on all new routes and that service shall not be affected.
- 11.17.2 Training shall be specific and shall include but is not limited to additional bus training, fare collection, detour route training, use of specialized technology systems, stop changes, and any nuances of the route a new driver would need to know to avoid service delays.
- 11.17.3 It is expected that the Contractor will provide or use a web-based bid module to allow for bus operators to select their work assignments at designated intervals over the internet. The Contractor shall be responsible for any costs incurred to modify and implement the existing Trapeze FX and CleverCAD version for their use.

11.18 Turn-sheets

- 11.18.1 FCDOT will provide routing and schedules. The Contractor will provide and maintain turn sheets and stop lists for vehicle movements. Turn sheets constitute the official route descriptions and will be provided by the Contractor for training and in service use. The Contractor shall prepare for FCDOT approval turn sheets for non-revenue routes to or from the FCDOT transit or garage facility. The Contractor shall provide and maintain turn sheets for all out-of-service moves, including but not limited to deadhead moves, which shall include recommended routings as well as alternate routings for each move and preferred and alternate staging locations. Out-of-service turn sheets shall be submitted for FCDOT approval at least sixty (60) days before the first day of revenue service provision.

11.19 Headsign Codes

- 11.19.1 The County shall assign bus sign codes and the Contractor shall be responsible for maintaining all databases for bus headsign display codes for all bus services under this Contract.
- 11.19.2 The County shall review and approve headsign codes generated by Contractor and provide to the County in electronic format. FCDOT shall update CleverCAD/AVL and related applications, and distribute headsign codes to the ITS vendor (s).
- 11.19.3 The Contractor will ensure that the bus headsign codes updated during each schedule change or modification; the schedule change occurs to coincide with the service schedule and farebox code book update.
- 11.19.4 The Contractor shall program the headsign code display of assigned fleet.
- 11.19.5 The Contractor must ensure appropriate destination sign information (headsign, side sign, and rear sign) is displayed when the bus is in service or deadheading.

11.20 Operator Availability

- 11.20.1 The Contractor is required to submit a staffing plan in its technical proposal. The Contractor must provide sufficient available personnel to ensure the reliable operation of service, including when regularly scheduled staff members are unavailable due to vacation, holidays, sick time, and other reasons.
- 11.20.2 The Contractor must also be able to ensure the reliable operation of Fairfax Connector service for special event service as requested by the County and/or for additional scheduled service options requested by the County.

11.21 Operator Reliefs

- 11.21.1 Bus operators relieving other operators must be at the relief location at least ten (10) minutes in advance of the scheduled relief time. The locations selected for operator reliefs are subject to approval by FCDOT. The Contractor shall obtain FCDOT's approval prior to designating relief points and preparing run cuts. Under no circumstance shall the Contractor buses to relief operators or transport staff, without an explicit, written authorization or approved by FCDOT.
- 11.21.2 The Contractor shall be assessed and charged liquidated damages in the sum not less than \$ 1,000 per incident each time a bus is used as a relief vehicle. The County reserves the right to assess additional charges for use of buses to relief operators.

11.22 Extra Board

- 11.22.1 The Contractor shall Proposed an extra board schedule for each Division for FCDOT's review and approval to include weekdays, weekends and holidays. All extra board personnel will be trained and certified to operate all routes. A general description of this program shall be submitted with the staffing plan in the Contractor's proposal, with the detailed program submitted to the County for approval at least thirty (30) days before the first day of revenue service provision.
- 11.22.2 The Contractor should consider and propose a fair and adequate "extra-board" program to attract and reward staff for choosing to participate in this program. The "extra-board" program, including levels and incentives is to be submitted as part of the proposal.

11.23 Strategic Spares

- 11.23.1 The Contractor will stage strategic spare buses and operators to be used at the Contractor's discretion to insure that services are completed as scheduled. The intent of the strategic spare program is to reach an incident within fifteen (15) minutes to address a vehicle breakdown, a vehicle accident, an unanticipated overcrowding issue, or an incident that impacts traffic and service delivery. A plan for number and staging location of strategic spares is to be included with each proposal.

11.24 Vehicle Assignment

- 11.24.1 The County may require the Contractor to assign specific vehicles to blocks of work in accordance with FCDOT's instructions for size and type of bus each individual piece of work requires. It shall be the Contractor's responsibility to ensure each service is always provided the proper size/type of bus, as required by the County and in accordance to industry best practices in vehicle distribution to ensure to the degree possible that mileage and wear and tear is relatively consistent throughout the fleet.

11.25 Vehicle Pre and Post Trip Inspections

- 11.25.1 The Contractor shall insure that pre-trip vehicle inspections are performed as required by federal regulations. Each vehicle must receive a daily pre-trip inspection by the Operator scheduled to operate the inspected vehicle prior to being placed in service and at each change in operators. The County plan to implement and use utilize Zonar pre-trip electronic form, or similar technology in the near future.
- 11.25.2 Daily pre-trip inspections must be supplemented by regular time and mileage maintenance inspections to ensure safe and proper operating condition of vehicles. A record of all such inspections shall be kept by the Contractor and shall be available to Fairfax County Department of Transportation upon request.

Task II Revenue Service Delivery

Detailed Tasks to be Performed

12. APPENDIX D-11: FACILITIES MANAGEMENT SERVICES – OPTIONAL ITEMS INCLUDED

12.1 The Contractor will utilize County's bus operations, vehicle maintenance and storage facilities for cleaning, servicing, and maintenance of vehicles, and will maintain the facilities and its equipment. The Contractor shall be provided with the plans and shall develop a Maintenance Program and procedures to accommodate the facilities. The Contractor will have the use of County installed equipment, which must be used in accordance with the manufacturer's instructions and may not be modified without approval. The Contractor and/or its employees shall be responsible to provide hand tools.

12.2 The Contractor shall use the Facilities solely for the purposes of operating service and maintaining vehicles and equipment under the Contract. The Contractor's right to use the Facilities may not be transferred or assigned.

12.3 The Contractor shall be deemed to have a revocable license to use the Facilities during the term of the Contract. This right shall not be construed as creating a lease (express or implied) or as giving rise to any of the legal rights or interests associated with a leasehold interest in property.

12.4 FACILITIES OPERATIONS

12.4.1 For each option the County will provide the administrative, operations, and maintenance facilities necessary to support Task II – Revenue Service Delivery requirements for the successful operation of the Fairfax Connector.

12.4.2 The Reston/Herndon Division service shall be operated from its operations and maintenance facility, in the Town of Herndon. The facility's physical address is 268 Spring Street, Herndon, Va. 20170. The facility includes:

- Employee parking of 75
- Parking for 90 transit coaches
- 6 maintenance bays
- Bus Wash
- Tire shop
- Chassis Wash
- 30,000 gallons underground diesel
- Employees lounge/training room

12.4.3 The West Ox Division Facility is a joint use facility, FCDOT has Washington Metropolitan Area Transit Authority (WMATA). This division will be operated from the three buildings located at this facility. The physical addresses are 4950, 4960, and 4970 Alliance Drive, Fairfax, VA. The facility includes:

- Employee parking of 323
- Parking for 270 transit coaches, 170 parking spaces for Fairfax Connector, 100 parking spaces for WMATA
- 15 Connector bays, 9 WMATA bays
- 3 Bus washes
- Tire Shop
- Chassis Wash
- 60,000 gallons underground diesel
- 15,000 Unleaded fuel underground
- Employees lounge/training

- 12.4.4 The Huntington Division service shall be operated from its Operations and Maintenance Facility. The physical address of the facility is 8101 Cinder Bed Road, Lorton, Va. 22079. The facility includes:

- Employee parking of 104
- Parking for 103 transit coaches
- 8 maintenance bays
- 1 Bus wash
- Tire Shop
- Chassis Wash
- 40,000 gallons underground diesel
- Employees lounge/training

12.5 FACILITIES OPERATIONS AND MAINTENANCE

- 12.5.1 The Contractor will utilize County's bus operating and maintenance facilities for cleaning, servicing and maintenance of all vehicles and will maintain the facilities and their equipment. All maintenance, repair, and replacement, including parts, supplies, and equipment/tools, to all aspects of the facility in the Contractor's areas. Outside areas where goods, materials, excess property, or other items are stowed, will be neat, organized, and kept clean so as not to detract from the facility appearance.
- 12.5.2 Maintenance, repairs or replacement made by the Contractor for responsible areas, will be consistent with current hardware, original equipment manufacturer or architectural design, unless otherwise authorized by County. All contracts, purchasing, or other activities required in initiating any repair, maintenance, and improvements will be initiated and completed by the Contractor once approved by County.
- 12.5.3 The Contractor will have the use of County installed shop equipment, which must be utilized in accordance with manufacturer's instructions and may not be modified without approval. The Contractor and/or its employees are responsible to provide hand tools.
- 12.5.4 The Contractor shall be responsible for maintaining equipment and facility tasks as outlined in this RFP are in good working conditions and providing or otherwise arranging for preventive maintenance service and repair, as specified by manufacturers or is otherwise usual and customary for each specific element in accordance with regulations or as determined by County. All costs associated with these repairs and maintenance, outside of warranties, will be completed and paid for by the Contractor. County will not allow any unintended use of any facilities to occur that may void outstanding warranties.
- 12.5.5 The Contractor shall submit to the County for approval not more than thirty (30) business days prior to initiating service an Operations and Maintenance Plan (including Site Specific Plans) for County owned Facilities outlining standards to be applied for maintenance operations, including meeting applicable safety requirements and regulations, addressing accidents and lost time for maintenance employees, and the maintenance of the building, landscaping, and grounds. In addition, the Contractor will keep complete and up-to-date records including, but not limited to, all maintenance, repairs, replacements, work requests, work orders, receipts, backup documentation, etc. for work completed by the Contractor. The Contractor will also enter into the program warranty terms, preventive maintenance programs, maintenance/repair manuals, etc.
- 12.5.6 The Contractor shall maintain the Facilities in a clean and orderly condition at all times during the Contract Term and shall conduct all cleaning of the Facilities at its sole expense and in compliance with the terms of the Facility Maintenance Manual and its approved Facility Maintenance Plan. The Contractor shall return the Facilities to County upon the termination of the Contract and shall be returned in good working condition subject to normal wear and tear.

- 12.5.7 The Contractor shall not make any structural modifications to the Facilities without County's prior written consent.

12.6 Inspections and Repairs

- 12.6.1 The County shall have the right but not the obligation, upon giving the Contractor reasonable notice of County's election to do so, to make repairs or perform maintenance or replacements on behalf of and for the account of Contractor. The Contractor shall, upon demand, pay to County the cost and expenses incurred by County's performance on behalf of Contractor.
- 12.6.2 The County shall have the right to conduct an annual facility inspection and audit to ensure the Contractor is maintaining the facilities. Fairfax County performed several annual inspections, such as fire, inventory of assets, and Risk.

12.7 Contractor Facility Programs

- 12.7.1 The Contractor will be responsible for implementation and maintenance of facility programs within their domain including, but not limited to:
- Health and safety.
 - Material Safety Data Sheets/System (MSDS).
 - Purchase and maintenance of required OSHA materials, such as first aid kits, fire extinguishers, etc.
 - The Contractor will be also responsible for performing monthly AED checks.
 - First Aid, CPR, and AED Training.
 - First Responder (on-scene incident - HAZMAT, fuel spills, etc.).
 - Fire Bill (evacuation procedures, fire extinguisher locations).
 - Preventive maintenance and repair.
 - Others as mandated by regulations commensurate with facility operation and maintenance responsibilities.
 - All licensing, certifications, and training within these areas will be initiated and maintained in accordance with current regulations by the Contractor with copies being provided to County.

12.8 Annual Fire/Safety Inspection/Fuel Storage Permit

- 12.8.1 A scheduled or unscheduled Fairfax County fire and safety inspection will be conducted by the fire marshal to ensure that the facilities are operating within existing regulations. This will include but is not limited to fuel storage tanks, fire extinguishers, and proper storage of gases and chemicals. Based on the results of this inspection, a facility permit will be issued or correctable violations cited. A copy of inspection reports, cited violations, and permits will be forwarded to the County immediately upon receipt.
- 12.8.2 The Contractor will provide for annual inspection of all fire extinguishers under their control or ownership and forward a copy of such to the County's Facilities Management upon completion. The fire main will be kept clear of any and all materials. Backflows, steam cleaning pit, and bus wash will be maintained by the Contractor and inspected annually as required by the Fairfax County code. Reports of such inspections will be forwarded to County upon completion.

12.9 Oil Water Separators

- 12.9.1 The oil water separators, garage and bus wash, will be cleaned by a qualified firm, with waste being removed and disposed of in accordance with current regulations and manufacturer's recommended preventive maintenance guidelines. The firm will provide the Contractor certified dump slips attesting to disposal procedures. The Contractor, as required by regulations, will keep these on file and update the facility/asset management

database accordingly. This cost will be borne by the Contractor for Huntington and Herndon, West Ox will be considered a bill back to FCDOT.

12.10 Hazardous/Non-Hazardous Waste

- 12.10.1 During the Contract Term, the Contractor shall be responsible for the proper handling, use, storage, and disposal of all waste oil and hazardous materials produced or utilized at the Facilities and shall comply with all applicable Federal, State, and local laws, regulations and requirements.
- 12.10.2 Hazardous (HAZMAT) or non-hazardous (non-HAZMAT) waste (e.g., sludge collected from the oil water separator or steam cleaning pit on a daily, weekly, or bi-weekly basis) will be stored in an appropriate container with proper labeling (e.g., date and disposal contractor). Disposal of materials will occur as soon as practicable by a qualified firm in accordance with regulations.
- 12.10.3 The firm will provide the Contractor certified dump slips attesting to disposal procedures. The Contractor, as required by regulations, will keep these on file and update the facility/asset management database accordingly. However, the Contractor will not be responsible for pre-existing hazardous materials (those in existence on or before the Commencement Date) at the Facilities; provided that the Contractor shall be responsible for any negligent handling, use, or disposal of such preexisting hazardous materials.

12.11 Storage Areas

- 12.11.1 The Contractor shall provide separate storage for metal parts, brake drums, metal drums, air filters, worn out parts without cores, etc. All metal parts or containers, oil filters, cans, etc. will not be deposited in the regularly provided County dumpster.

12.12 Bus Wash Recycle Tank

- 12.12.1 The bus wash, including all structures (interior and exterior), oil water separator, etc., and the bus washer itself, will be maintained by the Contractor in their entirety. Preventive maintenance and repairs will be conducted in accordance with manufacturer's specifications. The bus wash recycle tank will have approved disinfectant added on at least a weekly basis and after each pump-out of the recycle system. Pump-out will occur at least monthly and more often if necessary.

12.13 Stormwater Pollution Prevention Plan (SWPPP)

- 12.13.1 The Contractor will be responsible for the proper implementation of the SWPPP within the bus yard including sand filters, associated inlets, outlets, connecting drainage system pipes, and curbing/gutters. The Contractor will be required to maintain the stormwater filtration system.

12.14 Bus Yard Repairs and Maintenance

- 12.14.1 Any damage resulting from Contractor or subcontractor actions (e.g., buses running into the fence) will be repaired immediately at the Contractors expense including damage to the main bus yard gate caused by the direct actions of the Contractor or subcontractor. The Contractor will make weekly inspections of the fence line and make report needed repairs to FCDOT. The Contractor will be responsible for maintaining all concrete parking stop blocks and replacing them as damage occurs.

12.15 SNOW REMOVAL

- 12.15.1 The Contractor will be responsible for timely pre-treatment and continual snow and ice removal and treatment to ensure safe driving and walking conditions; minimal, if any, impact on bus service operations; and clear employee, customer, and other parking

areas, drives, etc. Concrete areas of each facility will be treated with a non-corrosive material (e.g., potassium chloride). Salt or other forms of ice melt will be dispersed in a manner that will prevent burning County plants, trees, or other shrubbery. Sand will not be spread in or near entranceways to the building that may cause damage or advanced deterioration of finished flooring or carpeting. For the snow, removal will be conducted so as to affect the minimum amount of parking space. Plowed snow will not be placed on shrubs, plants, or trees, etc., where the weight will break or cause other damage. It will be up to the Contractor to ensure snow/ice removal operations are monitored and conducted properly. FCDOT will be responsible for snow removal of the parking lots at the West Ox Division.

- 12.15.2 The County reserves the right to bring in an outside Contractor to perform the above tasks in case the Contractor is unable to complete snow removal on-time or if there is an unprecedented snow event.

12.16 FUEL DELIVERIES

- 12.16.1 A Contractor employee will be available upon arrival and prior to departure of the fuel delivery contractor to verify stick readings and otherwise facilitate the delivery process.

12.17 ACCESS TO FACILITIES

- 12.17.1 The County shall provide facility keys and an access control system that will be used to develop identification badges and program building access devices, to the Contractor, and shall determine the appropriate access control system for the facilities as follows:

- The Contractor shall be responsible for the secure distribution and tracking of all Facility and Vehicle access devices provided by the County, and for issuing identification badges to Contractor employees, subcontractors, and vendors (as directed by the County). The Contractor shall be responsible for key and identification badge control and shall maintain a key issuance log and identification badge issuance log and any associated documentation, which shall be provided to County upon request. The Contractor shall be responsible for providing written notice to its employees, contractors, visitors, and vendors regarding the policies, procedures, and responsibilities associated with being issued a County key and/or county identification badge.
- The Contractor shall maintain this information with the key and identification badge log and shall make such information available to the County upon request.
- The Contractor shall be solely liable and responsible for any expenses which result, as determined by County in its discretion, from inadequate key or identification badge control and require the County to rekey or replace access control items. The Contractor shall also be responsible for replacing any damaged Equipment, and for notifying County immediately to report damaged Equipment.
- Security at the County is based on a proprietary system of locks, keys, security alarm system (consisting of a monitored system containing various detectors and an associated keyless entry system readers). County will control and issue keys -- the Contractor will be required to maintain inventory key control procedures for keys issued by County. Requests for key(s) issuance will be submitted to County in writing. The Contractor will be responsible for ID cards issued to their employees, operation of their portion of the keyless system, and ensuring that all policies and procedures are observed in accordance with the Building Security System Instruction, Policies, and Procedures of County's

Disaster/Major Incident Emergency Response and Recovery Plan for County Facilities.

- The Contractor will be responsible for proper usage of keys and cards in their possession.
- Changes, modifications, or additions to these systems are solely the responsibility of County.
- Security system keypads and card readers will be the responsibility of County to maintain.
- The Contractor will reimburse County for any damage, as determined by County.

12.18 SURVEILLANCE

- 12.18.1 The County will maintain a video surveillance camera system within the interior and exterior of the facilities. The Contractor will have limited access to this system to monitor farebox probing and security of revenue handling and as otherwise needed/desired for the safety of individuals and assets.

12.19 USE OF COUNTY FACILITIES AND GROUNDS BY CONTRACTOR EMPLOYEES

- 12.19.1 Contractor employees will be instructed on the proper use of the County facilities and its utilities including parking, litter control, restroom, lounge, lunch facilities, administrative areas, and vending machines. Employees are expected not to litter on the grounds and within the facility building areas and to clean and pick-up after themselves. Respect for restroom utilities (faucets, toilets, soap and towel dispensers, etc.) will be observed by all employees.
- 12.19.2 Parking for employees will be restricted to the employee parking lot unless otherwise posted or allowed by County. Parking for employees is not guaranteed and is provided only on a space- available basis.
- 12.19.3 The independent sale of items or goods throughout the County facilities and grounds is prohibited unless approved by County.
- 12.19.4 The Contractor will provide maintenance employees with slip-on shoe covers for use when entering the administrative section of the building to prevent staining of floors or carpeting. Notices or other materials will not be taped or otherwise affixed to walls, doors, or windows.

12.20 PARTS, TOOLS, AND EQUIPMENT

- 12.20.1 The Contractor will be required to obtain all parts, tools, and equipment required for their duties unless otherwise identified on the County inventory list. Any tools provided by County shall be maintained and repaired as needed by the Contractor throughout the contract period and returned to County once the contract ends.

12.21 UTILITIES

- 12.21.1 The County will bear all of the facility utility costs; however, the County may require Contractor remuneration for excessively wasteful practices, if not corrected.

12.22 COUNTY'S RESPONSIBILITIES

- 12.22.1 The County will provide routine custodial services for West Ox Division.

12.23 CONTRACTOR'S RESPONSIBILITIES

- 12.23.1 The Contractor will maintain its assigned areas in neat and clean conditions and will be responsible for all daily, weekly, monthly, quarterly, etc., custodial services. The Contractor is responsible for providing commercial custodial services for assigned areas. The Contractor will not subcontract with its employees or their family members to perform these services, as it is viewed as a conflict of interest in relation to building security procedures.
- 12.23.2 Also, non-routine cleaning, such as carpeting, windows, walls, etc., will be the responsibility of the Contractor for their assigned areas and conducted as necessary. Shop floors will be swept at least once a day, oil spills will be cleaned immediately, and a floor cleaner will be used at least weekly. The steam cleaning bay will be cleaned at least weekly. Walls will be maintained in a clean state, free of dirt, oil, and grease. Garage flooring will be kept in a state of good repair at all times by the Contractor. Floor mats will be provided by the Contractor for all entrances. Additional matting will be employed if necessary for the safety and protection of both Contractor and County employees. At no time shall the placement of trash and recycling receptacles, furniture, or other items be allowed in administration building corridors, including in the Contractor areas.
- 12.23.3 The Contractor is also responsible for cleaning the bus yard including spot cleaning and weekly scrubbing (to minimize buildup of oil and grease residue) with a heavy-duty scrubber (weather permitting) when most buses are off the yard. Annually, the Contractor will contract a firm to conduct an entire cleansing of the bus yard to remove all dirt, oil, and grease buildup (this requirement may be waived at the discretion of the County if the bus yard is determined to be in a reasonable state of repair).
- 12.23.4 Gutters and curbing will be kept free of storm water runoff materials. All other areas inside the fence will be kept clean and clear of debris.
- 12.23.5 The Contractor will be responsible for conducting power vacuuming of the yard, employee and commuter parking lots, and all entrances, drives, and walks on at least a quarterly or more often, if the County determines it to be needed. After each winter season, end of snow fall, the Contractor will power vacuum to remove all sand from these areas in order to prevent or minimize sediment build-up in SWMS drain pipe system.
- 12.23.6 The Contractor will be responsible for scheduling additional dumpster pickups resulting from unusually large amounts of Contractor trash. Under no circumstances will the Contractor allow dumpsters to build up to an overflowing point. Light bulbs, oil, grease, and other materials categorized as hazardous materials under the EPA or OSHA, will not be placed in the dumpsters and will be disposed of in a legal manner.
- 12.23.7 The Contractor will be responsible for replacing and supplementing trash cans in designated areas. Any residual oil leak stains will be removed from concrete and asphalt services surfaces inside the building and in the bus yard and outside of the building at least annually or sooner as determined by the County.

12.24 Permits and Environmental Protection Agency (EPA) Number

- 12.24.1 County or FCDOT personnel may, at any time and without prior notice, conduct inspection(s) of any facility or Property Equipment for the purpose of evaluating compliance with environmental regulations and the requirements. In the event that noncompliance issues are identified by FCDOT or any County agency during a visit, FCDOT may, at its discretion, cease operations and/or activity at the facility/property and the Contractor shall immediately perform whatever actions are required to restore compliance.

12.25 Environmental Permitting/Reporting

- 12.25.1 The Contractor shall maintain current all appropriate permits, certificates, licenses, and the like relating to bus operating and maintenance Service Property, Support Property, systems, equipment and facilities used in performing the Agreement Services.
- 12.25.2 The Contractor, within 30 days of NTP, shall work with FCDOT staff to design and submit a draft program to manage the transfer, updating and record keeping for all permits, licenses, and certificates. A final program will be submitted to FCDOT, for approval, within 90 days of NTP. This program shall be submitted in an electronic format and shall include, but not be limited to, compliance with all local, state and federal environmental laws and regulations, and shall include an electronic Management Information System compatible with the County's Environment Management System:
- Stormwater Pollution Prevention (SWPPP) Plans.
 - Aboveground Storage Tank Permits.
 - Underground Storage Tank Permits.
 - Spill Prevention Control and Countermeasures (SPCC) Plans.
 - Flammable Storage Permits.
 - Air Emissions Permits.
 - Garage Licenses, etc.

12.26 PLUMBING/ELECTRICAL/HVAC

- 12.26.1 The County will be responsible for all maintenance, repairs, or replacement, including parts and labor of all plumbing, electrical, and HVAC equipment and accessories, except for cost-sharing equipment, within their designated areas. This includes, but is not limited to all fan coil units (FCU), make-up air units (MAU/MUA), radiant heating units, exhaust and intake fans, controls, motors, coils, thermostats, lines, condensation capillaries, insulation, valves, sinks, faucets, dispensers, commodes, urinals, valves, diaphragms, seals, outlets, cover plates, etc., and stoppages.

12.27 GAS HEATERS

- 12.27.1 The County shall perform the inspection, maintenance and operation of all gas heater systems, including any associated appurtenances such as ducting for forced hot air switches, contained within the bus operating and maintenance facility. In preparation for the winter season, the County shall ensure that all gas switch heaters are in a Good Working Condition by October 15th of each Calendar Year.

12.28 LANDSCAPING

- 12.28.1 Landscape maintenance will be conducted by the Contractor (West Ox Division is except, as it is maintained by FCDOT. All landscaped or naturally vegetated areas within building, facility, and parking lot areas shall be kept free of all fallen leaves and debris on a year round basis. All trees and shrubs shall be pruned yearly or as directed by FCDOT.
- 12.28.2 All landscaped areas and parking areas shall be kept weed free on a year round basis. All landscaped areas that have a mulch bed shall be re-mulched on a yearly basis, between April 15 and June 15, with current season pine bark mulch. All dead or diseased hedges, shrubs and trees shall be replaced as necessary. All landscaped areas containing grass shall be cut every two weeks to keep a neat and "non-overgrown" appearance.
- 12.28.3 The Contractor shall pressure concrete areas outside the facilities, the underside and tops of canopies semi-annually or more frequently as directed by FCDOT. Associated flagging costs shall be included in the Annual Fee. Any Contractor landscaping

requirements that may change as a result of future FCDOT Third Party contracts will be treated as Service Changes.

12.29 Major Capital Rehabilitation and Replacement

- 12.29.1 The following distinguishes and differentiates between capital repairs required during the normal course of facility maintenance and capital repairs that are ultimately required when an element of the facility reaches the end of its usable life (e.g., garage doors, underground fuel tanks); and to add specification about facility maintenance, repair, and replacement programs. Once installed, all County components and systems replaced by the Contractor will become the County's property.

12.30 Facility Rehabilitation/Replacements

- 12.30.1 For all items identified in the chart in the Appendix ("Bus Operations RFP Facility Inventory") and non-defined items of similar complexion, the Contractor will continue to maintain, provide repairs, and perform PMs/inspections until such time that repairs are no longer cost-effective, at which point replacement or rehabilitation becomes necessary. Replacement or rehabilitation when necessary are of three varieties:

- Items costing \$5,000 or less;
- Items costing more than \$5,000 that need to be replaced or rehabilitated before they have reached the end of their anticipated useful life; and
- Items costing more than \$5,000 that need to be replaced or rehabilitated sometime after they have reached the end of their anticipated useful life.

- 12.30.2 Items in category (1) are the Contractor's cost to bear exclusively. Items in category (3) will be a cost that the County bears exclusively, unless otherwise noted. Items in category (2) will be a shared cost of the Contractor and the County in which the County's share equates to the proportionate share of the useful life already expended as of the time of rehabilitation/replacement if the premature rehabilitation/replacement is not a consequence of lax maintenance or a lesser amount if the premature rehabilitation/replacement is a consequence of lax maintenance.

- 12.30.3 Determinations of the County's share above for category (2) items will be the County's to decide governed by these general principles. If no records exist that would enable such a determination, the County may seek the opinion of a third party at its sole discretion before the County decides. Items estimated to cost more than \$5,000 to replace or rehabilitate will be reassessed as part of the facility assessment to determine remaining useful life (RUL) and will be used as the baseline in determining cost responsibility for categories (2) and (3). While the Contractor's input and cost estimates/recommendations from qualified individuals/vendors will be sought and/or considered in all cases involving a judgment call, it will be ultimately be the County's sole decision as to whether a component or system will be repaired, rehabilitated, or replaced and the Contractor will be bound by such decision.

12.31 END OF ESTIMATED OR REMAINING USEFUL LIFE

- 12.31.1 Note that the fact that a component or system has reached or exceeded its estimated useful life (EUL) or RUL does not, in-and-of-itself constitute need for replacement. Consequently, the Contractor will not expect the County to replace a component or system solely because it has reached or exceeded its RUL or EUL, neither will the County expect the Contractor to do so. Any and all requests for replacement of components or systems by the Contractor will have a certified vendor assessment paid for by the Contractor. The County will partake in all such assessments and the Contractor will provide notification of such arrangement in advance. Please refer to FTA's guideline.

Task II Revenue Service Delivery

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13. APPENDIX D-12: SAFETY AND SECURITY

- 13.1 Safety is the most important element of a successful transit operation. It is applicable to every facet of the operation from delivery of service to the public, to transit passengers, to employees of the contractor, to revenue and non-revenue vehicles, to support equipment and to the operating facilities.
- 13.2 The Contractor shall be responsible for compliance with all applicable Federal, State and local laws, ordinances, and regulations during the performance of this work. The Contractor shall proactively promote safety and a safe working environment as part of the culture of its organization and in all aspects of Fairfax Connector service delivery. The Contractor will coordinate the general requirements and specific work activities of these requirements with the designated Fairfax County staff who will oversee, administer and monitor the Contractor's safety program, activities and performance.
- 13.3 The Contractor shall indemnify the County for fines, penalties, and corrective measures that result from the acts of commission or omission of the Contractor, its subcontractors (if any), agents, employees, and assigns and their failure to comply with all federal, state or local safety rules and regulations.
- 13.4 The Contractor shall conduct not less than twice a year, a Department of Motor Vehicles record check using a national search capability for all employees who operate County vehicles for any purpose. The findings of each record check shall be forwarded to the County within fifteen (15) calendar days of its receipt by the Contractor.
- 13.5 The Contractor shall include as part of the Fairfax Connector standard operating procedures, standard safety procedures to be followed by all departments with specific safety requirements outlined. The contractor shall include in the technical response, a summary of the standard safety procedures currently implemented within their organization and applicable to this RFP.
- 13.6 The Contractor will work cooperatively with the County in the development of a Continuity of Operations, Facility Evacuation and Facility Security Plans and updates during the terms of this agreement. These will include:
- Continuity of Operations Plan (COOP)
 - Agency Safety Plan (formerly System Safety Program Plan)
 - System Security and Emergency Preparedness Plan
 - Fire, Earthquake, Bomb Threat, Tornado and other emergency and evacuation plans
 - "Active Threat" Plan (to include active shooter incidents)
 - Pandemic Response Plan
- 13.6.2 The Contractor shall enforce the use of any and all personal protective equipment needed to complete the tasks required by this contract and as required by OSHA standards.
- 13.6.3 The Contractor will monitor on a daily basis, DriveCam (or similar product) recordings to assure safe driving behavior of all Contractor staff.
- 13.6.4 Contractor shall inform its employees of emergency procedures to be adhered to in case of a fire, medical emergency, or any other life-threatening catastrophes.
- 13.6.5 Accident and Incident Reports – The Contractor shall be required to notify the County regarding any and all disruptions in provision of service including vehicle breakdowns,

detours, accidents, extraordinary traffic delays, missed trips, etc. All disruptions will be documented and reported on a Clever Incident Report in accordance with the BOCC standards.

- 13.6.6 This requirement shall also extend to all bus operating and maintenance facilities including, but not limited to, operating garages, park-n-ride facilities, transit stations, Metrorail and VRE stations and facilities.
- 13.6.7 If an accident or incident listed below occurs, an authorized representative of the County shall be notified by voice-to-voice contact immediately (regardless of the hour of the day using the adopted notification/phone “tree”) as follows:
- Accident
 - Fatality
 - Operator assault (including verbal)
 - Theft or robbery
 - Vandalism
 - Significant property damage
 - Bodily injury to person
 - Pedestrian contact with bus
 - Passenger fighting
 - Passenger assault with weapon of any kind - on bus or bus stop
 - Passenger is struck after de-boarding the bus
 - Weapon on bus
 - Bus Bridge
 - Bus Fire
 - Fuel leak greater than 5 gallons
 - Garage Evacuation
 - Bomb Threat
 - Suspicious package
 - Media on scene or media inquiry, etc.
- 13.6.8 For all accidents or incidents of the types listed below, the Contractor shall provide written notification via a Loss Notice to an authorized County representative within 24 hours of its occurrence. See Sample Loss Notice:
- Collisions between a Fairfax Connector vehicle and another vehicle, person, or object;
 - Passenger accidents, including falls with injuries, while passengers are entering, occupying or exiting the vehicle.
- 13.6.9 Any incidents which meet and/or exceeds the reporting thresholds of the National Transit Database Safety and Security reporting requirements (See <https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/ntd/69096/2018-safety-and-security-policy-manual.pdf>) to access required forms and reporting criteria:
- Disturbances, sickness (that requires medical attention) or results in death.
 - Vandalism to the vehicle while in service which results in injury.
 - Property damage which may impact service delivery or results in personal injury.
 - Assaults (verbal and physical).
- 13.6.10 The Contractor shall perform job site safety inspections monthly. A report of Contractor’s findings and observations, as well as corrective measures taken, where required, shall be prepared and made available to Fairfax County upon request (include AED’s).

- 13.7 The Contractor shall provide and maintain on the job site, at all times, a completely stocked first aid kit which contains adequate and appropriate emergency medical supplies.
- 13.8 The Contractor shall maintain at all times both on site at each operations facility and on board each revenue and non-revenue vehicle the following safety equipment which will be in working order:
- Fire extinguishers.
 - Flashlights.
 - Safety cones/triangles.
 - Chocks (vehicle tire blocks).
 - Safety gloves.
 - Work gloves.
 - Seat belt cutter.
 - Body fluid kits.
 - Accident Investigation kits (support vehicles only).
 - Driver accident packs and witness cards.
- 13.8.2 The Contractor will provide, for FCDOT approval, written rules and procedures for the assessment of preventable and non-preventable accidents as part of Task I activities and requirements.
- 13.8.3 All Contractor staff shall wear appropriate safety vests at work sites in accordance with policies and regulations.
- 13.8.4 Contractor shall hold monthly safety meetings of approximately two (2) hours each to emphasize safe vehicle operations and accident prevention. Any bus operations and maintenance employee (bus operators, mechanics, technicians, supervisors, safety/training personnel) who fails to attend at least 9 safety meetings within a calendar year will not be permitted to operate County-owned vehicle and equipment.
- 13.8.5 Waivers for individuals subject to the above requirement will be considered on a case-by-case basis for extensive work absences for time out-of-country, medical and sick leave, and Federal Medical Leave Act cases. This must be coordinated through the County's designated staff.
- 13.8.6 The Contractor will make reasonable efforts to conduct safety meetings during off-hours and weekends to accommodate as many operations employees as possible.
- 13.9 The Safety Manager shall submit to the County's designated staff copies of:
- The safety meeting schedule for the upcoming month (to be submitted on the 1st business day of the month).
 - All safety meeting agendas with the monthly report.
 - All safety meeting minutes with the monthly report.
 - The attendance roster with the monthly report.
 - The monthly report of all training, safety, incidents (including a detailed listing of each incident), accidents (preventable and non-preventable), ride checks, training classes, blitzes and yard checks, and staffing levels for each division.
 - The report is due no later than the 15th day of the following month.
 - The Safety Manager shall submit reports to the County's designated staff.
- 13.10 **Security Requirements**
- Security is an important element of the Fairfax Connector; and, like other elements, it is applicable to every facet of the operation from delivery of

service, to transit passengers, to employees of the contractor, and to operating facilities.

- The Contractor shall be responsible for training, monitoring, reporting and assisting the County with providing a secure transit operating system for passengers, Contractor employees and at all operating facilities.
- The Contractor's compliance with this Security Section has parallel compliance requirements in the Special Provisions, related to incidents. Incidents shall be defined and classified by FCDOT and the requirements thereof are applicable to this section and shall be conducted as such.
- Security also includes Emergency Preparedness and the application of the County's Emergency Support Function One (ESF-1).
- The Contractor shall be in compliance with all applicable Federal, State, Regional and local laws, ordinances, and regulations during the performance of this work. The Contractor will coordinate the general requirements and specific work activities of these requirements with FCDOT staff who will oversee, administer and monitor the Contractor's program, activities and performance.
- The Contractor shall work with the County to develop a system wide Security Plan in accordance with any federal, state, regional and/or local laws, ordinances, and regulations during the performance of this work.
- The Contractor will work closely with the County Police Department, other law enforcement agencies, including the Washington Metropolitan Area Transit Authority's Metro Police, the County's security contractor, and the Department of Transportation in regards to security issues.
- The Contractor will develop, maintain and report on security related incidents in the same manner as accidents and incidents are to be reported and documented.
- Implement enhanced supervisory coverage and security procedures during periods of declared National, State, Regional and/or local emergencies. The Contractor shall perform the following specific security requirements on a daily basis at the frequencies provided below and denote any exceptions immediately to the designated County personnel:
 - Provide security checks of all operational facilities including on vehicles during each operating day.
 - Provide security checks twice a day for all Connector Stores to ensure that they are locked and secured.
 - Operate the Herndon-Monroe passenger elevator and any subsequent passenger related equipment such as elevator and escalators in County owned, leased and maintained facilities at least three (3) times per operating day prior to the morning peak period service commencing, prior to the PM peak period service commencing and at the end of the PM peak period as may be required.
- Open and close (locks) at the Tysons-Westpark and Reston Town Center (RTC) Connector Stores prior to the start and end of the operating day.

- Coordinate with the County's Security Service Contractor at Reston-Wiehle and other current and future County transit and operating facilities.
- Should during the term of this contract, new Federal, State, Regional and local security requirements change, the County and the Contractor will mutually develop an appropriate course of action to address them and become compliant with them.
- The Contractor may be required to acquire independent third party Security Services during the term of this contract. Should such a development occur, the County and the Contractor will negotiate an amendment to this Contract.

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14. APPENDIX D-13: DRUG AND ALCOHOL TESTING PROGRAM

- 14.1 The Contractor shall establish and implement a drug and alcohol program that conforms to 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs," which prescribes specimen collection and testing methods to be followed under the testing programs for all modal administrations. The drug testing program shall meet the requirement for FTA's rule, 49 CFR Part 655.
- 14.2 The Contractor, including any and all sub-contractors and consultants, shall agree to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and permit any authorized representative of the United States Department of Transportation or its operating administrations; the Commonwealth of Virginia or its operating administrations; or, Fairfax County, Virginia or its operating administrations, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655, 49 CFR Part 40, and 49 CFR Part 29 and review the testing process.
- 14.2.1 The Contractor, including any and all sub-contractors and consultants, drug and alcohol policy must include zero tolerance for positive results. Employees with a confirmed positive drug or alcohol test may not be used to perform work under this contract.
- 14.2.2 The Contractor, including any and all sub-contractors, further agrees to submit for review and approval, prior to beginning operations under this contract, a copy of its Policy Statement developed to implement its drug and alcohol testing program.
- 14.3 Offerors will provide in detail its procedures related to their proposed drug and alcohol program. Any vague or non-specific responses shall be considered to be non-conformance.
- 14.4 The Contractor shall be responsible for meeting all applicable requirements and following procedures of 49 CFR Part 40 and Part 655.
- 14.4.1 The Contractor's policy must be written to apply to all employees who perform safety-sensitive functions. The Contractor's sub-contractors, who perform vehicle maintenance duties must be subject to the Drug and Alcohol program requirements.
- 14.4.2 The policy must also apply to applicants being hired to perform safety sensitive functions, and existing employees being transferred to positions that will perform safety-sensitive functions. This requirement also applies to any contract employee or independent contractor that performs safety-sensitive service on the transit system's behalf, or uses any public transit vehicles.
- 14.4.3 The Contractor may adopt other testing requirements under their own local authority. However, these requirements must be specifically identified as such in the drug-and alcohol-testing program and policy.
- 14.5 **A Safety-Sensitive Functions**
- 14.5.1 **A safety sensitive position or function** is defined as any duty related to operating, maintaining, or controlling the movement of any transit revenue or vehicle which assists the transit revenue function (even if not in revenue service,) or operating any equipment for which a commercial driver license (CDL) is required.
- 14.6 Supervisors, and any other person authorized by the employer to make reasonable suspicion determinations, are required to receive at least 60 minutes of training on the physical, behavioral,

and performance indicators of probable drug use, and at least 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol use.

- 14.7 The Contractor will ensure that all employees undergo a minimum of 60 minutes of training on the signs and symptoms of prohibited drug use including the effects and consequences of drug use on personal health, safety, and the work environment. In addition, the Contractor is required to display and distribute to every covered employee, informational material and full policy and procedures documents related to the Contractor's drug and alcohol program. Annual refresher training may also be required.

14.8 POST-ACCIDENT TESTING REQUIREMENTS

- 14.8.1 A post-accident test must be performed by the Contractor when there is an occurrence associated with the operation of a transit vehicle, if as a result:

- A fatality or death (must test); or
- An individual suffers bodily injury and immediately receives medical attention away from the scene of the accident; or
- A vehicle (including non-transit vehicle) incurs disabling damage as the result of the occurrence and a vehicle is transported away from the scene by a tow truck or other vehicle; or
- The mass transit vehicle is removed from operation.

- 14.8.2 The Contractor shall follow applicable local, state and federal laws and regulations under which an employee's performance can be completely discounted as a contributing factor to the accident.

14.9 USE OF THE CUSTODY AND CONTROL FORM (CCF) AND THE ALCOHOL TESTING FORM (AATF)

- 14.9.1 It is the Contractor's responsibility to ensure that the collection sites, conducting FTA compliance testing on their behalf, are using the most current Federal Drug Testing Custody and Control Form (CCF) and the Alcohol Testing Form (ATF).

14.10 ACCESS TO RECORDS

- 14.10.1 In order for the County to carry out its responsibility for overseeing compliance, the Contractor shall permit access to FCDOT to all facilities utilized and records compiled in complying with the requirements of 49 CFR Parts 40 and 655. They must also disclose information regarding drug and alcohol testing to the National Transportation Safety Board (NTSB) when requested in relation to any accident under investigation by the NTSB.

- 14.10.2 Records shall be made available to a subsequent employer or the County upon receipt of a written request from a covered employee.

14.11 ANNUAL DRUG AND ALCOHOL MIS REPORTS

- 14.11.1 The Contractor, including any and all sub-contractors and consultants, agree further to certify annually its compliance with Part 655 before March 1st and to submit the Management Information System (MIS) reports annually before March 15th to Fairfax County.

14.12 CERTIFYING COMPLIANCE

- 14.12.1 To certify compliance, Contractor, including any and all sub-contractors, shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

- 14.12.2 The Contractor, including any and all sub-contractors and consultants, will consult with Fairfax County on the selection of a certified laboratory, substance abuse professional, and Medical Review Officer, or the use of a consortium.

Contract Management

15. APPENDIX E-1: KEY STAFFING REQUIREMENTS

15.1 Contractor shall provide the necessary management and supervisory personnel whose expertise will ensure efficient operation of fixed route bus services. The County recognizes that a high-quality operation begins with key personnel. Key personnel are defined as:

- General Manager
- Director of Maintenance
- Assistant Director of Maintenance
- Manager of Safety and Training
- Division Managers
- Operations Managers
- Quality Assurance Manager
- Division Maintenance Manager
- Customer Service Managers, and
- BOCC Supervisors.

15.2 General Manager

The General Manager, will be the person in charge of all management and day-to-day operations of the Contractor; perform labor relations activities, including meeting with employee and union representatives to resolve disputes and grievances; monitor performance, identifying needs and opportunities, to ensure service meets the highest standards of safety, customer satisfaction, efficiency, etc. S/he will provide multidisciplinary and cross functional leadership to teams and individuals in driving and accomplishing missions and objectives of the Fairfax Connector bus system. The incumbent shall maintain consistent communications with the County through the Chief of Transit Services Division or a designated project contact person. S/he will be the point of contact with the County on all contract requirements.

The General Manager must have a minimum of ten years supervisory experience in public transportation in the areas of transit operations and maintenance or in a related industry (at least ten years of experience in fixed route service, commuter and paratransit environments.) 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 FCDOT. The General Manager will demonstrate, by decision and action, competency in all aspects of the Fairfax Connector bus system. Will establish and ensure attainment of long term strategies, goals and objectives of each organizational component for each division. The General Manager must have the ability to work as part of a strategic management team, to operate independently, to develop and maintain relationships with employees, co-workers, and other external stakeholders.

Have a bachelor's degree is required (MBA or advanced degree preferred), including experience with leading and managing similar transit operations. The General Manager must be knowledgeable about all Federal, State and local transit rules, regulations and compliance. The General Manager will function as line supervisor of all project staff.

The office of the General Manager will be at the West Ox Operations and Maintenance Facility. Any replacement of the General Manager without prior approval from the FCDOT will result in a penalty. See Appendix E-2: Performance Standards for details.

15.3 Director of Maintenance

The Contractor shall assign an onsite, full-time employee to act as its Director of Maintenance for the Fairfax Connector. 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. An interview of the proposed candidate will be required by the County. Replacement of the Director of Maintenance without prior approval from the County will result in a penalty of \$25,000.

The Director of Maintenance must have a minimum of ten (10) years journey- level heavy mechanic experience and a minimum of five (5) years' experience in maintenance supervision of twenty or more mechanics. The Director of Maintenance must be legally licensed to operate a bus in the Commonwealth of Virginia with a valid Commercial Driver's License (CDL) and any other licenses or certificates required by applicable federal, state, or local regulations. In addition, formal training and expertise with electric or hybrid propulsion systems is required.

The County prefers a maintenance professional with a demonstrated ability to work in a cross-functional and operations environment, to lead by influence and earn trust at all levels. Director of Maintenance is required to have Automotive Service Excellence Certificates (ASE) Master Technician with brakes, steering / suspension endorsement/s, and/or PMI preferred, and certified as a fleet Manager. Must be proficient using the maintenance management software provided by FCDOT, including Fleet Watch, Fleet Focus, various components of the Clever Devices ITS, GFI Odyssey farebox - including hummingbird software.

15.4 Assistant Director of Maintenance

The Contractor shall designate an Assistant Director of Maintenance to maintain the Connector's fleet, equipment and facilities, maximizing useful life by ensuring proper maintenance pursuant to all OEM and FCDOT standards of safety, operation, state of good repair, and appearance. The primary responsibility of this role shall be to manage and document the ongoing development, implementation, and oversight of the Maintenance Program. This includes establishing applicable policies and procedures that equip maintenance and operational personnel with the necessary resources to resolve problems that occur. The Responsibilities the Assistant Director of Maintenance shall be accountable for, but not limited to, the following:

- Staff performance for fleet maintenance;
- Recruitment and screening for maintenance staff;
- Fleet maintenance, including Preventive Maintenance Schedules;
- Fleet and Facility Inspections;
- Clever Devices technology maintenance;
- DriveCam maintenance;
- Compliance with all local, state, and federal environmental laws; and,
- Tracking and sustaining vehicle warranties, to include recalls.

The Assistant Director of Maintenance shall be based at the Huntington Bus Operations and Maintenance Facility.

At minimum, the Assistant Director of Maintenance shall exhibit thorough knowledge of mechanical maintenance and repair methods and practices necessary to ensure safe and effective operation of the Connector's fleet and its facilities. ASE Master Technician certifications and at least five (5) years of experience in heavy duty vehicle maintenance and fleet management is required. A combination of seven (7) years of general vehicle maintenance experience is required. Formal education beyond high school is desirable and may be a substitution for a portion of the experience requirement. Experience with a hybrid or electric propulsion system, or other applicable industry experience is required.

15.5 Manager of Safety and Training

This position shall be filled by an individual with a thorough knowledge of, and professional experience with administering transit safety programs, and with knowledge of OSHA regulations, FRA, FTA and National Transportation Safety Board accident and incident investigation procedures and requirements. Shall have the ability to develop a strong training program, develop and conduct tool box sessions, shall be familiar with industrial hygiene equipment and testing as required for the protection of all personnel and the public. The responsibilities for this position include day-to-day management of the Connector's System Safety Program Plan and resulting Contractor's safety compliance plans; investigation and reporting of incidents, near misses, close calls, safety related complaints, safety critical rules violations, and other safety concerns; hazard management, risk reduction and corrective action plans; develop and ensure the effectiveness of comprehensive safety and regulatory compliance programs; perform safety audits and investigations, certify the safety of plans and programs; and other regulatory, FCDOT and Contractor safety initiatives, rules programs, orders, and processes.

The Manager of Safety and Training shall serve as safety subject matter expert on safety and provide hands-on leadership, training and mentorship to employees. S/he will also be responsible for the development, implementation and administration of the Contractor's training, security compliance plans in accordance with the FCDOT guidelines and County Safety and Security Plans. This person will ensure that all safety and training documentation and record keeping relating to any all programs are accurate. In addition, the Manager of Safety and Training shall be accountable for, but not limited to, the following:

- a. Drug and Alcohol Prevention Program
- b. Accident and incident investigation, response and reporting in compliance with NTD Safety and Security requirements
- c. Incident safety and training
- d. Training and certification for employees
- e. Disaster/Major Incident Emergency Response and Recovery Plan
- f. Incident Emergency Response and Recovery Plan.

The office of the Manager of Safety and Training shall be located at shall be at West Ox Bus Operations and Maintenance Facility. The Manager of Safety and Training shall have a minimum five (5) or more years in managing safety programs in transportation. Have received appropriate training and at least one nationally recognized certification. The Manager of Safety and Training shall have bus transit or rail transportation experience, or a combination of courses/programs or cumulative experience of similar merit and content in bus, transit or transportation. Bachelor's degree (B.A.) in Business or Engineering or an advanced degree and Safety Professional, or Law Enforcement or Industrial Security Management experience is desirable but not required.

15.6 Division Managers

The Contractor shall designate Division Managers at all three bus operations and maintenance facility, to serve as the daily liaison between local management teams and the General Manager to ensure the development and implementation of driver assignments, oversee dispatch of fixed route transit, implement a progressive discipline policy to motivate personnel, and monitor operations. The duties and responsibilities of the Division Managers shall be accountable for, but not limited to, develop and implement operational and resource allocation strategies that effectively, safely, and efficiently enhance delivery of bus services to meet the needs customers and the public; ensure a commitment to safety through effective leadership, role modeling, and implementing practices that demonstrate safety as a fundamental value and priority in all aspects of work; create division work plans that includes staffing, objectives, strategies, and key performance indicators, etc. Experience managing and overseeing similar transit projects and teams is required. Must have a strong transit background, be customer focused, detail driven, and have excellent problem solving abilities.

Previous experience developing and reporting on bus operations, safety, quality performance metrics and continual improvement program is preferred.

15.7 Operations Managers

The Operations Manager (s) shall demonstrate the knowledge, skills, and abilities necessary to observe, document, and evaluate fixed route public transit operations. This includes identifying problems that affect service, and developing and implementing effective solutions to complex operational and technical problems. The holder of this position must have the demonstrated ability to interpret and analyze data, as well as the ability to prepare and present comprehensive technical reports and briefings. Additional qualifications include the ability to use a personal computer for word processing, spreadsheet analysis, database management, presentation graphics, and relevant standard software applications. The ability to multi-task, prioritize work, and collaborate effectively under pressure is a must.

The Operations Manager shall have at least three (3) years of experience in the operations functions of a transit organization and exhibit the ability to oversee the safe and efficient operation of daily service. At a minimum, the Operations Manager shall have an associate bachelor's degree from an accredited college or university, but this may be substituted with five (5) additional years of fixed route transportation experience. Knowledge of transit specific hardware and software systems, such as; SAP, SQL server, Oracle, Trapeze, Clever Devices, Mentor, and Fare Management systems is desirable.

15.8 Quality Assurance Manager

The Contractor shall designate a well-qualified Quality Assurance Manager. This position shall be proactive in working with internal and external shareholders to establish a Quality Assurance and Performance Management to provide systematic review and monitoring of all functional aspects of Fairfax Connector bus services in accordance with the Contractor's and FCDOT policies and procedures.

The Quality Assurance Manager shall oversee the execution of all operations, maintenance, policy and administrative procedures. S/he will help implement the Connector's quality assurance program, identify benchmarks and institute continuous improvement processes, implement objectives, strategies, initiatives, and standard operating procedures to replicate best practices and maintenance standards to meet service and operational needs. The incumbent shall be well-vested with fundamental concepts and applications of performance management, and quality management in a transit or related service environment. The Quality Assurance Manager must have solid understanding of risk management, including direct experience in performing compliance audits, administrative quality.

The Quality Assurance Manager shall strive at all times to establish and nurture a strong culture of performance, which will maximize productivity and, at the same time, maximize customer service. In addition, the Quality Assurance Manager shall monitor and support the technical, operational, maintenance and administrative managerial functions; develop and manage Key Performance Indicator (KPI) reporting programs and produces ad hoc reports for senior management. Must also be able to organize and conduct activities related to review and monitoring of bus safety and maintenance services to assure safe, cost-effective, operating performance. It is expected that the Quality Assurance Manager will meet with FCDOT staff at least once every two weeks on all matters associated with the contractor's responsibilities for this Contract.

As a minimum, the Quality Assurance Manager must have at least five years of management experience on large contracts of a highly technical nature. A bachelor's degree in business administration, information technology, public policy, statistics, transportation planning, or a related field from an accredited college or university is required, but may be substituted with five years of public transit experience (an MBA or advanced degree is preferred.) The individual also must also demonstrate a high level of customer service commitment, in-depth knowledge and practical skills in applying Lean, Agile or Six Sigma methodologies,

knowledge of systems mapping, spreadsheet analysis, quality data analysis, presentation graphics, and general SQL query writing.

15.9 Division Maintenance Manager

The Contractor shall assign an onsite, full-time employee to act as its Division Maintenance Manager for each facility. This position shall be responsible for the daily oversight of the Contractor's Division's maintenance personnel. The Contractor shall not replace the Division Maintenance Manager without prior written approval from the County. An interview of the proposed candidate will be required by the County. Replacement of the Division Maintenance Manager without prior approval from the County will result in a penalty of \$1,000 per day. See Appendix E-2: Performance Standards.

The Division Maintenance Manager must have a minimum of five years journey- level mechanic experience and a minimum of three years' experience in maintenance supervision of ten or more mechanics. The Maintenance Manager must be legally licensed to operate a bus in the Virginia with a valid CDL and any other licenses or certificates required by applicable federal, state, or local regulations.

15.10 Customer Service Managers

The Customer Service Managers shall be responsible for oversight of the Contractor's customer service and public outreach efforts, including the supervision of bus operator's and street supervisor's Customer Service responsibilities, and investigating complaints. In addition, the Customer Service Manager role shall primarily involves communicating with customers either via phone, email or face-to-face in relation to a product or service. Directly or through subordinates, coordinate alternate transportation in the event of service disruption, inclement weather, accident or other circumstances requiring bus substitution for WMATA Metrorail service. These positions will be in frequent contact with, and coordinate activities with FCDOT staff.

At minimum, the Customer Service Managers shall have at least five years previous experience in customer service in the passenger transportation industry. Must demonstrate and must always act in a professional manner, using language that aligns with that of the County. Must be able to use various computer software (including Microsoft Word, Excel, and Outlook and transit specific applications) to provide information, research and validate operational service issues, compose emails letters and reports, and work appropriate internal departments to provide on-time responses to inquiries – either in person and by telephone.

15.11 Other Administrative and Support Position

- 15.11.1 The Contractor shall be the employer of record and fact of all additional staff employed. County shall have no contractual relationship with the Contractor Employees. County reserves the right to audit staff's qualification files either by County staff or a third-party contractor to ensure compliance with the listed requirements.
- 15.11.2 The Contractor will provide and retain a complement of support and administrative managerial personnel necessary to allow Key Personnel to effectively manage the Contract in a forward thinking, hands-on, and proactive manner and to respond to problems that arise in a timely, thorough way.
- 15.11.3 The County recognizes these roles can be combined and delegated in a number of ways. At the same time, the County recognizes that having dedicated personnel in each role is important to achieving high quality results and consistency. As such, the Contractor must provide prior written approval for a lesser time dedication for all managerial positions. If the County approves a variance to the time dedication level of any support and administrative managerial staff or a consolidation of any these positions, the County reserves the right to reverse or modify any such approval at any time.

- 15.11.4 These positions shall include and cover the scope of, but are not limited, to the following positions:
- a. Dispatcher
 - b. Human Resources Manager
 - c. ITS Manager
 - d. Facility Site Manager
 - e. Planner/Scheduler
 - f. Clerk
- 15.11.5 The Contractor will develop and implement a program to ensure that all on-site managers become intimately familiar with Fairfax Connector bus services, policies, and procedures so that clear, consistent, and comprehensive training and management is provided. Such training is critical both at the outset of the Contract and throughout the Contractor's tenure.
- 15.11.6 These positions shall be 100% dedicated to the Fairfax Connector. The County reserves the right of prior approval of all key personnel. All the Contractor's key personnel shall be assigned a minimum of forty (40) hours per week to this Contract without exceptions. The offices of all Contractor personnel assigned to this Contract will be physically located at any of the assigned three bus operations and maintenance facility.

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16. APPENDIX E-2: PERFORMANCE STANDARDS

- 16.1 The Contractor's performance shall be evaluated by the County on a regular basis using the performance criteria and monitoring methods set forth in the "Performance Requirements Summary (PRS) Chart" below as well as other items of contract conformance as defined by the RFP. Monthly documentation submitted by the Contractor shall also be a part of this evaluation. Liquidated damages (LDs) or penalties shall be assessed for any performance period (typically quarterly), when it is determined that Contractor has not met the performance criteria of this Agreement.
- 16.2 In the case of liquidated damages or penalties, the Contractor will be given an opportunity to demonstrate that the failure could not reasonably have been prevented. If the County determines that the failure was non-preventable, the penalty will be waived.
- 16.3 The County's decision to waive the assessment of any liquidated damages or penalties will in no way affect the County's right to assess liquidated damages or penalties for a similar or identical failure in the future and will in no way affect the Contractor's obligation to meet the associated performance standard.
- 16.4 Continued nonperformance by the Contractor and/or serious violations of service and performance standards may result in assessments of liquidated damages or penalties up to and including termination of the contract.

Table E-2-1: Performance Requirements Summary Chart

Item	Measure	Minimum Standards	Deductions
1.	Safety: All Bus Collisions per Hundred Thousand (100,000) Miles	<2.0 Bus collisions per hundred thousand (100,000) miles	See Section 29 Insurance
2.	Safety: Customer Injuries	Zero (0) customer injuries requiring immediate medical attention away from the scene	See Section 29 Insurance
3.	Safety: Safety Systems and required Auxiliary Equipment	All vehicles in revenue service shall have auxiliary equipment in working order at all times. Any defect in safety systems (e.g. in accordance with the audit form).	\$500 per occurrence of noncompliance
4.	Customer Service: On-Time Performance	85%	Failure to meet the standards may result in a deduction from the monthly invoice for causes related to the Contractors performance. Penalties for excessive failure to meet on time performance will not exceed (\$1000 per route per month). See Special Provisions, Appendix D 1: Operational Parameters, and Appendix D-2: Revenue Service Delivery.
5.	Customer Service: Vehicle Appearance	All revenue and non-revenue vehicles entering service shall meet the uniform and appearance standard.	\$250 per occurrence of noncompliance.
6.	Customer Service:	<2.0 complaints per Ten Thousand (10,000) Passenger Trips.	Deductions may be assessed for non-goal attainment (\$5000 per month per division).

	Complaints per Ten Thousand (10,000) Passenger Trips		
7.	Maintenance: Maintenance Quality Control	Failure to meet the fleet (revenue and non-revenue) and equipment maintenance standards and program requirements in which the County or third party inspection of vehicles identifies improper and/or inappropriate maintenance of vehicles as defined by the OEM, best practices, standard procedures, or the fleet maintenance program.	\$500 per occurrence
8.	Maintenance: Maintenance Audit Inspections and State Inspections	Failure to pass the requirements of any inspection resulting in vehicles (defined as unacceptable) being removed from service as required.	\$500 per vehicle per inspection.
9.	Maintenance: Maintenance Record Keeping	Failure to meet the requirements when County or third-party inspection of records identifies incomplete, inaccurate, or outdated record keeping.	(\$500) per occurrence.
10.	Maintenance: MDBF	MDBF > 8000 Miles	(After the 8,000 goal) for purposes of this section, definition of Mean Distance Between Failures will be agreed by the parties.
11.	Maintenance: Out of Fuel	All buses must have sufficient fuel levels during revenue service.	\$500 per each occurrence where vehicle is low/out of fuel causing revenue service to be missed. Penalty shall be doubled for fueling with passengers while vehicle is in service.
12.	Contract Administration: Required Reports/Failure to Comply with SOP	100% of required reports are accurate and submitted on-time. Failure to comply with established standard operating procedures (SOP).	\$1,000 per report.
13.	Contract Administration: Failure to Provide Key Personnel or Fill Key Positions	Fill key vacancies in less than 45 days.	\$1,500 per day for General Manager position vacant over 45 days. \$1000 per day for other key positions vacant over 45 days. See Appendix E-1: Key Staffing Requirements
14.	Contract Administration: All other Staffing	Fill all staffing as defined in the Scope of Work.	Salary and benefits associated with the unfilled position (as itemized in RFP response) – over 45 days. See Appendix E-1:Key Staffing Requirements
15.	Contract Administration: Customer Relations	Respond to customer inquiries within three (3) business days and elected-official inquiries within one (1) business day.	\$100 per day may be assessed \$100 per occurrence.

		Rudeness - rude, or otherwise unprofessional, behavior on the part of contractor employees.	
16.	Contract Administration: Missed Trip	No missed revenue service for preventable reasons including lack of operators or lack of revenue vehicles or lack of application to schedule.	<p>Missed Trips (Service Reliability).</p> <p>Failure to meet the standards may result in a deduction from the monthly invoice of hundred dollars (\$100) per missed trip and non-payment for the revenue hours associated with the lost service. Missed trips outside of the control of the contractor may I not be penalized.</p>

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17. APPENDIX E-3: ACRONYMS AND ABBREVIATIONS

ADA	Americans with Disabilities Act
APC	Automatic Passenger Counters
APTA	American Public Transit Association
ASM	Active Service Management
ATF	Alcohol Testing Form
AVL	Automatic Vehicle Location
BAR	Buy America Requirement
BOCC	Bus Operations Control Center
BOS	Board of Supervisors
BRT	Bus Rapid Transit
CDL	Commercial Driver's License
CFR	Code of Federal Regulations
COOP	Continuity of Operations Planning
CTB	Commonwealth Transportation Board
DAMIS	Drug and Alcohol Management Information System
DBE	Disadvantaged Business Enterprises
DIT	Department of Information Technology
DOT	Department of Transportation
EA	Emergency Alert
EEO	Equal Employment Opportunity
EOL	End of Life
EPA	Environmental Protection Act
FASTRAN	County's Human Service Transportation System
FCDOT	Fairfax County Department of Transportation
FEMA	Federal Emergency Management Agency
FY	Federal Fiscal Year
FHWA	Federal Highway Administration
FMCSA	Federal Motor Carrier Safety Administration
FR	Federal Register
FTA	Federal Transit Administration
FY	Fiscal Year
GIS	Geographic Information Systems
HD	Heavy Duty bus
HOT	High Occupancy Toll
HOV	High Occupancy Vehicle
IR	Incident Report
ITS	Intelligent Transportation System
LD	Liquidated Damage
MDBF	Mean Distance Between Failures
MIS	Management Information System
MSDS	Material Safety Data Sheets
NTSB	National Transportation Safety Board
NTD	National Transit Database

NTI	National Transit Institute
NVTC	Northern Virginia Transportation Commission
OHSA	Occupational Safety and Health Administration
OTP	On-Time Performance
P&R	Park-and-Ride
RFP	Request for Proposal
PRS	Performance Requirement Summary (PRS) Chart
PPE	Personal Protective Equipment
PRTT	Priority Request to Talk
PTT	Push-to-Talk or Request-to-Talk
RFP	Request for Proposals
RIBS	Reston Internal Bus System (Fairfax Connector)
RSA	Route Schedule Adherence
RUL	Useful Life
SAP	Substance Abuse Professional
SGR	State of Good Repair (Program)
SMS	Safety Management System
SSI	Sensitive Security Information
SOP	Standard Operating Procedures
TAM	Transit Assets Management
TCH	Transit Control Head
TDP	Transit Development Plan
TIC	Telephone Information Center
TOD	Transit Oriented Development
TRB	Transportation Research Board
TSO	FTA's Office of Transit Safety & Oversight
VDOT	Virginia Department of Transportation
VMS	Variable Message Sign
VOSH	Virginia Occupational Safety and Health Administration (VOSH)
VRE	Virginia Railway Express
VSP	Virginia State Police
VTLP	Virginia Transit Liability Pool
WMATA	Washington Metropolitan Area Transit Authority (Metro)

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18. **APPENDIX E-4: GLOSSARY**

Accident	A crash involving a public transit vehicle that resulted in a fatality, a personal injury, or disability damage to one or more vehicles causing the vehicle to be towed. In these cases, the operator of the public transit vehicle is required to be drug and alcohol tested.
Act of God	A natural and unavoidable catastrophe that interrupts the expected course of events, such as earthquakes, floods, hurricanes, tornados, other high winds, lightning, snow and ice storms.
Articulated Buses (AB)	Vehicle type: Extra-long (54 ft. to 60 ft.) buses with two connected passenger compartments. The rear body section is connected to the main body by a joint mechanism that allows the vehicles to bend when in operation for sharp turns and curves and yet have a continuous interior. These buses have an “accordion” section in the middle that allows the bus to bend and flex (articulate). The articulated bus has more passenger capacity than standard 40-foot buses.
Active Vehicles	The vehicles available to operate in revenue service at the end of your fiscal year, including: Spares; Vehicles temporarily out of service for routine maintenance and minor repairs; and Operational vehicles.
Actual Service	Refers to the total service operated during each time period. Actual service is measured by vehicles in service, in miles and hours. Actual service excludes: missed trips; and service interruptions (e.g., strikes, emergency shutdowns).
Actual Vehicle Hours	Refers to the hours that vehicles travel while in revenue service plus deadhead hours. Actual vehicle hours include: Revenue service; Deadhead; and Layover/recovery time. The Actual vehicle hours exclude: Hours for charter service; School bus service; Operator training; and Vehicle
ADA (Americans With Disabilities Act)	Refers to Federal civil rights legislation passed in 1990 that requires public transportation services to be accessible to, and usable by, persons with disabilities. In compliance, AC Transit operates a bus fleet equipped with passenger lifts and wheelchair tie-downs, and also operates parallel paratransit service for those who cannot use the fixed-route bus system.
Alcohol	The intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols contained in any beverage, mixture, mouthwash, candy, food, or medication.
Alcohol Test Form (ATF)	A standard form to be used to report results from alcohol tests required by the US DOT.
Assault	Refers to any unlawful attack by one person upon another.
Apprenticeship Training Program	Refers to a program to improve the skills of all Fairfax Connector employees, including bus operators, supervisors, mechanics and frontline managers.

Automatic Fare Collection	The controls and equipment that automatically admit passengers on insertion of the correct fare in an acceptable form.
Automatic Passenger Counter (APC)	An automated means of counting boarding and alighting passengers (e.g., treadle mats or infrared beams placed by the door).
Automatic Vehicle Location (AVL)	Position determination via an automatic technology or combination of technologies, such as Global Positioning System (triangulation of satellite signals), Signposts (beacons at known locations transmit signals picked up by vehicle), Ground-Based Radio (triangulation of radio tower signals), or Dead-Reckoning (vehicle's odometer and compass used to measure new position from previous known position), and typically includes real-time reporting of that location to a dispatcher.
Base service	Refers to the number of buses that remain in service on a line for the entire day. This does not include buses that only operate during school and commute hour service. Base service is determined by the frequency of buses that must run from the beginning to the end of a line to adequately service riders during off-peak periods (mid-day and evenings).
Block	Refers to a vehicle schedule, the daily assignment for an individual bus. One or more runs can work a block. A driver schedule is known as a "run."
Block number	Refers to the actual number (also known as the schedule number) that is displayed in the windshield by the front door on every bus in service. On Headway Sheets, the same block number identifies all scheduled trips operated daily by a single bus, and enables supervisors and the automated CleverCAD dispatching system to correctly identify each bus in service according to its corresponding schedule.
Blocking trips	Refers to how bus schedule work is put together to represent one trip. Creating a schedule operated by one bus must meet the union contract for layovers, and the planned requirements of the proposed schedule.
BRT (Bus Rapid Transit)	Bus Rapid Transit (BRT) systems provide high quality bus service on busy urban corridors. The concept seeks to achieve a high-quality transit service like light rail but at a lower cost using buses. BRT vehicles are generally low-floor, high capacity, low-emission buses, with exclusive rights-of-way, rapid fare collection, and infrastructure development.
Bus Stop	Refers to a pre-defined location for passengers to board and/or alight the transit vehicle, typically on-street, at the curb, or in a median, sometimes with a shelter, sign, or lighting.
Buses	Refers to rubber-tired passenger vehicles powered by diesel, gasoline, battery or alternative fuel engines contained within the vehicle. Vehicles in this category do not include articulated, double-decked, or school buses. Includes cutaway/body-on-chassis vehicles for urban reporting.
Capital Asset	Refers to capital assets which include land, improvements to land, easements, buildings, building improvements, vehicles, machinery, equipment, works of art and historical treasures, infrastructure, and all other tangible or intangible assets that have useful lives over one year.

CAFR (Comprehensive Annual Financial Report)	Refers to a report containing financial statements and statistical data that provides full disclosure of all material financial operations of Fairfax Connector in conformity with generally accepted accounting principles.
CDL	A CDL or “Commercial Driver License”, is a license which allows its holder to drive a commercial motor vehicle (CMV.) A CMV is a motor vehicle used in commerce to transport passengers or property with a gross vehicle weight rating of 26,001 pounds or more, or a gross combination weight of 26,001 pounds or more, including a towed unit with a gross weight rating of 10,001 pounds or more. Refers to eight hours of required yearly classroom and/or behind-the-wheel training conducted by Contractor that enables bus drivers to renew their licenses. To drive a bus, operators must obtain and document a minimum of eight hours of training per year.
BOCC Bus Operations Control Center	Refers to the Bus Operations Control Center located at the West Ox Division where Central Controllers facilitate telephone communications between bus operators, operations supervisors, division dispatchers, maintenance department, division management, communication and farebox technicians, security, emergency and County Police Departments.
Charter Service	Refers to a service provided by the Contractor not classified as regular route, on a regular schedule and is not available to the general public.
Charter Service Hours	Refers to the total hours operated by revenue vehicles while in charter service. Charter service hours include: Hours operated while carrying passengers for hire, and associated deadhead hours.
Charter Service Revenues	Refers to the revenue earned from operating vehicles under charter contracts.
Certification (See Drug and Alcohol Testing)	A recipient written statement, authorized by the organization’s governing board or other authorizing official that the recipient has complied with the provisions of 49 CFR Parts 40 and 655.
Collision	Refers to a vehicle/vessel accident in which there is an impact of a transit vehicle/vessel with: another transit vehicle; a non-transit vehicle; a fixed object; a person(s) (suicide/attempted suicide included); an animal; a rail vehicle; a vessel; and a dock.
Communication Systems	Refers the systems used for exchanging information including two-way radio systems for communications between controllers, dispatchers and vehicle operators, automatic vehicle locator systems, automated dispatching systems, vehicle guidance systems, telephones, facsimile machines and public-address systems.
Compliance	Correctly implementing Fairfax county policies, state and federal requirements.
CSP (Comprehensive Service Plan)	Refers to a detailed plan to restructure the existing route network into a multi-destination, multipurpose route network with the goal to increase per capita transit ridership.

Computer Aided Dispatch Software (CleverCAD)	Software used in demand-response transportation to make reservations for clients, schedule trips on vehicles, provide drivers with lists of riders, and compile and complete billing and performance reports. CleverCAD enhances bus operation by improving communication options (audio and text), and allows dispatchers to actually see where a bus is located on a computer map display.
Condition Assessment	Refers to a scale used to determine the physical state of capital assets. Conditions levels include Excellent (5), Good (4), Adequate (3), Marginal (2), and Poor (1), with assets being considered in good repair with a score of 3 or greater.
Community Hours	Refers to the receipt of services (not cash) from the Contractor or another entity where such services benefit transit operations by the Fairfax Connector and the transit agency is under no obligation to pay for the services.
Contractor	Refers to a nonpublic entity that provides public transportation services. For-profit entities exist primarily to generate a profit, (i.e. a surplus of revenues over expenditures).
County	Refers to a form local government of public administration which, in a majority of contexts, exists as the lowest tier of administration within a given state.
Contingency Fleet	FTA recognize two types of vehicles – active and contingency. Revenue rolling stock stockpiled in a contingency fleet in preparation for emergencies must have met their minimum normal service life requirements and must be stored, maintained, and documented in a contingency fleet plan. These vehicles are not included in the calculation of spare ratio. Any rolling stock not supported by a contingency fleet plan will be considered part of the active fleet.
Covered Employee:	An employee who performs a safety sensitive function, including an applicant or transferee who will be hired to perform a safety sensitive function.
DBE Goals	A numerically expressed objective based upon a DBE availability analysis that recipients or their contractors are required to make good faith efforts to achieve.
Deadhead Miles and Hours	The miles and hours that a vehicle travels when out of revenue service. Deadhead includes: leaving or returning to the garage or yard facility; changing routes; and when there is no expectation of carrying revenue passengers. However, deadhead will not include: any charter service; travel to fueling facilities; travel to maintenance facilities; operator training; maintenance training; and special events.
Deviated Fixed Route Service (See feeder service)	Refers to 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. Bus return to the route before the next bus stop.
Diesel Environmental Fluid (DEF)	Diesel Exhaust Fluid (DEF) is an emissions control liquid required by modern diesel engines. It is injected into the exhaust stream. It is a non-hazardous solution of 32.5% urea in 67.5% de-ionized water. DEF is clear and colorless and looks exactly like water. It has a slight smell of ammonia, similar to some home cleaning agents. DEF is used in by Selective Catalytic Reduction (SCR) technology to remove harmful NOx emissions from diesel engines carbons.

Dispatcher	Refers to an individual who combines bus operators, run assignments, and buses that provide transportation service to passengers. Dispatchers are based at each of the three divisions.
Disruptive Behavior	Passenger behavior that creates a safety hazard in that it distracts the operator who cannot fully attend to the safe operation of the vehicle.
Division	Refers to a garage and yard facility where buses are stored, maintained, and dispatched into service. The district has three operating divisions: West Ox Division; Herndon Division; and Huntington Division.
Direct Cost	Refers to an object class cost (e.g., labor, services, materials and supplies) that is incurred exclusively for a particular function, mode and type of service (TOS). For example, an operator whose time is spent solely in driving a bus (MB) (vehicle operations - MB/DO) or a mechanic who works only on directly operated (DO) buses (MB) (vehicle maintenance - MB/DO).
Employer	A recipient or other entity that provides mass transportation service or which performs a safety-sensitive function for such recipient or other entity. This term includes subrecipients, operators, and contractors.
Escalator Clause	A provision in a contract that stipulates that wages or prices are to be automatically increased or decreased at specific times according to a schedule that is usually related to changes in the cost of living.
Evacuation Plan	Refers to a reportable evacuation is a condition that occurs when persons depart from transit vehicles or facilities for life safety reasons, including self-evacuations for life safety reasons.
Expansion Fleet	Refers to the acquisition of revenue vehicles for expansion of transit service.
Extra board	Refers to operators who have no specific run but are used to cover unassigned runs or runs left open because of an absence of assigned operators. Unassigned or extra board work is posted at all Divisions and rotates on a daily basis.
Express bus	Refers to peak hour commuter-based bus service operating from one or more park-and-rides to a major destination. Express buses generally operate from their start point to their destination via freeways, highways or express ways.
Failure to Report	Refers to the Contractor submitting a late report, incomplete report or no report. Fairfax County will issue a written notice to the Contractor that submits a late report, incomplete report, or no report. The recipient of a Failure to Report may include administrative guidelines, directions and cure notices. The Contractor will be required to provide a written respond within 12 hours of recipe of a Failure to Report from the County.
Failure to Respond	Refers to a notice issued to FCDOT to the Contractor as a follow up to a Failure to Report. A Failure to Respond will be issued if the Contractor does not sufficiently respond to issues raised by FCDOT.
Fare Revenue Collection Equipment	Refers to any equipment used in collecting passenger fares including turnstiles, fare boxes (drop), automated fare boxes and related software, money changers and fare dispensing machines (tickets, tokens, passes).

Fare Revenues	Refers to all income received directly from passengers, paid either in cash or through pre-paid tickets, passes, etc. It includes donations from those passengers who donate money on the vehicle. It includes the reduced fares paid by passengers in a user-side subsidy arrangement.
Farebox Recovery Ratio	Refers to the ratio of passenger fares (including inter-agency agreements related to fares), to total operating costs.
Four-point Securement System	Refers to an onboard securement system for wheelchairs, three-wheel and four-wheel scooters. The system incorporates four seatbelt type straps that attach to the frame of a mobility device as a way to keep it from moving or rolling while on the bus.
Feeder Bus	A bus service that provides passengers with connections to a major transportation service.
Fixed Route	Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by features such as printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.
Frequency	Refers to the quantity of service on a route, usually described in terms of the number of buses per hour or the elapsed time between consecutive buses. The latter measure is also called the headway. The term high frequency denotes many buses per hour, or small headways.
FTE (Full-Time Equivalent)	Refers to employees of the Contractor meeting the local definition of full time hours. Normally, these persons are entitled to receive the full benefits package (e.g., sick leave, vacation, and insurance benefits). A unit that indicates the workload of a full-time employed person (or student) working 40 hours per week, or 2,080 hours per year. An FTE of 1.0 means that the person is equivalent to a full-time worker; while an FTE of 0.5 signals that the worker is only half-time.
Fixed Route Service	Refers to transit services provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed route trip serves the same origins and destinations.
Group Relief	Refers to a type of run assignment that involves a bus operator working the regular days off of another bus operator. Group Relief is created to operate a bus run on regular driver day(s) off. Group Relief schedules are created through the combined efforts of the Operations Planning, and the Schedule department.
Hazardous Material Spill	Refers to a large spill, discharge or release of any amount of hazardous material that creates an imminent danger to life, health, or the environment, and requires specialized clean up.
Head-on	Refers to a collision type where two vehicles coming from opposite directions impact each other straight on in the front; or in a T-Bone or broadside collision, where the front of a vehicle (head-on) impacts the side (Angle) of another vehicle.

Good Faith Effort	Efforts to achieve a DBE goal. Contractors must show that DBE firms were contacted, and an effort was made to use DBE firms.
Headway	Time interval between vehicles moving in the same direction on a fixed-route.
Headsign	Refers to the sign above the front windshield of a bus describing the line number or letter, its line name, and destination.
HOV (High Occupancy Vehicle)	Refers to vehicles that carry two or more persons. Transit buses are an example of High Occupancy Vehicles. Fairfax Connector buses have access to access to High Occupancy Vehicle (HOV) lanes on Route I-66. These lanes are marked with a diamond symbol and HOV signs.
IAS (Independent Auditor Statement)	Refers to Independent Auditor Statement for Financial Data. A letter signed by an independent public accountant or other independent entity (such as a state audit agency). The Contractor is required to submit an Independent Auditor Statement for Financial Data (IAS-FD) to FCDOT.
Interlining	Refers to the practice of combining two routes end-to-end. If two routes share the same frequency and have one end in common, they may be combined for either passenger convenience or because this permits a more cost-effective operation. Interlined routes usually retain their separate numbers to avoid confusion.
Inactive Vehicles	Refers to vehicles that are not readily available for revenue service. Includes vehicles that are: in storage; emergency contingency vehicles; vehicles pulled from the active fleet but awaiting sale; and vehicles out of service for an extended period of time for major repairs.
Injury	Refers to any damage or harm to persons as a result of an event that requires immediate medical attention away from the scene.
Kiss and ride	Refers to an area within a station and / or Park and Ride lot where commuters are driven by private car and dropped off to board a public transit vehicle.
Kneeling bus (Also, see Passenger lift)	Refers to a feature on all buses that lowers the floor to the curb or to near-curb level to make it easier for passengers to board, especially for seniors and persons with disabilities.
Larceny/Theft	Refers to unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another person. Attempted larcenies are excluded.
Layover / Recovery Time	The hours scheduled at the end of the trip before the departure time of the next trip. This time is scheduled to provide time for the vehicle operator to take a break (layover), and to provide time to get back on schedule before the next trip departs if the trip arrives late at the end of the route (recovery).
Layover zone	Refers to a designated stopover point at or near the end of the line for bus drivers to rest between trips.

Life Cycle Costing	Method of evaluation of alternative choices on the basis of comparative total costs for purchase and operations over the expected useful life of the asset.
Limited stop service	Refers to a route segment where designated buses stop only at transfer points or major activity centers, usually about every ½ mile. Limited stop service is usually provided on major trunk lines, in addition to local service that makes all stops.
Linked/Unlinked Trip	Refers to a trip where a rider may transfer between types of vehicles (e.g., Fairfax Connector and Metrobus), or multiple stops, such as stopping at a daycare center or store along a commute trip. An unlinked trip is a passenger trip taken on a single vehicle, such as a single bus ride.
Loop	Refers to a portion of a bus line where the driver operates a segment in one direction only. Passengers may only board on one side of the loop. Loops are sometimes required due to lack of pavement accessibility, or when no off street turn-around is available.
Loss Notice	A loss notice applies to virtually every accident or incident. VTLP is the prime customer. It's generated by the divisional safety manager and is sent out within a certain time frame with other related information, such as pictures from an accident. Sometimes, written operator or supervisor statements are included.
Major Incident	For NTD reporting, a transit-related incident involving one or more of the following: Property damage equal to or exceeding \$25,000, an evacuation due to life safety reasons, or a collision at a grade crossing.
Major Injury	For NTD reporting, a transit-related incident involving one or more of the following: a fatality, or injuries requiring immediate medical attention away from the scene for two or more persons.
National Transportation Database (NTD)	Reports presenting statistical information about the financing and operations of public transportation systems providing service in areas over 50,000 population.
One-way run time	The scheduled time it takes for the bus to run the full one-way trip from start to end. One-way run time is calculated as an average of all the one-way trips in a day. In certain instances, the direction the bus was traveling on its route made a significant difference in its run time, when that was the case the run time is given for both directions with NB signifying northbound, SB signifying southbound. Along other routes run time varies ten minutes or more depending on time of day, and in those instances run time is given as a range.
Operating Deficit	The sum of all operating costs minus operating revenues.
Operators	Refers to the personnel (other than security agents) scheduled to be aboard buses (vehicles) in revenue operations, and or individual that operations the vehicle.
Owl Service	Refers to buses that run after midnight, "All-Nighters" that provide round-the-clock services.

Paddle	Refers to a list of all trips, produced with each sign-up, which summarizes all schedules for every block on each line. Headway sheets serve as the basis of the paddle that is distributed to each driver on a daily basis for a single line.
Part Time Employees (PTE)	Refers to employees of the Contractor who work less than the local definition of full time. Normally, these persons are not provided the full benefits package (e.g., sick leave, vacation, and insurance benefits) associated with full time employment. Full time employees working part of their time in a function or mode are not considered part time employees.
Passenger	Refers to an individual on board, boarding, or alighting from a revenue transit vehicle. Excludes operators, transit employees, and contractors.
Passenger Revenue	Money, including fares, transfers, and donations received from transit passengers; also known as "farebox revenues". It should include ticket, token, and pass receipts.
Passenger Trip	One passenger making a one-way trip from origin to destination.
Passenger lift (Also, see Kneeling bus)	A mechanical device, either a lift or ramp, that allows wheelchair or scooter users, as well as other mobility-impaired passengers, to board a bus without climbing the steps. By law, passenger lifts must be capable of lifting at least 600 pounds.
Personal Security Event	Refers to a security event that occurs to individuals on transit property. Includes: assault; robbery; rape; theft; motor Vehicle Theft; larceny; homicide; and other personal security event (including attempted suicide or suicide that does not involve contact with a transit vehicle).
Peak Service	Refers to weekday a.m. and p.m. service during commute hours. Commute or peak hours are defined as time between 6 and 9 a.m. in the morning, and between 4 and 7 p.m. at night.
Pre-trip Inspection	An inspection conducted by a driver of the vehicle prior to operation, assessing functionality and condition of the vehicle. This is also known as a walk-around.
Platform hours	Refers to the total scheduled time a bus spends from pull-out to pull-in at the division. Platform hours are used as a benchmark to calculate the efficiency of service by comparing "pay to platform" hours.
Prohibited Drug	Marijuana, cocaine, opiates, amphetamines, or phencyclidine at levels above the minimum thresholds specified in 49 CFR Part 40.

Point Deviation	Refers to a method of providing transit service to all origins and destinations within a corridor, defined by a prescribed distance from a street (e.g., 3/4 mile), making scheduled stops at mandatory time points along the corridor on a predetermined schedule. This type of service (TOS) does not follow a fixed route because the path is determined based on the origins and destinations of the passengers. Passengers can use the service in three ways: by traveling between mandatory time points on the schedule; by advising the bus operator if they want to be taken to a destination that is not a scheduled time point when boarding; or if they want to be picked up at a location that is not a scheduled time point, by calling the transit system and requesting a pickup.
Protest	A formal filing the by a third party to challenge some portion of a procurement.
Public Transit System	A transit system, either urban or regional, which provides transit services to both the general public and transportation disadvantaged persons.
Pull-in	A deadhead trip from the point at which the transit vehicle ends an in-service trip to the garage.
Pull-out	Refers to the time a bus is scheduled to leave the division (bus garage).
Revenue Service	Refers to the time when a vehicle is available to the general public and there is an expectation of carrying passengers. Vehicles operated in fare free service are considered in revenue service. Revenue service includes: layover/recovery time. Revenue service excludes: deadhead, vehicle maintenance testing, and charter service or school bus service.
Revenue Vehicle	Refers to the floating and rolling stock used to provide revenue service for passengers. Revenue vehicle operation include: moving revenue vehicles along transit routes while boarding and discharging passengers; moving revenue vehicles from operating stations to route termini or between route termini (e.g., deadheading); laying over at route termini for an operator's rest period; moving operators to and from relief points, and providing non-driving assistance in passenger loading.
Rider Profile	Demographic characteristics, transit system use characteristics and relative transit dependency of current customers.
Ridership	The number of passenger boardings on a transit system within any given period.
Rides	Each time a passenger boards and rides to another location is a ride. Transfers are counted as a ride.
Route	Fixed path traversed by a transit vehicle in accordance with a predetermined schedule.
Round trip (Also known as a cycle)	Refers to one inbound, plus one outbound trip (unless a loop route), equals one round trip or cycle.

Route Deviation	Public transportation service on a fixed route (but not a fixed schedule). The vehicle may deviate from the route in response to demand for service or to take a passenger to a destination, after which it returns to its route.
Run (Also see Block)	Refers to a driver's daily work assignment. One or more runs can work a single block. Runs can also work on multiple blocks. A driver's schedule is primarily determined for each sign-up period through the run-cut process where bus schedules are integrated with driver assignments.
Run-cut	Refers to the process, normally performed four times a year, of generating daily bus driver work assignments in a cost efficient manner to meet all contract requirements negotiated between the union and district. Run-cutting software is used to generate assignments that may be reset until they fulfill the requirements of all participating parties.
Running time	Refers to the hours (miles), time allowed between any two points, such as from time point to time point, or from end-of-line to end-of -line. Running time accounts for the vehicle travels on the route in passenger service, typically from the beginning to the end of a route. It includes all travel and time from the point of the first passenger pickup to the last passenger drop-off, as long as the vehicle does not return to the dispatching point.
Run Relief Point	Refers to a list of locations where bus operators begin their respective run assignments when scheduled to relieve an operator who is already in service on a route. Each Division has specific relief locations for its routes.
Safety	Refers to component activities include: providing supervision and clerical support for a system safety program; providing safety-first and other campaigns among employees or the public for the purpose of preventing accidents and damages; and compiling and maintaining safety statistics.
Safety-Sensitive Functions	Functions considered to a transit revenue service vehicle even when the vehicle is not in revenue service; operation of non-revenue service vehicle by an employee when the operator is required to have a CDL; maintain g a revenue service vehicle or equipment used in revenue service; dispatch or control of revenue service vehicles; or carrying a firearm for security purposes.
Scheduled Service	Refers to the total service scheduled to be provided for picking up and discharging passengers. Scheduled service is computed from internal transit agency planning documents (e.g., run paddles, trip tickets, and public timetables). Scheduled service excludes special additional services.
Service Animal	Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
Service Area	The geographic region in which a transit system provides service or that a transit system is required to serve.

SmarTrip Card	Refers to a technology used by Fairfax Connector to add and deduct value from an electronically encoded card when a rider places the card on or near a programmed reader on buses and at fare gates on WMATA and other local transit systems in the Washington Metropolitan Area.
Span of service	The span of hours over which service is operated. The start time indicates the scheduled departure time of the first bus of the day from the first stop on its route and the end time indicates the scheduled arrival time of the last bus of the day at the last stop on the route. Note that many Connector routes operate during peak periods only, thus in some routes, buses are not necessarily running on that route during the entire time from start to end. It is recommended that Offerors visit the County's website for details on those routes with only peak period service.
Spare Vehicles	Refers to revenue vehicles maintained by the Contractor to: meet routine and heavy maintenance requirements; meet unexpected vehicle breakdowns or accidents; and thereby preserve scheduled service operations.
Solicitation Identifier	An abbreviated name used to identify a solicitation package that may include the transit system name, a short abbreviation of item to purchase, year, or other identifying abbreviation.
Subcontract	A secondary contract undertaking some or all of the obligations of the primary contract.
Third Party	Any person or organization to whom the federal regulations do not explicitly authorize or require the transmission of information in the course of the drug or alcohol testing process.
Title VI (Title VI of the Civil Rights Act of 1964)	Refers to the Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. FCDOT has implemented a Title VI program to ensure compliance with Title VI requirements. This program also monitors the activities of the Fairfax Connector to ensure the social and economic quality of life for all County residents, and nondiscriminatory in the provision of transit services in the County.
Tow-away	Refers to the towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle that incurred disabling damage as a result of a collision. Can be found in: S&S-40
Tripper:	A mass transit service modified to accommodate the needs of school students and personnel. Buses used for tripper service must be clearly opened to the public, follow regular route service as published, and may only stop at regular service stops.
Unlimited Passenger Trip	A one-way trip made by an individual rider in a single vehicle.

Unlinked Passenger Trip	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Useful Life	Refers to the expected lifetime of property, or the acceptable period of use in service. Useful life of revenue rolling stock begins on the date the vehicle is placed in revenue service and continues until it is removed from service.
Vehicles in Total Fleet	Refers to all revenue vehicles held at the end of the fiscal year, including those: in- service; in storage; emergency contingency; and awaiting sale or disposal. Mandates may include requirement for Contractor to provide quarterly or monthly Vehicle in Total Fleet reports.
Vehicles Operated in Annual Maximum Service (VOMS)	Refers to the number of revenue vehicles operated to meet the annual maximum service requirement. This is the revenue vehicle count during the peak season of the year; on the week and day, that maximum service is provided. Vehicles operated in maximum service (VOMS) exclude: Atypical days and One-time special events.
VMT (Vehicle Miles Traveled)	Refers to a measurement of miles traveled by vehicles within a specified region for a specified time period.
Vehicle Use Restrictions	Limiting vehicle use for ONLY revenue services, and at a particular time and place.
Waiver	Refers to a relief from a specific reporting requirement based on either a threshold value or good cause. There are seven categories of waivers: data; reporting; financial statement; planning and sampling requirements. All waivers must be in written from FCDOT Director or his/her designee.
Vehicle Hours/Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles. Miles traveled by support vehicles are not included unless the vehicle was used in revenue service.
Written Consent	Specific written consent is a statement signed by the employee that he or she agrees to the release of a particular piece of information to a particular, explicitly identified, person or organization at a particular time.