

January 11, 2016

Subject: Addendum No. 2
Request for Proposal No. 415574
McHenry County Transportation and Call Center Services

Ladies and Gentlemen:

This Addendum No. 2 is being issued to provide responses to questions submitted by potential proposers on Pace's RFP No. 415574 for McHenry County Transportation and Call Center Services and to extend the proposal due date.

This Addendum No. 2 shall replace *Attachment J-3, McHenry Facility Intangible Asset Records* with the enclosed *Attachment J-3, McHenry Facility Intangible Asset Records*, which has been changed. The new *Attachment J-3, McHenry Facility Intangible Asset Records* with the enclosed is marked ADDENDUM NO. 2 and is dated January 11, 2016 and shall be inserted in your solicitation package.

The question and answer period for this RFP is now closed. **All addenda must be acknowledged on page 5 of the Agreement Contract. Failure to acknowledge addenda may be cause for the bid to be considered non-responsive.**

Question 1: Can companies from outside the USA submit a proposal for this RFP?

Pace Response: Yes.

Question 2: Will we need to come over these for meetings?

Pace Response: Yes. The Contractor is required to meet with Pace staff at Pace facilities including the Call Center in McHenry, other Call Centers, Pace's Headquarters in Arlington Heights, and the Pace Chicago office.

Question 3: Can we perform the tasks related to this RFP from outside the USA, from India or Canada?

Pace Response: No. Services must be performed from the Pace McHenry facility as specified in Exhibit B.

Question 4: Can we submit our proposal via e-mail?

Pace Response: No.

Question 5: Exhibit B, Page 38, Fares: Please confirm if Pace or the Service Provider is responsible for emptying fareboxes and for the deposit of fares to bank?

Pace Response: Pace imputes all fares. Please refer to Exhibit A, Pace Paratransit Manual for Providers Contracting with Pace. The Service Provider is responsible for emptying fareboxes and reconciling all fares collected. The Service Provider shall retain all fares collected. The Service Provider is responsible for farebox locks to access fares deposited. Pace is responsible for the keys to mount fareboxes on Pace vehicles.

Question 6: Exhibit B, Page 38, Fares: As fares are imputed for purpose of fares deducted from the service provider invoice, does the service provider have any recourse to recover a fare

from a non-paying passenger, or will Pace allow the fare amount not paid to be reduced from the imputed amount? If passenger pays fare greater than amount they owe and requires change, knowing is change is not provided, would it ever be required of SP to provide that "change" to the passenger?

Pace Response: **Refer to Exhibit A, Pace Paratransit Manual for Private Providers Contracting Directly with Pace, Fare Collection Information, 3. Passenger Refuses to Pay a Fare (page 83).**

Question 7: Exhibit B, Page 59, G. Productivity: Will productivity calculations for service standards/requirements, and possible liquidated damages, include weekend service?

Pace Response: **Productivity calculations for service standards/requirements, and possible liquidated damages, include weekend service.**

Question 8: Regarding productivity goal per component and service area: Based on demand with a changing service area, do you anticipate future changes that would positively or adversely affect productivity? For example, Component IV, MCRide, the goal is 4.5 and our experience over the most recent six months is 3.26 to 3.68 with recent service area expansion. Component V goal is 3.5, experience is 3.78 to 3.26. Component VI, the goal is 3.0, experience is 2.56 to 2.9.

Pace Response: **Refer to Exhibit B: IMPORTANT SERVICE DESCRIPTION NOTE**

During the term of the Contract, service components described in this Contract may be restructured to accommodate the goals and service guidelines for coordinated transportation services. It is the stated goal of Pace to provide coordinated demand response type transportation in an efficient manner, which permits the service funding entities to provide the greatest amount of service for the funds available. The service Components descriptions below are intended to be descriptions of current services provided. These services may be restructured over the term of this Contract to create a more efficient service system as additional services are added.

THE ACTUAL NUMBER OF TRIPS FOR ALL COMPONENTS OF SERVICE SHALL DEPEND ON ACTUAL DEMAND AND ON PACE BUDGET. PACE RESERVES THE RIGHT TO INCREASE OR DECREASE THE NUMBER OF DAILY TRIPS STATED HEREIN.

Question 9: Exhibit B A.1. Page 12: The CCO will be responsible for "creating and optimizing vehicle / run schedules" as well as batching and adjusting run schedules to meet productivity. Will the McHenry County CCO also be required to perform these functions (e.g. all scheduling responsibilities) for the Lake County service?

Pace Response: **Refer to Exhibit B, section I. Division of Responsibilities. The CCO will coordinate these efforts with the Lake County service provider(s).**

Question 10: Exhibit B Page 16, Section 3.4 states that Pace may provide Paratransit run-cutting software. Please elaborate, is this a Trapeze software product or other software?

Pace Response: **Pace is exploring run cutting software from Trapeze and other software available to the Paratransit industry.**

Question 11: Exhibit B, Page 21 and Page 62: The voice logging/call recording system is currently provided by Pace. The RFP states that the Contractor will provide. Please confirm that the contractor will provide the telephone voice logging/call recording system.

- Pace Response:** Yes, the Contractor will provide the telephone voice logging/call recording system. Please see Exhibit B Voice Logging/Call Recording System.
- Question 12: Exhibit B, Page 22, Responsibilities for Non-Dedicated Vehicles: When implemented, what will the guidelines be for Non-Dedicated Providers regarding acceptance/rejection of trips assigned to them?
- Pace Response:** Non-Dedicated vehicles are not currently in use in McHenry or Lake Counties. The service providers with Non- Dedicated vehicles may or may not have the option to reject trips. This will be determined at the time of the procurement for services. The Bidder may recommend processes to illustrate their expertise in operating Non-Dedicated vehicles. This is will be assessed in the Technical review.
- Question 13: Exhibit B, Page 25, Section 7.2 references 24/7/365 and "during all hours of service." Which coverage is the contractor required to provide? Lake County has service beyond and outside the hours for McHenry service. Should the Call Center be open to accommodate Lake County hours?
- Pace Response:** The CCO will be open to accommodate both McHenry County and Lake County service hours.
- Question 14: Exhibit B, Page 29, Section 10: How many workstations will Pace provide to the CCO?
- Pace Response:** Pace currently provides three (3) dispatch/facilitator and ten (10) call taker computer workstations.
- Question 15: Exhibit B, Page 32, Section 12.6: Will the CCO be submitting all NTD for McHenry and Lake County services?
- Pace Response:** The CCO will be submitting all NTD reporting for McHenry County services only.
- Question 16: Exhibit B, page 55, Capacity denials: Currently some non-ADA services in Lake County reach capacity limits due to funding constraints. Will this remain the same?
- Pace Response:** Refer to Exhibit B, Section N Service Capacity. Service capacity is limited to that identified in each service component.
- Question 17: Exhibit B VI. 1. Page 55: The RFP requires the driver to sound the horn. This is not permitted in some townships. Please clarify the action to be taken by the driver and dispatcher?
- Pace Response:** Pace will address this issue on a case by case basis during the course of operations.
- Question 18: Exhibit B, Page 59, H. and Page 68 paragraph F - Unauthorized Services: How will the Service Provider determine that a location is unauthorized? All "pop-ups" and notifications occur at the time of the booking.
- Pace Response:** Refer to Exhibit B - Unauthorized Service to Ineligible Location - An unauthorized location is defined as a location outside of the service boundaries that are in effect at the time of the trip.
- The CCO is responsible for booking eligible trips. The Service Provider (SP) is responsible for transporting to locations listed on the reservation submitted for service.
- Question 19: Exhibit B, Page 63: Will the Contractor or Pace be providing the MDCs? Current vehicles are wired, will they need to be re-wired? Will new and replacement vehicles be pre- wired or need to be wired?

- Pace Response:** Refer to Exhibit B, M. Computerized Scheduling and Dispatch System and Mobile Communication, Section 2, Page 64: The Contractor shall be responsible for the following.
- Question 20: Exhibit B, Page 65, Section Q: Pace currently provides the push-to-talk communications. Will the Contractor replace these with contractor-provided two-way voice communications and dispatch consoles?
- Pace Response:** Refer to Exhibit B VII Standards and Requirements Q. Voice Communication: The Contractor shall provide 2-way voice communications between the dispatcher and driver that can be expected to ensure immediate and continual contact between the dispatcher and any vehicle in service.
- Question 21: Exhibit B Page 67-68 VIII-A, sections a and b: Please clarify. There appears to be a duplication with two different LD percentages, 0.25% or 0.50%. What distinguishes the two?
- Pace Response:** **VIII. LIQUIDATED DAMAGES FOR NON-COMPLIANCE WITH PERFORMANCE STANDARDS**
A. Productivity Liquidated Damages shall be corrected as follows:

~~a. For each one-hundredth of a point less than the required trips per revenue hour a penalty equal to one fourth of one percent (0.25%) of the Contractor's total net reimbursement for the month will be assessed.~~

b. For each one-hundredth of a point less than the required trips per revenue hour a penalty equal to one half of one percent (0.50%) of the Contractor's total net reimbursement for the month will be assessed.
- Question 22: Exhibit B, Page 105 and Exhibit G Page 1: Pace provides a fleet of both diesel and gasoline fueled vehicles. Diesel fuel is provided by Pace to the McHenry site. Will Pace provide both diesel and gasoline at the McHenry facility, or will gasoline be off-site with fuel cards used?
- Pace Response:** Yes, on-site pumps are diesel. Pace agrees to supply the fuel under this service agreement. See Exhibit B, X. Fuel Provision Policy.
- Question 23: Please provide 12-months of historical utilities expenses (water, wastewater, gas, electricity) for the Contractor at the McHenry facility.
- Pace Response:** Please see the answer to Question # 73.
- Question 24: Please confirm that Pace is responsible for structural repairs include repairs to garage doors, roof leaks, plumbing, HVAC, and parking lot repairs.
- Pace Response:** Pace is responsible for scheduling and paying for these repairs.
- Question 25: Please confirm if Pace is responsible for repairs to major equipment including fork lift, sky lift, floor sweeper, vehicle lifts.
- Pace Response:** The Contractor is responsible for the maintenance and repair of the major maintenance equipment. Pace Maintenance staff monitors the repairs and maintenance.
- Question 26: Please clarify if Pace performs quarterly and annual inspections and makes repairs to fire suppression system.

- Pace Response:** Pace is responsible for quarterly and annual inspections and repairs to the fire suppression system.
- Question 27:
Pace Response: Does Pace provide and maintain the building alarm system?
Yes.
- Question 28:
Pace Response: Is Pace or the contractor responsible for cleaning the three oil-water separators?
Pace is responsible.
- Question 29:
Pace Response: Will the NMMCC be responsible for productivity LD's if productivity requirements are not met by Lake County?
No. The Contractor (SP) providing the trip will ultimately be responsible for on-time performance and other service delivery performance criteria. The CCO will be responsible for reservations, scheduling, day-of-service customer contact, and some dispatch functions. Please see EXHIBIT B, A. COMPONENT I, SECTION 1, DIVISION OF RESPONSIBILITIES.
- Question 30:
Pace Response: Please provide the number of vaults for the Pace fleet's fareboxes under this contract.
Pace currently has eighty (80) fareboxes assigned for McHenry services.
- Question 31:
Pace Response: Will Pace or the Contractor be responsible for the cost of the PACE 800 line?
Pace is responsible for the cost of the published 800 phone numbers.
- Question 32:
Pace Response: Component VIII, Pioneer Center of McHenry subscription services: Currently there is a separate billing rate for Pioneer Center services. Does Pace prefer a separate price for this service?
Refer to Exhibit G. Follow instructions for pricing as described.
- Question 33:
Pace Response: Exhibit B, Page 21 of 110, Section 4.4 part b: Is speech recognition required at the phone prompts? "b. Speech applications should be provided touch tone (i.e. DTMF- Digital Tone Multi-Frequency) fall-back."?
The Contractor may propose speech recognition as part of their proposed telephone system. This will be assessed in the Technical review.
- Question 34:
Pace Response: Page 3, Section 11, Contract Documents: Are contractors to submit with the signed Contract Documents Exhibit A through Exhibit L in their entirety? Are Exhibit A through Exhibit L also to be submitted in their entirety with the Technical Proposal including signed and notarized original certifications and statements as applicable, or only in the contract document?
Yes. Submit only one original agreement contract along with all exhibits in their entirety. It is to be submitted separately from the Technical Proposal.
- Question 35:
Pace Response: Agreement for Contract for the Provision of Paratransit Service - Pg 3, Section 11; Exhibit J Please confirm that under the Service Provider portions of the Scope of Work for McHenry Country Transportation services that the Contractor will be provided maintenance, vehicle parking and transportation operations space at no cost at the Pace McHenry Garage.
Pace will provide the facility located at 5007 Prime Parkway McHenry, IL at no cost to the Contractor. Refer to Exhibit J for exceptions.

Question 36: Exhibit B – Pg 13, 1. Division of Responsibilities, Paragraph 4, we desire to hire as many of the current operators as possible to allow for consistency in service delivery as long as the operators meet and Pace standards. Please provide the following regarding current drivers:

- a. Hourly wages by operator
- b. Benefits
- c. Seniority
- d. Full time or part time classification
- e. Description of incentive programs offered to employees

Pace Response: **This is proprietary to the current Contractor and therefore is unavailable.**

Question 37: Exhibit B – Pg 13, 1. Division of Responsibilities, Paragraph 4: Are the current operators and staff part of a labor union? If so please provide the current operator's CBA, if one exists.

Pace Response: **This information is provided by the current Contractor and is subject to change. Currently non-union staff are employed by the current Contractor.**

Question 38: Exhibit B – Pg 13, 1. Division of Responsibilities, Paragraph 4 Please share the following information regarding the current management and support staffing of the Service Provider?

- a. Current staff by position title
- b. Full time or part time classification
- c. Current wage/salary
- d. Typical work schedule by each staff member by position title
- e. Benefits
- f. Description of incentive programs offered to employees
- g. Hire date

Pace Response: **This is proprietary to the current Contractor and therefore is unavailable.**

Question 39: Exhibit B – Page 13, 1. Division of Responsibilities, Paragraph 6; Exhibit J, Attachment J-1. In the Exhibit B states the following: "Pace will assign computer hardware..." Is the referenced hardware included in Exhibit J's Attachment J-1?

Pace Response: **An updated list of Pace assets, including computer hardware, will be provided as part of Exhibit J upon award of the contract.**

Question 40: Exhibit B – Pg 14, Paragraph 2 &3: Please provide feedback on the following regarding service provided in Lake County that is not operated by the McHenry Contractor.

- a. How are manifests distributed to the Lake County Contractor?

Pace Response: **Lake County service providers have access to the Pace scheduling and routing network. The computer hardware, software, and MDCs installed shall be used by the CCO to assist in scheduling and dispatching trips, tracking trips, tracking vehicles, and record keeping. See Exhibit B, 3.3 Trapeze Computerized Scheduling/Dispatch System.**

- b. Are the non-McHenry County provided Pace vehicles and non-Pace vehicles that are operated by other service providers outfitted with MDC/AVL?

Pace Response: **Pace provided vehicles throughout the region are equipped with MDC/AVL. See Exhibit B, M. Computerized scheduling and Dispatch System and Mobile Communication.**

Non-Pace vehicles (i.e taxi cabs) that are operated by other service providers are may not use MDC/AVL. Taxis owned and township operated vehicles which may be assigned to provide service, may not be equipped MDC/AVL equipment.

c. Please provide a detailed description of how the current manifests are created for Lake County. Does Pace envision that the CCO will optimize the trips or provide the scheduled trips to the service provider for optimization?

Pace Response: See Exhibit B, Component I: North Mobility Management Call Center Service, 1. Division of responsibilities.

d. Please provide feedback on the dispatching services provided to the service provides that are other contractors/entities.

Pace Response: This is not a question or a relative request for information.

Question 41: Exhibit B - Pg 14 Paragraph 5: Who is responsible for the on-time performance and other service delivery performance criteria for services in Lake County and for services the CCO will provide mobility management for but not directly operate?

Pace Response: The Contractor (SP) providing the trip will ultimately be responsible for on-time performance and other service delivery performance criteria. The CCO will be responsible for reservations, scheduling, day-of-service customer contact, and some dispatch functions. Service will be operated by a variety of Service Providers (SPs) under contract to Pace and coordinated by the CCO. The intent of the new service structure is to:
a) Provide a single reservations phone number for all customers in McHenry and Lake County
b) Improve productivity and efficiency by means of better scheduling, and use of lower-cost providers, such as taxicabs, for some trips
c) Improve coordination of transfers between service areas
Please see EXHIBIT B, A. COMPONENT I, SECTION 1 DIVISION OF RESPONSIBILITIES.

Question 42: Exhibit B – Pg 18, 3.7 Vehicles; Pg 22, 4.7 Other Voice Communication; Pg 61, L. Telephone Systems and Peripheral Equipment and Services; Pg 4 and 5-6 - Exhibit J Attachment J-1 Please provide feedback on the following regarding the voice communications requirements:

a. Is the radio equipment listed on page 3 (Item NO 143 & 144) and pages 5-6 (Item NO 234-282) owned by Pace?

Pace Response: The equipment listed on page 3 (Item NO 143 & 144) and pages 5-6 (Item NO 234-282) is owned by Pace. All current two way radio equipment will be removed from Pace vehicles and the asset list updated in Exhibit J upon award of the contract.

b. If owned by Pace, is the radio equipment available for use by the SP and CCO Contractor?

Pace Response: No. Under the new contract the radio equipment will not be available for use by the SP and CCO Contractor.

c. If owned by Pace, does the above referenced radio equipment include communication features that are used in Lake County and other non McHenry County provided services in which the CCO has direct two-way radio communication with the other service providers?

Pace Response: Refer to the answer to Question 42b.

d. If the SP and CCO contractor can make use of this radio equipment, are there any lease fees for the hardware or any repeater/communication fees?

Pace Response: Refer to the answer to Question 42b.

e. If the radio equipment is not available for the SP and CCO contractor, will Pace allow the use of push to talk devices for two way communications between vehicles, dispatch, and the CCO?

Pace Response: Pace will allow any two way voice communications between vehicles, dispatch and the CCO for McHenry services meeting state and local laws. The CCO will not communicate with the Lake County operators. The CCO will communicate with the Lake County SP dispatchers.

Question 43: Exhibit B – Pg 18, 4.1 Telephone System: If proposers operate multiple Call Centers for Pace services, will Pace entertain lower cost proposals featuring technology aided auto routing in the effort to gain night/weekend synergies through consolidation where feasible?

Pace Response: Telephone system shall meet the minimum requirements in Exhibit B Section 4.3 ELECTRONIC ANSWERING DEVICE/INTERGRATED AUTOMATIC CALL DISTRIBUTION SYSTEM (ACD). Any additional features and or enhancements should be clearly illustrated in the RFP response.

Question 44: Exhibit B – Pg 18, 4.1 Telephone System; Pg 2, 5, 7-8 Exhibit J Attachment J-1 Section 4.1 in Exhibit B requires that the CCO contractor provide a phone system for the CCO services. However, are the following items in Exhibit J available for the CCO contractor's use?

Pace Response: a. Exhibit J, Attachment J-1 , Pg 2 – Item NO 88
No.

Pace Response: b. Exhibit J, Attachment J-1 , Pg 5 – Item NO 220
No.

Pace Response: c. Exhibit J, Attachment J-1 , Pg 7 – Item NO 291, 297, 298 and 307
No.

Pace Response: d. Exhibit J, Attachment J-1 , Pg 8 – Item NO 339, 340, 341, 342 and 353
No.

Pace Response: No.

Question 45: Exhibit B – Page 19, a) Equipment: Please clarify if the necessary UPS system battery backup is for four or two hours.

Pace Response: The system must be fully (all components) supported by UPS system with a minimum four (4) hour battery backup.

Question 46: Exhibit B – Pg 20-21, 4.4 Electronic Answering Device/Integrated Automatic Call Distribution System (ACD), Pg 20 Paragraph 6 and Pg 21 Paragraph 1 In Exhibit B the left referenced section states that the CCO contractor shall provide call takers scripts. However, in Exhibit B on page 32 under section 13. NMMCC Standards And Performance Measures the following is included: "The call taker shall follow the reservation script provided by Pace in the Pace Paratransit Reservation Script (Exhibit B-3). Pace reserves the right to modify the script at any time." Please provide feedback on the following.

a. Is the contractor responsible for call taker scripts or should the contracted employees use Pace predefined scripts?

Pace Response: The call taker shall follow the reservation script provided by Pace in the Pace Paratransit Reservation Script (Exhibit B-3). Pace reserves the right to modify the script at any time. The CCO is responsible for providing the call takers the most current Pace approved script.

b. If the Contractor is responsible for call taker scripts, is it required that script samples be submitted with proposals?

Pace Response: Pace shall provide and or approve any call center scripts. The Contractor may provide a proposed script. This shall be assessed in the Technical review process.

Question 47: Exhibit B – Pg 22, 4.6 Telephone Company Service Requirements: Due to fears that redundancy would be lost based on both circuits residing on AT&T, would Pace allow a remote and redundant failover telecom solutions utilizing an alternative to the front line telecom provider AT&T?

Pace Response: The redundant service may be an alternate reliable service provider. Please note: Only AT&T will be accepted as the primary telephone communication provider under this contract. See Exhibit B, 4.6 Telephone Company Service Requirements.

Question 48: Exhibit B – Pg 22, 6. Responsibilities For Non-Dedicated Vehicles: Under the NDV establishment requirement, will the CCO be directly contracting with the NDV providers or will Pace?

Pace Response: No. Pace will contract directly will all service providers.

Question 49: Exhibit B – Pg 23, 7. Mobility Management Functions, Paragraph 6 indicates that the CCO is responsible for a generator in the event of power loss. However, on page 15 section 3.2 Other Equipment states, “Pace will provide a generator as a backup power supply in the event of a power outage.” Please clarify the following:

a. Is Pace providing a generator?

Pace Response: Pace will provide the generator; the CCO is responsible for implementation and maintaining it in the event of a power outage.

b. If Pace is providing a generator, what building features and yard features will have power when the generator is in operation?

Pace Response: The Pace generator shall provide power for call center computers, telephone system, building and garage lighting.

c. If the Contractor is to provide a generator, are there any specific requirements – number of total hours of backup power and/or features of the building and yard that should have power during an outage?

Pace Response: Pace will provide the generator.

Question 50: Exhibit B – Pg 28, 7. Data Reconciliation and Management, Paragraph 1: What is the current reconciliation schedule and does it currently meet Pace’s needs?

Pace Response: The CCO is responsible for reconciling all required data in the Trapeze system daily. Reconciliation reporting schedules will be determined and adjusted throughout the course of the contract.

Question 51: Exhibit B – Pg 29, 11. Personnel, Paragraph 7: Please provide the following information for the current structure of the CCO and SP’s staffing plan.

- a. Number of employees by position title
- b. Classification of each employee as full time or part time
- c. Hire dates
- d. Current Wages by each positions

e. Benefits by each position

Pace Response: **This is proprietary to the current Contractor and therefore is unavailable.**

Question 52: Exhibit B – Pg 29, 11. Personnel, Paragraph 7: Please provide the current CCO employee CBA, if one exists.

Pace Response: **This is proprietary to the current Contractor and therefore is unavailable.**

Question 53: Exhibit B – Pg 32, 12.4 Trip Request Denial Forms, Paragraph 3: Please clarify the following sentence included in the section referenced on the left, “Denial reports are to be.”

Pace Response: **Denial reports are to be submitted by the (CCO) Contractor.**

Question 54: Exhibit B – Pg 33-35, Liquidated Damages: Please provide the total amount of Liquidated Damages by each category for the last completed fiscal year and the most recent completed quarter that were assessed against the current contractor.

Pace Response: **This inquiry seeks information that is outside the scope of the bidding process.**

Question 55: Exhibit B – Pg 35-50, 15. Services Managed by the CCO. Please provide the following information regarding the Lake County services.

- a. Detailed description of the service types operated in Lake County - fixed route, dial-a-ride, ADA etc.
- b. Service days for each type of service operated
- c. Span of service for each service type operated by day of week
- d. Reservation times by day of week
- e. Eligibility requirements for each service type
- f. Eligibility process if applicable depending on service type operated

Pace Response: **Refer to Attachment # 1 to this Addendum for this information.**

Question 56: Exhibit B – Pg 35-50, 15. Services Managed by the CCO: Please provide the following service related statistics for the last completed fiscal year and year to date by each service segment including each Fixed Route, McRide Project (non-senior express) McHenry County ADA, Route 805 - Demand Response, Southeast McHenry Dial-A-Ride, Barrington Area Dial A Ride, Crystal Lake-Springhill Mall, and Pioneer Center Subscription Service :

- a. Total revenue miles
- b. Total revenue hours
- c. Total vehicle miles
- d. Total vehicle hours
- e. Total deadhead miles
- f. Total deadhead hours

Pace Response: **Refer to Attachment # 1 to this Addendum for this information.**

Question 57: Exhibit B – Pg 49-50, 15. Services Managed by the CCO: Are RTA Certification Transportation rides counted toward the McHenry County ADA program and included in that segment's service statistics? If not, please provide service statistics for the RTA Certification Transportation.

Pace Response: **RTA Certification Transportation rides are not counted toward the McHenry County ADA program. RTA Certification trips fall under another Component. See Exhibit B, Component IX.**

- Question 58: Exhibit B – Pg 35-50, 15. Services Managed by the CCO: For the reservation based services (ADA & DAR), will Pace allow the service provider to adjust the number of vehicles in use each day determined by the service demand?
- Pace Response:** **Pace will allow the service provider to adjust the number of vehicles in use each day as determined by the service demand in the most efficient way possible.**
- Question 59: Exhibit B – Pg 35-36, 15. Services Managed by the CCO: Please provide reservations hours for the McHenry County Senior Project under the McRide Project.
- Pace Response:** **Refer to Reservations hours listed in Exhibit B, 15. SERVICES MANAGED BY THE CCO, D. COMPONENT IV: MCRIDE PROJECT, 7. RESERVATIONS AND SCHEDULING.**
- Question 60: Exhibit B – Pg 37-38, 15. Services Managed by the CCO: Please confirm the service days for the McHenry County ADA service for it appears that it should complement the Fixed Route services. Fixed Routes services only operate on weekdays with no service on holidays.
- Pace Response:** **Fixed Routes services currently do not operate on Saturday, Sundays or holidays as listed in Exhibit B in McHenry County.**
- Question 61: Exhibit B – Pg 39, 15. Services Managed by the CCO: Please confirm that there are reservation hours for McHenry County ADA services on Saturday, Sundays and Holidays.
- Pace Response:** **McHenry ADA has no reservation hours on Saturdays.**
- Question 62: Exhibit B – Pg 39, 15. Services Managed by the CCO: Please confirm that the Fixed Route services do not operate on holidays and that the Sunday service days on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving day and Christmas Day is not applicable.
- Pace Response:** **Fixed Routes services currently do not operate on Saturday, Sundays or holidays listed in Exhibit B in McHenry County.**
- Question 63: Exhibit B – Pg 43-45, 15. Services Managed by the CCO: Please provide a detailed description of how customers schedule a trip on the Crystal Lake – Springhill Mall Service based on the bus being in a certain community at an approximate time. Do passengers make a reservation at the time the schedule indicates the vehicle will be in their community?
- Pace Response:** **CCO shall book trips to coordinate with the listed vehicle time points. The Contractor's experience in the use of Trapeze features to schedule and route services shall be assessed during proposal review.**
- Question 64: Exhibit B – Pg 47, 15. Services Managed by the CCO: Who is responsible for determining customer edibility for the Barrington Area Dial-A-Ride (DAR)?
- Pace Response:** **Barrington DAR passengers are registered at the time of the service request. A Client File is saved in the database. The eligibility requirements are outlined in the service agreement. See Exhibit B, Component VII: Barrington Area Dial-A-Ride Service, 4. Eligibility.**
- Question 65: Exhibit B – Pg 48-49, 15. Services Managed by the CCO: Please provide the average number of vehicles used per day on the Pioneer Center of McHenry Subscription Service.
- Pace Response:** **Three (3) vehicles are used on average for the Pioneer Center of McHenry subscription service.**

- Question 66: Exhibit B – Pg 64-65, N. Video Surveillance System: Currently, our company installs DriveCam (an event triggered device that records sudden stops, aggressive turning, or an accident plus offers the operator a button to activate recording) on all vehicles to manage unsafe driving habits and minimize accidents. This device records both video and sound 10 seconds before and after a trigger. Please advise if that type of solution will meet the requirement of a Video Surveillance System.
- Pace Response:** **Based on the information contained in your question, Pace can only refer you to EXHIBIT B, SECTION N. VIDEO SURVEILLANCE SYSTEM.**
- Question 67: Exhibit B – Pg 64-65, N. Video Surveillance System: Is the current Video Surveillance System on Pace vehicles property of Pace or the current contractor? If it the property of Pace, will Pace allow proposers to make use of the system instead of providing an additional system?
- Pace Response:** **The current Video Surveillance System on Pace vehicles is the property of the current Contractor. Contractors are required to provide the Video Surveillance System.**
- Question 68: Exhibit B – Pg 67, X. Fuel Provision Policy: Based on Exhibit J, there appears to be fueling infrastructure in place at the Pace McHenry Garage. Therefore please provide feedback on the following.
Please confirm that the on-site pumps are diesel and that all vehicles requiring unleaded fuel will be provided fuel cards by Pace.
- Pace Response:** **Refer to the answer to Question 22.**
- Question 69: Exhibit B – Pg 67-68, A. Productivity Liquidated Damage: Please provide clarification on the threshold for Productivity of when the penalty rises from .25% to .50% of the Contractor's total net reimbursement for the month.
- Pace Response:** **Refer to the answer to Question 21.**
- Question 70: Exhibit B – Pg 67-68, A. Productivity Liquidated Damage: Please provide the total amount of service provider Liquidated Damages by each category for the last completed fiscal year and the most recent completed quarter that were assessed against the current Contractor.
- Pace Response:** **This inquiry seeks information that is outside the scope of the bidding process.**
- Question 71: Exhibit B – Pg 82-83, B 1-C: Call Center Information Please provide the last 30 days of Call Center reports including the following. See Attachment 1A
- a. Total calls received by hour per day
 - b. Total answered calls by hour per day
 - c. Total call duration per answered calls by hour per day
 - d. Total hold time duration per by hour per day
 - e. Total Agents Required per hour per day
- Pace Response:** **Refer to Attachment # 1 to this Addendum for this information.**
- Question 72: Exhibit J – Pg 3, Section 8. Cleaning, Maintenance and Repairs, B. Based on the list of items included in Attachment J-3, please provide feedback on the following.
- a. Is the service provider responsible for the preventative maintenance on the items?
- Pace Response:** **Refer to Attachment # 2 to this Addendum for a Preventative Maintenance Manual that lists all maintenance the Contractor is responsible for.**

b. If the service provider is responsible for PMs, please provide the preventative maintenance requirements for each item listed.

Pace Response: Refer to the answer to section a of this Question # 72.

c. Who is responsible for replacement and/or unscheduled maintenance of the items listed due to items reaching the end of their useful life or unexpected failure?

Pace Response: If a piece of equipment has or is about to exceed its useful life or has to be taken out of service due to premature failure, Pace will determine whether it is ready for replacement. It does not, however, relieve the Contractor from performing routine maintenance of the equipment in order to maintain its functionality. Pace performs quarterly inspections of the preventative work being undertaken by the Contractor, therefore, we will know of any problems with the equipment as we conduct our inspections.

Question 73: Exhibit J – Pg 4, Section 9. Utilities, A. Please provide the past 24 months of historical utility costs for the following.

- a. Telephone
- b. Natural Gas
- c. Electricity
- d. Water
- e. Sewage
- f. Garbage Collection

Pace Response:

	2015*	2014	2013
a. Telephone	\$40,996.07	\$36,194.35	\$17,491.22
b. Natural Gas	\$17,172.33	\$30,836.16	\$16,383.46
c. Electricity	\$29,771.22	\$31,596.98	\$22,148.30
d. Water	\$ 1,141.79	\$ 72.54	\$ 61.41
e. Sewage	Pace does not have this information		
f. Garbage Collection	Pace does not have this information		

* 2015 figures do not represent a complete year, totals in this column are not finalized.

Question 74: Exhibit J – Pg 4, Section 9. Utilities, A.: Does Pace provide internet service to the CCO and the SP contractor?

Pace Response: Pace will not provide internet service for the CCO or SP.

Question 75: Exhibit J – Pg 4, Section 9. Utilities, A: Please confirm who is responsible for snow removal?

Pace Response: The Contractor is responsible for snow removal, mowing of the grass, and for maintaining the existing landscaping on the Licensed Premises. Exhibit J Section 8

Question 76: Page 21, Exhibit B Section 4.4 states that: a) An accurate estimated wait-time, based on call traffic statistics at the time of the call, should always be given when the caller arrives in the queue. A revised update should be provided periodically during hold time.

The volume of calls and varying call volume by time of day and other call traffic statistics indices are extremely variable. Some call volumes are low by hour of day and an accurate estimated wait-time may not be calculated. Phone systems typically need

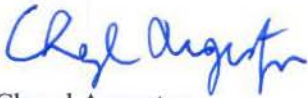
1,000 calls for an accurate statistical wait-time sampling. Will a message that states "you are the "2nd/3rd/4th" or "next caller" in line meet your requirement?

Pace Response: **The sequencer of calls may be proposed. This will be reviewed during evaluation of the Technical Proposal.**

The proposal submittal date had been changed from **January 18, 2016 at 2:00 P.M.** to **January 25, 2016 at 2:00 PM.** Proposals received after this date and time will not be accepted.

Should you require any additional information, you may contact me at (847) 228-4224.

Sincerely,



Cheryl Augustyn
Contract Buyer II

Attachments: Attachment 1: Lake County Description of Service Revenue Service and Call Center Statistics (16pg)
Attachment 2: McHenry Equipment Preventive Maintenance Manual (60pg)

Attachment J-3

McHenry Facility Intangible Asset Records

Division	Location	Asset Number	Asset Description	Category	Acquisition Date
999	MISC	29-30091	DOOR REPLACEMENT	IMPRV	8/1/2003
999	MISC	29-30247	GENERATOR-EMERGENCY MCHENRY	IMPRV	7/6/2007
999	MISC	35-30075	CIRCUIT BREAKER-30 AMP-MCHNRY	GARIN	4/11/2005
999	MISC	35-30205	KEYPAD REPLACEMENT VEEDER ROOT	VEEDR	6/18/2007
999	MISC	35-30284	SENSORS-7 EA MSA UNT GS/MSA Z	BUSIN	8/3/2009
999	MISC	35-30321	SENSOR-DISCRIMINATING PUMP	GARIN	4/6/2011
999	BSWHL	35-30339	EMERGENCY FUEL SHUT OFF-2	GARIN	12/19/2012
999	BSWHL	37-30013	BUS WASH SYSTEM-ROSS/WHITE	FIXTR	11/28/2001
999	MISC	37-30668	MCHENRY PARATRANSIT BUS GARAGE	LAND	8/2/1996

Below are the Lake Co. Service Components:

GENERAL DESCRIPTION OF SERVICE

The Contractor will provide origin to destination demand response paratransit services for the described ten (10) components. This includes but is not limited to trip reservations, scheduling and dispatching of vehicles according to Pace policy and procedures.

The Contractor is responsible for delivery of bus paratransit services as described in Service #I through #X.

The Contractor is required to provide guaranteed services Components I and X. Trip denials are not allowed under this contract except as noted in *Section VI. CANCELLATIONS/NO-SHOWS/TURNDOWNS, Part D. Trip Denials, items 1 to 6.*

Holidays are run as Sunday service days. Where the term “holidays” is used it is defined to mean the day of observation for the following holidays:

1. New Year’s Day
2. Memorial Day
3. Independence Day, July 4th
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

The Contract requires the Contractor have flexibility in the methods of operation and assignment of staff, the ability to increase or decrease scheduling/dispatch personnel as needed, the ability to increase or decrease driving personnel as needed, and the knowledge and expertise to employ innovative techniques and utilize new technology to effectively manage and provide service as required by Pace.

The Contractor agrees to comply with Pace policy and procedures as outlined in *Pace’s Paratransit Manual for Private Providers Contracting Directly with Pace* (Exhibit A).

SERVICE # I - North Lake County ADA: This component of service is open and limited to persons with disabilities who are certified by and have an identification number beginning with “P” or possess a Regional Transportation Authority ADA reduced paratransit fare permit with an identification number beginning with the letter “P”.

Service shall be origin to destination, demand response paratransit transportation. Service will be provided to persons with disabilities whose trip origin and destination lie within an area three fourth ($\frac{3}{4}$) of a mile on either side of an existing Pace fixed route in Lake County within the boundaries described on the maps attached to this contract. Services are to be provided during the hours and days the Pace fixed route service operates and in areas designated by Pace for the purpose of coordinating ADA Paratransit services.

SERVICE # II - Northwest Lake County Dial-A-Ride: Origin to destination demand response paratransit service will be provided within and between the Townships of Antioch, Avon, Grant, and Lake Villa and selected destinations as identified by Pace. This component of service is open to senior citizens and persons with disabilities.

SERVICE # III - Northeast Lake County Dial-A-Ride: Origin to destination demand response paratransit service will be provided within and between the Townships of Warren, Waukegan, and Northern Shields and selected destinations as identified by Pace. This component of service is open the senior citizens and persons with disabilities.

SERVICE # IV - Central Lake County Dial-A-Ride: Origin to destination demand response paratransit service will be provided within and between the Villages of Libertyville and Mundelein, portions of Libertyville Township and selected destinations as identified by Pace. This component of service is open to senior citizens and persons with disabilities.

SERVICE # V - North Lake County Expansion Dial-A-Ride: Origin to destination demand response paratransit service will be provided within and between the Townships of Benton, Zion, and selected destinations mutually identified by Pace and the Township. This component of service is open to the General Public.

SERVICE # VI - Fremont Township Dial-A-Ride: Origin to destination demand response paratransit service will be provided within and between the township of Fremont and selected destinations as mutually identified by Pace and the Township. This component of service is open to senior citizens and persons with disabilities.

SERVICE #VII – Round Lake Area Call-n-Ride and Vernon Hill/Mundelein CNR: CALL CENTER SERVICES ARE NOT REQUIRED FOR THIS SERVICE. THIS SERVICE COMPONENT SHALL BE FULLY OPERATED BY THE FIRST TRANSIT LAKE COUNTY CONTRACTOR.

SERVICE # VIII - College of Lake County Shuttle: Origin to destination demand response paratransit service will be provided from the College of Lake County to the City of Waukegan, the City of North Chicago, and the Village of Grayslake. The makes one late evening departure from the College of Lake County to the above municipalities on school days. This component of service is open to the general public.

SERVICE # IX- Northwest Lake County Demonstration Project: Origin to destination demand response paratransit service will be provided for registered participants of Northwest Lake Demonstration Project. It is in addition to the current Northwest Lake Dial-a-ride. It will expand the hours of service for registered riders and capacity. Three paratransit buses are currently assigned to this project. The service design and capacity may change as requested by local sponsors.

DETAIL LAKE COUNTY PARATRANSIT SERVICE DESCRIPTION**Service I: Lake County ADA Paratransit Service –**

Service shall be origin to destination, demand response paratransit transportation. Service will be provided to persons with disabilities whose trip origin and destination lie within an area three fourth ($\frac{3}{4}$) of a mile on either side of an existing Pace fixed route in Lake County within the boundaries described on the maps attached to this contract. Services are to be provided during the hours and days the Pace fixed route service operates and in areas designated by Pace for the purpose of coordinating ADA Paratransit services.

1. **Service Area** - The Contractor shall provide origin to destination paratransit service within the Northern Lake County ADA Paratransit Service Areas described below. The Lake County ADA Service will be operated to mirror the level of service provided by Pace fixed route services in Lake County. The service area will vary by day of week and time of day. The contractor will be provided with service area maps that will specify exact boundaries (current copies attached). Pace reserves the right to update the service area maps periodically to reflect changes in fixed route services in Lake County.
2. **Hours of Service-** The general current service hours are as follows (**Limited Service during specified hours. Refer to current fixed route service at www.pacebus.com**) :

ADA Service

Monday - Friday 5:30am - 8:30pm

Limited Service

Monday - Friday 8:30pm - 11:00pm

Weekend Service

Saturdays 7:00am - 8:00am

Saturdays 8:00am - 7:00pm

Saturdays 7:00pm - 7:45pm

Saturdays 7:45pm - 11:00pm

Sundays 10:00am - 8:00pm

3. **Deployment of Vehicles** – The Contractor will be expected to deploy vehicles throughout the service area in the most efficient manner possible. In the event that a passenger schedules a long distance trip within the service area, the Contractor may choose to have the passenger transfer between vehicles to complete the trip. In the event that such a transfer is arranged, the Contractor will insure that the vehicle carrying the passenger to the transfer location waits with the passenger

until the second transfer vehicle arrives. The Contractor will record each leg of the trip as a separate trip. The passenger will not be charged an additional fare for a Contractor-arranged transfer. Under no circumstances will a passenger be required to transfer more than once within the service area.

4. Eligibility – Prior to using the Lake County ADA Service, an individual must be registered for ADA Paratransit Services and possess an I.D. card or letter verifying the registration. Pace will provide the Contractor with a list of eligible riders. Registration applications will not be accepted by the Contractor, nor will the Contractor provide paratransit service to an individual who is not registered for ADA Paratransit without prior approval from Pace. Pace reserves the right to expand or reduce the number of certified riders, and to modify the method(s) and standard(s) used for the certification of riders.

If the Contractor receives a trip request from an unregistered person, that person must be referred to the RTA for ADA registration information.

The Contractor will not be reimbursed for service provided to any rider who is not registered for ADA Paratransit Services or other registration method as authorized by Pace, unless such service has been specifically authorized by Pace staff.

5. Personal Care Attendants (PCA)/ Companions- Passengers shall be allowed one non-fare paying attendant/companion while utilizing the services under Components I or III as described above. In addition to one non-fare paying attendant/companion a full cash fare paying attendant/companion may ride with the passenger. A total of two attendants/companions are allowed to escort the passenger.

Attendants and or companions shall be picked up and dropped off at the same location as the passenger. Additional companions may accompany the passenger if vehicle capacity permits. Additional attendants/companions will pay the full cash fare. The Contractor shall not provide an attendant for passengers.

Pace reserves the right to change the definition and/or policy regarding Personal Care Attendants and Companions.

6. Fares – Each passenger will pay the one-way fare in effect at the time of the delivery of the ride. The Contractor will be responsible for collecting the required fare from each passenger. The Contractor will be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Bus Operators are required to properly punch and issue transfers in accordance with Pace's transfer policies and fare structure. The Contractor will require drivers to carry an accurate time piece and transfer punch while on duty. The Contractor will provide the fare amount to collect at the time of the trip when communicating trip information to the driver. Pace reserves the right to change the fare during the course of the

Contract.

7. Subscription Service – Subscription service is limited to currently approved subscription riders. The Contractor will not provide new subscription service unless authorized by Pace.
8. Reservations – For this component of service, reservations for service will be made one day in advance of the day service is required with the exception of authorized subscription requests. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor will take reservations for this service on the following days and times:

Monday through Friday	6:00 a.m. to 7:00 p.m.
Saturday, Sunday, Holidays	8:00 a.m. to 5:00 p.m.

At its option, Pace may change the number of days in advance reservations may be accepted.

Service II - Northwest Lake County Dial-A-Ride:

1. Service Area - The Contractor shall operate a origin to destination dial-a-ride service within and between the Townships of Antioch, Avon, Grant, Lake Villa, and selected destinations as identified by Pace.
2. Hours of Operation - Service will operate Monday through Friday, with first pick-ups beginning at 8:30am and last pick-ups scheduled no later than 4:00pm. This Component of service will not operate on the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If any of the above holidays fall on a Saturday or Sunday, Pace will determine which day, if any, will be observed as the holiday.
3. Eligibility - This component of service is open to senior citizens aged 60 or older and persons with a disability. Individuals wishing to use the service may be required to show an RTA Reduced Fare Card or an RTA ADA Paratransit Card.
4. Attendants - For this component of service no passengers are designated as attendants. All Passengers must pay the fare appropriate to their rider classification.
5. Fares - Fares shall be as follows:

Senior Citizens (age 60 or older) and Disabled - Intra-township	\$1.00
Senior Citizens (age 60 or older) and Disabled - Inter-township	\$1.00
Reduce Fare Transfer	\$0.15

Children 7 and Under	Free
(Accompanied by a fare paying adult)	
Transfer to ADA	\$2.00

Each passenger shall pay one-way fare prior to boarding the bus. The Contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Subscription Service - The Contractor shall not provide subscription service unless previously authorized by Pace.
7. Reservations - For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor shall accept reservations for the Northwest Lake County Dial-A-Ride Service during the following hours and on the following days:

Monday through Thursday	6:00am - 7:00pm
Sunday	8:00am - 5:00pm

At its option, Pace may change the number of days in advance reservations may be accepted.

8. Additional Service Information – Pace may designate scheduled serviced to points of interest as needed.

Service III - Northeast Lake County Dial-A-Ride:

1. Service Area - The Contractor shall operate origin to destination dial-a-ride service within and between the Townships of Warren, Waukegan, and that portion of Shields Township (North of Route 137), and selected destinations as identified by Pace.
2. Hours of Operation - Service will operate Monday through Friday, with first pick-ups beginning at 6:30am and last pick-ups scheduled no later than 6:00pm. This Component of service will not operate on the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day. If any of the above holidays fall on a Saturday or Sunday, Pace will determine which day, if any, will be observed as the holiday.
3. Eligibility - This component of service is open to senior citizens aged 60 or older and persons with a disability. Individuals wishing to use the service may

be required to show an RTA Reduced Fare Card or an RTA ADA Paratransit Card.

4. Attendants - For this component of service no passengers are designated as attendants. All Passengers must pay the fare appropriate to their rider classification.

5. Fares - Fares shall be as follows:

Senior Citizens (age 60 or older) and Disabled	\$1.00
Reduce Fare Transfer	\$0.15
Children 7 and Under (Accompanied by a fare paying adult)	Free
Transfer to ADA	\$2.00

Each passenger shall pay one-way fare prior to boarding the bus. The Contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Subscription Service - The Contractor shall not provide subscription service unless previously authorized by Pace.

7. Reservations - For this component of service, reservations for service shall be made one day in advance of the day service is required. Advance reservations for medical appointments can be made up to 5 days in advance for Warren Township residents. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor shall accept reservations for the Northeast Lake County Dial-A-Ride Service during the following hours and on the following days:

Monday through Friday	6:00am -7:00pm
Sunday	8:00am - 5:00pm

At its option, Pace may change the number of days in advance reservations may be accepted.

8. Additional Service Information - In addition on Wednesdays a shuttle service is provided along Grand Ave. using two vehicles between the hours of 9:00am and 2:00pm.. The same Component III passenger eligibility requirements apply and the daily service hours and vehicles required are included in the above estimate. Pace may designate scheduled serviced to points of interest as needed.

Service IV - Central Lake County Dial-A-Ride:

1. Service Area - The Contractor shall operate origin to destination dial-a-ride service within and between the Villages of Libertyville and Mundelein, the Mundelein Park District, and any portion of Libertyville Township within ½ mile of the Villages of Libertyville or Mundelein, and that portion of Libertyville Township bordered by Rt. 137 on the north, I-94 Tri-state tollway on the east, Rt.176 on the south, and Rt. 21 (Milwaukee Ave.) on the west. Service is also provided to shopping and medical facilities along Rt. 60 as directed by Pace.
2. Hours of Operation - Service will operate Monday Through Friday, with first pick -ups beginning at 9:00am and last pick-ups scheduled no later than 4:30pm. This Component of service will not operate on the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day. If any of the above holidays fall on a Saturday or Sunday, Pace will determine which day, if any, will be observed as the holiday.
3. Eligibility - This Component of service is open to senior citizens 55 or older and persons with disability. Individuals wishing to use the service may be required to show an RTA Reduced Fare Card or an RTA ADA Paratransit Card.
4. Attendants - For this component of service no passengers are designated as attendants. All Passengers must pay the fare appropriate to their rider classification.
5. Fares - Fares shall be as follows:

Senior Citizens (age 55 or older) and Disabled	\$1.00
Reduced Fare Transfer	\$0.15
Transfer to ADA	\$2.00
Civic/Senior Center Shuttle	\$0.50
Children 7 and Under	Free
(Accompanied by a fare paying adult)	

Each passenger shall pay the one-way fare prior to boarding the bus. The Contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Subscription Service - The Contractor shall not provide subscription service unless previously authorized by Pace.

7. Reservations - For this component of service, reservations for service shall be made one day in advance of the day service is required. Advance reservations for medical appointments can be made up to 7 days in advance. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor shall accept reservations for the Central Lake County Dial-A-Ride Service during the following hours and on the following days:

Monday through Friday	6:00am - 7:00pm
Sunday	8:00am - 5:00pm

At its option, Pace may change the number of days in advance reservations may be accepted.

8. Additional Service Information - The Contractor will provide a daily shuttle (Libertyville Civic Center Shuttle) from senior housing complexes to the Cook Memorial Library and the Libertyville Civic Center at designated times. This shuttle service is integrated into the overall service, has the same eligibility criteria and is provided within the estimated daily service hours and with vehicles stated in that section. Pace may designate scheduled services to points of interest as needed.

Service V - North Lake County Expansion Dial-A-Ride:

1. Service Area - The Contractor shall operate an origin to destination dial-a-ride service within and between the Townships of Benton, and Zion, and selected destinations as identified by Pace.
2. Hours of Operation - Service will operate Tuesday and Thursday, with the first pick-ups beginning at 9:00am and the last drop-offs scheduled no later than 4:00pm. This component of service will not operate on the following observed holidays: New Year's day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day, if any, will be observed as the holiday.
3. Eligibility - This component of service is open to the general public.
4. Attendants - For this component of service no passengers are designated as attendants. All Passengers must pay the fare appropriate to their rider classification.
5. Fares - Fares shall be as follows:

Adults	\$1.60
Senior Citizens (age 65 or older) and Disabled	\$0.80

Full Fare Transfer	\$0.25
Reduced Fare Transfer	\$0.15
Transfer to ADA	\$2.00
Children 7 and Under	Free
(Accompanied by a fare paying adult)	

Each passenger shall pay the one-way fare prior to boarding the bus. The contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Subscription Service - The Contractor shall not provide subscription service unless previously authorized by Pace.
7. Reservations - For this component of service, reservations for service shall be made one day in advance of the day service is required. Advance reservations for medical appointments can be made up to 7 days in advance. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor shall accept reservations for the North Lake Expansion County Dial-A-Ride Service during the following hours and on the following days:

Monday and Wednesday

6:00am - 7:00pm

At its option, Pace may change the number of days in advance reservations may be accepted.

8. Additional Service Information - Scheduled service is provided to various points of interest in Waukegan and Gurnee. Pace may designate scheduled serviced to points of interest as needed.

Service VI - Fremont Township Dial-A-Ride:

1. Service Area - The Contractor shall operate a origin to destination dial-a-ride service within and between the Township of Fremont and selected destinations as mutually identified by Pace and the Township.
2. Hours of Operation - Service will operate on Tuesdays and Thursdays, with first pick-ups beginning at 10:00am and last pick-ups scheduled no later than 3:00 pm. This Component of service will not operate on the following observed holidays: New Year's day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day.

3. Eligibility - This component of service is open to senior citizens and persons with a disability. Individuals wishing to use the service may be required to show an RTA Reduced Fare Card or an RTA ADA Paratransit Card.
4. Attendants - For this component of service no passengers are designated as attendants. All passengers must pay the fare appropriate to their rider classifications.
5. Fares - Fares shall be as follows:

Senior Citizens (age 55 or older)	\$1.00
Reduced Fare Transfer	\$0.15
Children 7 and Under	Free
(Accompanied by a fare paying adult)	

Each passenger shall pay a fare prior to boarding the bus. The contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The Contractor shall be notified in advance of any fare changes.

6. Subscription Service - The Contractor shall not provide subscription service unless previously authorized by Pace.
7. Reservations - For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for service made on the same day will be satisfied based on available vehicle capacity and available slots in the schedule for that day. The Contractor shall accept reservations for the Fremont Dial-A-Ride Service during the following hours and on the following days:

Monday and Wednesday	6:00am - 7:00pm
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At its option, Pace may change the number of days in advance reservations may be accepted

8. Additional Service Information - This component will have a semi-scheduled structure in an attempt to group trips for local shopping, attendance at area senior centers/functions, and Mall trips. The Contractor is encouraged to be creative and attempt to schedule and provide trips within and in addition to this structure. Pace may designate scheduled serviced to points of interest as needed.

Service VII – Round Lake Area and Vernon Hills/ Mundelein Call-n-Ride
CALL CENTER SERVICES ARE NOT REQUIRED FOR THIS SERVICE. THIS SERVICE COMPONENT SHALL BE FULLY OPERATED BY THE FIRST TRANSIT LAKE COUNTY CONTRACTOR.

Service VIII – College of Lake County Shuttle

1. Service Area - The Contractor shall operate an origin to destination dial-a-ride service from the College of Lake County to the City of Waukegan, the City of North Chicago, and the Village of Grayslake.
2. Hours of Operation - Service will operate Monday through Thursday, school days only, with one pick up from the College of Lake County at 10:10 p.m. and will continue in service until the last passenger is dropped off. This service will not operate on the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If any of the above holidays fall on a Saturday or Sunday, Pace will determine which day, if any, will be observed as the holiday.
3. Eligibility - This component of service is open to the General Public.
4. Attendants - For this component of service no passengers are designated as attendants. All passengers must pay the full fare, including children.
5. Fares - Fares shall be as follows:

Adult	\$2.00
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Each passenger shall pay the one-way fare in effect at the time of the delivery of the ride. The contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Reservations - For this component of service, reservations for service shall be made one day in advance. The Contractor shall accept reservations for the College of Lake County Shuttle during the following hours and on the following days:

Monday through Wednesday	6:00 a.m. to 7:00 p.m.
Sunday	8:00 a.m. to 5:00 p.m.

Reservations are not required. Passengers may board the bus when it arrives at the College of Lake County at 10:10 p.m. However, capacity is limited to one vehicle and the service is first come, first serve. Passengers who have made a reservation will be given priority over walk on passengers.

Service IX – Northwest Lake County Demonstration Project

1. Service Area - The Contractor shall operate a origin to destination dial-a-ride service within and between the Townships of Antioch, Avon, Grant, and Lake Villa. Service is provided to and from the College of Lake County at 19351 West Washington St., Grayslake, IL. At 7:00 am, and a scheduled return trip at 6:15 pm at the College of Lake County when a reservation is made for this location.
2. Hours of Operation - Service will operate Monday through Friday, with first pick-ups beginning at 5:30 a.m. and last pick-ups scheduled no later than 6:45 pm. This service will not operate on the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
3. Eligibility - Contractor shall provide service under this component only to client registered through Pace. Contractor shall **not** determine eligibility for service. This component of service is open to New Freedom Initiative (NFI) and the NFI general public registered clients during all service hours. Clients who have an NWL funding source are restricted to the current dial-a-ride hours (8:30am – 4:30pm).
4. Attendants - For this component of service no passengers are designated as attendants. All passengers must pay the full fare, including children.
5. Fares - Fares shall be as follows:

Disabled and Seniors (65+)	\$1.00
General Public	\$2.00

Each passenger shall pay the one-way fare in effect at the time of the delivery of the ride. The contractor shall be required to accept tickets, transfers, or other fare mechanisms as approved by Pace. Pace reserves the right to change the fare during the course of the contract. The contractor shall be notified in advance of any fare changes.

6. Reservations - For this component of service, reservations for service shall be made one day in advance. The Contractor shall accept reservations for the Northwest Lake County Demonstration Project during the following hours and on the following days:

Monday through Friday	6:00 a.m. to 7:00 p.m.
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Cancellations taken for Monday trips

Sunday 8:00 a.m. to 5:00
p.m.

Reservation hours for trip requests are Monday through Friday from 6:00am to 7:00pm. People with disabilities will be given priority service from 6:00am to 12:00pm. General public riders may call from 12:00pm to 7:00pm for reservations.

Component X - Additional Service to Meetings and Hearings:

Periodically during the term of this Contract Pace may require the Contractor to provide service to and from meetings and public hearings, to and from designated Regional Transportation Authority ADA Registration sites, or to and from other events as specified by Pace. Depending on the location and the starting time of these meetings, the Contractor may be required to provide service to ADA eligible riders, or other riders identified by Pace, beyond normal service area or hours, as directed by Pace. For such events, the Contractor shall provide the service authorized by Pace until the last rider is transported to his/her final destination after the meeting has concluded. Pace shall inform the Contractor of the meeting schedule prior to each schedule.

2014	Revenue Hours	Revenue Miles	Service Hours	Service Miles
Question 56				
BARRINGTON SERVICE	1,496.87	18,587	1,871.12	26,976
MCHENRY FIXED ROUTE	9,262.02	209,741	12,503.71	280,366
MCHENRY MIDDAY 805	2,550.79	30,291	3,443.59	36,089
SOUTHEAST MCHENRY	2,592.50	48,387	3,499.87	57,405
CRYSTAL LAKE - McRide	6,220.62	104,038	8,397.84	128,912
MCHENRY, CITY OF - McRide	3,275.05	59,177	4,421.32	65,942
MCHENRY TOWNSHIP - Mc Ride	0.00	0	0.00	0
MARENGO - Mc Ride	1,558.32	12,226	1,947.92	25,036
MCHENRY PILOT PROGRAM - McRide	14,208.77	294,861	18,471.42	337,690
PIONEER CENTER	5,475.57	115,473	8,076.66	155,883
WOODSTOCK - McRide	3,115.36	54,215	4,206.63	65,429
TOTAL EASTERN MCHENRY	49,755.87	946,996	66,840.08	1,179,728
2015 Year to Date thru October	Revenue Hours	Revenue Miles	Service Hours	Service Miles
BARRINGTON SERVICE	1,196.94	17,739	1,518.59	24,457
MCHENRY FIXED ROUTE	9,912.44	184,629	13,485.45	252,735
MCHENRY MIDDAY 805	1,612.23	25,741	2,103.61	32,604
SOUTHEAST MCHENRY	2,090.63	38,544	2,637.00	47,629
CRYSTAL LAKE - McRide	5,005.32	95,602	6,315.02	109,528
MCHENRY, CITY OF - McRide	2,914.54	52,854	3,680.86	59,552
MCHENRY EXPANSION - McRide	563.75	11,889	714.13	14,888
HARVARD - McRide	344.57	7,329	435.76	11,835
MARENGO - McRide	619.61	10,597	783.24	15,295
MCHENRY PILOT PROGRAM - McRide	14,344.33	311,673	18,200.93	359,104
PIONEER CENTER	4,643.60	99,956	5,861.00	131,804
WOODSTOCK - McRide	2,752.93	48,205	3,473.58	59,250
TOTAL EASTERN MCHENRY	46,000.89	904,757	59,209.17	1,118,681

	McHenry Call Center Information November 2015				
HOUR	AVG. HOLDING TIME	AVG. TALKING TIME	TOTAL CALLS	LOST CALLS	TOTAL CALLS ANSWERED
12:00am-1:00am	00:00	00:00	0	0	0
1:00am-2:00am	00:00	00:00	0	0	0
2:00am-3:00am	00:00	00:00	0	0	0
3:00am-4:00am	00:00	00:00	0	0	0
4:00am-5:00am	00:00	00:00	0	0	0
5:00am-6:00am	01:42	02:14	894	45	849
6:00am-7:00am	02:33	02:10	1,078	85	993
7:00am-8:00am	00:38	02:03	880	42	838
8:00am-9:00am	02:18	02:46	952	156	796
9:00am-10:00am	02:00	02:42	914	162	752
10:00am-11:00am	02:14	02:54	834	159	675
11:00am-12:00pm	01:40	02:34	735	143	592
12:00pm-1:00pm	01:07	02:40	639	107	532
1:00pm-2:00pm	00:47	02:24	645	75	570
2:00pm-3:00pm	00:55	02:10	596	65	531
3:00pm-4:00pm	01:01	01:57	567	74	493
4:00pm-5:00pm	00:57	01:58	458	52	406
5:00pm-6:00pm	00:32	01:26	256	20	236
6:00pm-7:00pm	00:01	00:05	2	0	2
7:00pm-8:00pm	00:00	00:00	0	0	0
8:00pm-9:00pm	00:00	00:00	0	0	0
9:00pm-10:00pm	00:00	00:00	0	0	0
10:00pm-11:00pm	00:00	00:00	0	0	0
11:00pm-12:00am	00:00	00:00	0	0	0

YEAR: 2016

LOCATION: McHenry Facility

UNIT # _____

AIR COMPRESSORS

Daily:

1. Check oil level and add if low if necessary.
2. Drain condensate from reservoir tank.

Monthly:

1. Clean cooler fins with compressed air.
2. Remove and clean intake air filter.
3. Check tension and condition of drive belts.
4. Check for air and oil leaks. (Wipe down as necessary).
5. Check operation of controls; adjust pressure control for proper operation (if necessary).

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Semi-Annual or check manufacturer's manual for proper interval:

1. Change crankcase oil. (See manufactures manual for oil grade)
2. Check for air and oil leaks. (Wipe down as necessary).
3. Tighten all hardware mounted to compressor units.

JUN	DEC

Pace – McHenry Facility

[illegible]

[illegible]

Pace – McHenry Facility

[illegible]

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

ROOF AIR SUPPLY UNIT # 1-FOR STORAGE AREA

Monthly:

- 1. Check and replace filters* as needed.**
- 2. Lubricate fan and motor bearings according to manufactures specifications.**
- 3. Check belts, condition and tightness; tighten if necessary.**
- 4. Check unit and controls for proper operation.**
- 5. Observe units for any change in running condition or unusual noise.**

***Use MERV 7 rated filters or better**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

ROOF AIR SUPPLY UNIT # 2-FOR STORAGE AREA

Monthly:

- 1. Check and replace filters* as needed.**
- 2. Lubricate fan and motor bearings according to manufactures specifications.**
- 3. Check belts, condition and tightness; tighten if necessary.**
- 4. Check unit and controls for proper operation.**
- 5. Observe units for any change in running condition or unusual noise.**

***Use MERV 7 rated filters or better**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Pace – McHenry Facility

[illegible]

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

ALL ROOF TOP MAKE-UP UNITS

Monthly:

- 1. Check for proper operation.**
- 2. Filters in cabinet units are to be cleaned monthly.**
- 3. Thermostats and controls are to be checked for proper operation.**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used	# Of Filters Used

Filter Needed	Quantity Needed	In Stock	In Stock	In Stock	In Stock	In Stock	In Stock	In Stock
12 X 20 X 2	4							
12 X 25 X 2	8							
12 X 30 X 2	4							
16 X 20 X 2	1							
16 X 16 X 2	2							
16 X 25 X 2	2							
20 X 20 X 2	6							
DATE								

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

MANUFACTURER _____

BLDG. LOCATION _____

UNIT # _____

AIR CONDITIONING UNIT

Weekly:

- 1. Check unit and all auxiliary equipment for proper operation (Air handling units, fans, pumps & controls).**
- 2. Inspect condenser fans and coils.**
- 3. Clean condenser coils as needed, using an approved cleaning solution.**
- 4. Problems are to be reported to the Superintendent of Maintenance.**
- 5. All service is to be performed by Factory Authorized Personnel.**

WEEK	APR	MAY	JUN	JUL	AUG	SEP	OCT
#1							
#2							
#3							
#4							
#5							

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

AIR HANDLING UNIT

Weekly:

- 1. Observe units for any change in running condition or unusual noise.**
- 2. Check unit and controls for proper operation.**

WEEK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
#1												
#2												
#3												
#4												
#5												

Monthly:

- 1. Check and replace filters* as needed; monitor filter sensors.**
- 2. Lubricate fan and motor bearings according to manufactures specifications.**
- 3. Check belts, condition and tightness; tighten if necessary.**
- 4. Monitor frequency drive controls.**
- 5. Check VFD cooling fan intake, clean as required.**

***Use MERV 7 rated filter or better**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Pace – McHenry Facility

[illegible]

LOCATION: McHenry Division

HEATING UNITS CO-RAY-VAC

Monthly:

- 1. Units are to be checked and inspected for proper operation.**
- 2. Follow manufacturer's recommended maintenance and service procedures.**
- 3. Problems are to be reported to the Superintendent of Maintenance.**

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION McHenry Facility

ROLLOVER BUS WASH

Daily:

1. Check detergent and rinse aid levels, add as necessary.
2. Check water separator reservoir; drain as necessary.
3. Check drive track and wash bay area for debris and dirt.

Weekly:

1. Lubricate all bearings, hinges, and friction surfaces on the top brush, top brush lift, side brushes, drive mechanism, and air cylinder ball joints, as explained in their respective maintenance sections.
2. Lubricate top brush lifting chains and drive wheel chains.
3. Extend side brushes, wipe off air cylinder shafts and coat with ATF.
4. Check top brush rotation worm gear vent plug to ensure it is clean.
5. Clean reclaim filters.
6. Monitor or add chemical treatment to cut down harsh odors. (Bleach if necessary.)

WEEK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
#1												
#2												
#3												
#4												
#5												

Monthly:

1. Check all clamps and connectors on the service track, air lines, and water lines for tightness; adjust if necessary.
2. Check drive track and service track mounting bolts for tightness; adjust if necessary.
3. Wash frame and sheet metal.
4. Lubricate limit switch levers - sparingly.
5. Check top brush lifting and drive chain tension.
6. Check air lines and water lines for leakage.
7. Lubricate service trolley wheels.
8. Check worm gear reducers for leakage.
9. Examine brushes for dirt build-up.
10. Examine spray nozzles for obstructions.
11. Measure top brush height and adjust as necessary to maintain its horizontal position and chain tension on tensioner.
12. Clean soap and rinse aid metering valves and check valves.
13. Monitor reclaim pit for sludge levels or harsh odors.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Pace – McHenry Facility

[illegible]

LOCATION: McHenry Facility

FLUID DELIVERY SYSTEMS

REELS - PUMPS – CONTROLS

Monthly:

- 1. Hose reels are to be inspected for binding, locking device operation and any leaks.**
- 2. Hoses are to be inspected for wear or shafting.**
- 3. Prior to service on reels, hoses or pumps, all pressure relief procedures must be followed.**
- 4. Pump oilers are to be checked and serviced using the manufacturer's recommended lubricant.**
- 5. Pump operation and controls are to be inspected for proper operation.**
- 6. Dispensing fluid guns are to be inspected for damage and leaks and battery level.**

[illegible]

Pace – McHenry Facility

[illegible]

LOCATION: McHenry Facility

BUS VAC SYSTEM

Monthly:

- 1. Check operation, main blower and shaker cycle.**
- 2. Lubricate motor and linkages as specified by manufacture.**
- 3. Inspect all piping and flex hoses.**
- 4. Check, clean and /or replace filter and gasket if necessary.**

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

MANUFACTURER _____

BLDG. LOCATION _____

UNIT # _____

EXHAUST FANS

Monthly:

- 1. Check belts and tighten or replace as necessary.**
- 2. Check all bolts and setscrews for tightness.**
- 3. Lubricate all shaft and motor bearings according to manufactures specifications.**
- 4. Remove any dust or grease buildup on bearings, motor, fan or housing.**
- 5. Check for noise or vibration.**
- 6. Check to make sure all hoods are secured properly.**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

OVERHEAD VEHICLE EXHAUST SYSTEM

Quarterly: Fan Maintenance

- 1. Check bearing condition on fans and motors. Lubricate as required.**
- 2. Check all mounting bolts and set screws for tightness.**
- 3. Check V belts for wear and proper tension. Adjust or replace as necessary; always replace multiple belt drives with a complete new matched set.**
- 4. Check condition of belt pulleys if bolts are damaged. Replace if necessary.**
- 5. Check fan wheel for wear and material buildup. Clean as required**

MARCH	JUNE	SEPTEMBER	DECEMBER

Quarterly: Reel and Tube System

- 1. Check contacts for film buildup and clean quarterly with electronic contact cleaner.**
- 2. Check all reel mounting bolts for tightness.**
- 3. Check for wear on the duct collar support rollers.**
- 4. Lubricate the neoprene seals around the duct connections with a good silicone lubricant and penetrant.**
- 5. Check flexible tubing for damage; replace if necessary.**

MARCH	JUNE	SEPTEMBER	DECEMBER

Pace – McHenry Facility

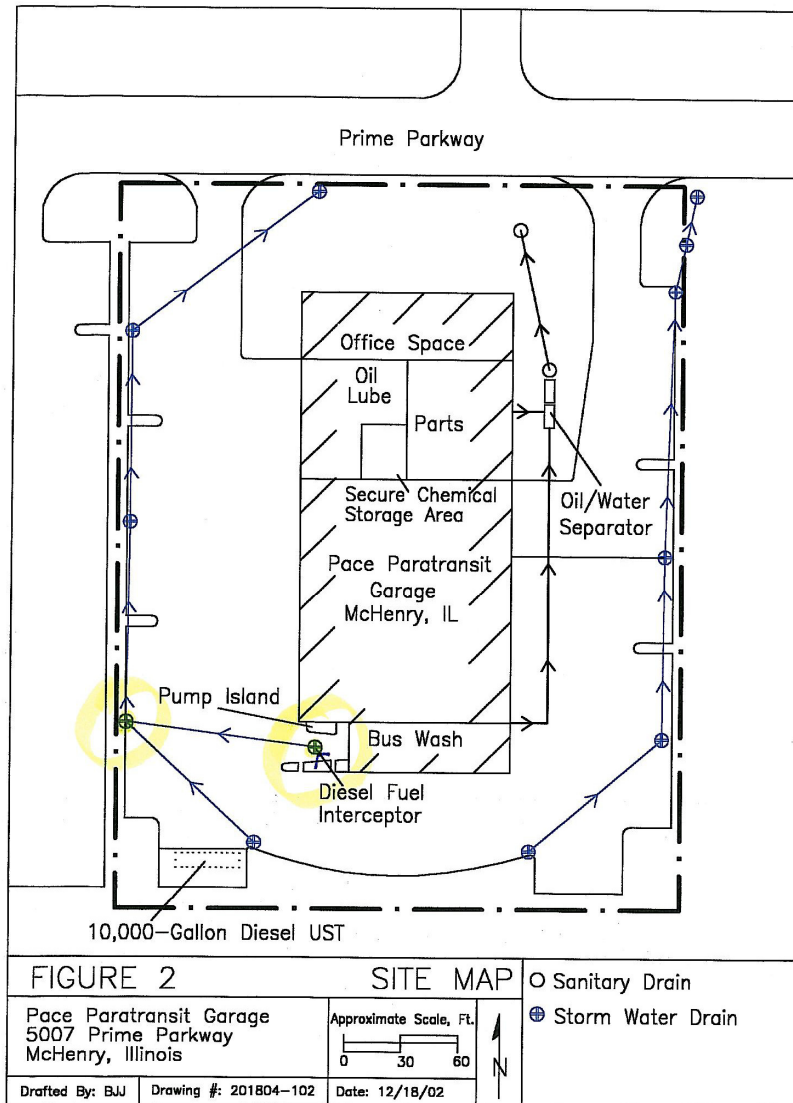
[illegible]

YEAR: 2016

LOCATION: McHenry Facility

Visual Inspection of Storm Sewers

Quarterly: Storm Sewer inspection of the fuel lane and west of fuel lane (see diagram)



Quarterly:

1. Check for visible oil / fuel
2. Check sock to see if socks has oil and needs replacing
3. If oil is noted, contact Supervisor immediately and Pace (Dave Szaflarski x2453)

MAR	JUN	SEP	DEC

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

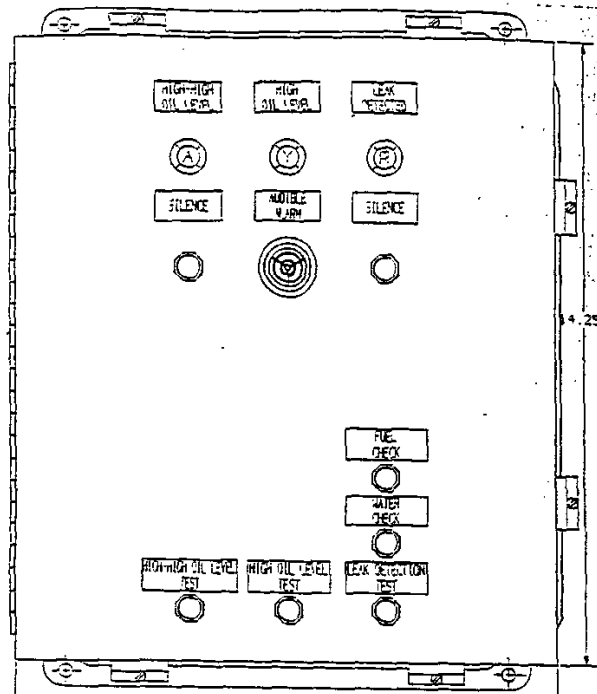
**FACILITY MAINTENANCE HIGHLAND OIL/WATER
SEPARATOR MONTHLY INSPECTION REPORT**

The purpose of this inspection is to verify that the oil sensing probe located inside the Highland tank oil/water separator is operating properly. Located on the Highland Tank control panel are two test pushbuttons to test the high and high-high oil level circuitry for the oil sensing probe. (See Highland Tank control panel depiction below).

To test that the circuitry is functioning properly push the **HIGH OIL LEVEL TEST** pushbutton. When it is depressed the yellow **HIGH LEVEL** indicating light will be energized. The light will remain on until the **TEST** pushbutton is released.

When the **HIGH-HIGH OIL LEVEL TEST** pushbutton is depressed the red **HIGH-HIGH** oil level indicating light and audible alarm will be energized. The audible alarm can be silenced by momentarily depressing the **SILENCE** pushbutton. However, the red light will remain energized until the **TEST** pushbutton is released. After testing, indicate in the chart below the results. After noting that a bulb or buzzer is not energizing, you are to notify the Superintendent of Maintenance at your facility.

MONTH	DATE	PASS	FAIL	DEFICIENCY NOTED
JANUARY				
FEBRUARY				
MARCH				
APRIL				
MAY				
JUNE				
JULY				
AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				



YEAR: 2016

LOCATION: McHenry Facility

II. Maintenance Instructions

1. The maintenance of a Highland Gravity Oil Water Separator requires:

- a) Periodic inspection to check for build up of sand, trash, sludge and oil.
- b) Inspect immediately after a heavy rainfall to check for signs of ineffective operation and to determine the presence of oil in the discharge. If contaminants are escaping close the valve on the inlet line immediately and determine what type of maintenance the system may require to return it to effective working order.

2. A possible maintenance procedure for each chamber could include:

- a) Pre-separator Chamber: Check to ensure the level of sand, dirt has accumulated to a point no higher than about a foot from the bottom of the tank with a wooden gauge stick. If solids have accumulated to a 12" depth, remove the accumulated material with a suction hose or a vacuum or portable sludge pump. It is recommended that at least once a year, the oil water separator sediment chamber be cleaned. Pump out all fluid from the oil water separator. Direct a high pressure hose downward to loosen up any oily solids. Remove the slurry with a suction hose or a vacuum or portable sludge pump.
- b) Separator Chamber: Since the compartment separates the oil and grease from the water, check to ensure the level of oil and grease has accumulated to a point no lower than the radius of the separator (about 50% of the separator volume). Remove the accumulated oil with a suction hose or a vacuum or portable oil pump. Clean the compartment as needed.
- c) Coalescer: Since the polypropylene Coalescer will remove some suspended solids along with the small oil droplets in the wastewater, periodic cleaning is require. The coalescer can be easily cleaned by removing it from the oil water separator and simply hosing it down upstream of the separator drains in order to wash off any debris or gummy deposits that have accumulated on the fibers. It is recommended that this cleaning procedure be followed after heavy rainfalls or oil spills. The coalescer can be easily removed and reinserted through the access manhole in the oil water separator top.

- 3. Over a period of time, the sediment, oil and grease will build up on the walls of the separator.** Dirt and heavy oil may build up on the parallel plates and the build-up will reduce the units' efficiency. Also, the skimmer mechanism becomes gummy. This causes partial clogging of the mechanism and the formation of a continual oil slick of increasing depth.

It is recommended that the oil water separator be cleaned at least once a year. Annual cleaning consists of removing the oil build-up on surfaces of the oil water separator walls and coalescer plates with stream or high pressure wash. Pump out all fluid from the oil water separator tank. Direct the stream or high pressure wash against the oil water separator walls and Coalescer plates. A wand extension nozzle may be required to reach the areas around the oil water separator tank. Rotate the nozzle sufficiently often so that all areas are reached with the spray. If contaminants are present, or if detergents are use in the cleaning process, always be sure to pump out before reactivating the system and reopening the valve on the in fluent line. Since oil water separator designs will vary with sites, it is essential to adhere strictly to the manufacturer's instructions for cleaning and maintenance.

4. **Record Keeping:** Keep a log of inspection and maintenance work and have it available and ready for reference.

Semi-Annually: Internal Tank - Inspection

1. **Inspection of the tank is to be performed as indicated above.**
2. **Any problems are to be reported immediately to the Superintendent of Maintenance.**
3. **All inspections and service are to be recorded in a records log.**

DATE	DATE

Pace – McHenry Facility

[illegible]

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

UNIT # _____

HANGING HEATING UNITS

Monthly:

- 1. Units are to be checked and inspected for proper operation.**
- 2. Follow manufacturers recommended maintenance and service procedures.**
- 3. Check thermostats & controls for proper operation.**
- 4. Problems are to be reported to the Superintendent of Maintenance.**

Unit #	JAN	FEB	MAR	APR	SEP	OCT	NOV	DEC
1								
2								
3								
4								
7								
8								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

Units 5, 6, 9 & 10 have been removed.

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

EMERGENCY GENERATOR-ENGINE

Weekly:

1. Check Oil Level
2. Check Coolant Level & DCA Concentration
3. Check Air Cleaner
4. Check Battery Charging System
5. Drain Exhaust Condensate Trap
6. Check Battery Level & Specific Gravity
7. Check Engine Block Heater
8. Check Damper Operation and Damper Close-off

WEEK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
#1												
#2												
#3												
#4												
#5												

Pace – McHenry Facility

[illegible]

[illegible]

Pace – McHenry Facility

[illegible]

LOCATION: McHenry Facility

DUCT FURNACES

Weekly:

- 1. Check to make sure spill switches are not tripped.**
- 2. Check thermostats & controls for proper operation.**
- 3. Check wall damper operation when duct heaters run, dampers should be open.**

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

UNIT # 1 & 2

DIESEL FUEL SYSTEMS

Daily:

- 1. Check dispenser operation controls and pump pressure.**
- 2. Check fuel hoses and nozzles for wear or damage and breakaway fittings.**
- 3. Check dispenser filter for leaks, pressure drop or loss and replace as needed.**

(See daily calendar checklists on next 12 pages.)

Pace – McHenry Facility

[illegible]

LOCATION: McHenry Facility

ROOF SYSTEMS

Monthly / General Inspection:

- 1. Check surface condition, remove any debris.**
- 2. Check membrane condition.**
- 3. Check flashing, edging and fascia, and roof penetrations.**
- 4. Check all roof drains for any obstructions and clear if necessary.**
- 5. Any problems are to be reported to the Superintendent of Maintenance.**

FOR YOUR SAFETY, GENERAL INSPECTIONS TO THE ROOF SHALL NOT BE REQUIRED WHEN SNOW OR ICE IS ON THE ROOF.

[illegible]

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

**OBSERVATION WELL INSPECTION
PERFORMED 6 TIMES PER YEAR
CHECK BOX WHEN PERFORMED**

PERIOD	DATE	FUEL 1	FUEL 2
JAN – FEB			
MAR - APR			
MAY – JUN			
JUL – AUG			
SEP – OCT			
NOV - DEC			

EACH SEPARATE TANK FARM AREA NEEDS TO BE INSPECTED.

The diesel tank(s) are located in a separate area from the used oil tank; the wells from both tank areas need to be inspected.

For those garages with multiple wells in separate tank areas, it is not mandatory to check every well. A minimum of two wells should be checked. For example, if the diesel tank area has 4 observation wells, then only two wells need to be inspected from that tank farm location. (Please alternate the wells to be inspected in that location).

NOTE: If product is detected or observed notify your Superintendent immediately.

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

TRENCH DRAINS AND BASINS

Semi-Annual:

- 1. Basins and baskets to be cleaned.**
- 2. Replace any broken grating or covers.**

JAN	JULY

Sludge removal to be performed by a licensed contractor through Facility Maintenance.

Pace – McHenry Facility

[illegible]

YEAR: 2016

LOCATION: McHenry Facility

BUS LIFT SYSTEMS

Weekly:

1. Check all Controls for proper operation. Repair if necessary.
2. Check all Limit Switches for proper operation.
3. Check Safety Switches for proper operation.
4. Check condition of power cables and plugs. Check Hydraulic Lines and Connectors.
5. Check all locking devices and linkage.
6. Follow Manufactures Recommended Service Schedule.

WEEK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
#1												
#2												
#3												
#4												
#5												

Monthly:

1. Lubricate all Fittings, Pivot Pins, Locks and Bearings. Follow Manufacturer's Recommendations.
2. Check all Bolts for Tightness.
3. Check Hydraulic Reservoir for proper oil level.
4. Check all Wheel Stops and Locks
5. Check all Center Axle Jack Components for Tightness and Correct Operation.
6. Follow Manufacturer's recommended service schedule and procedures.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Annually:

1. Follow Manufacturer's Service Schedule.
2. Service Oil and Filters or Strainer, Use Manufacturer's Recommended Oil.

JAN

Pace – McHenry Facility

[illegible]

YEAR: 2016

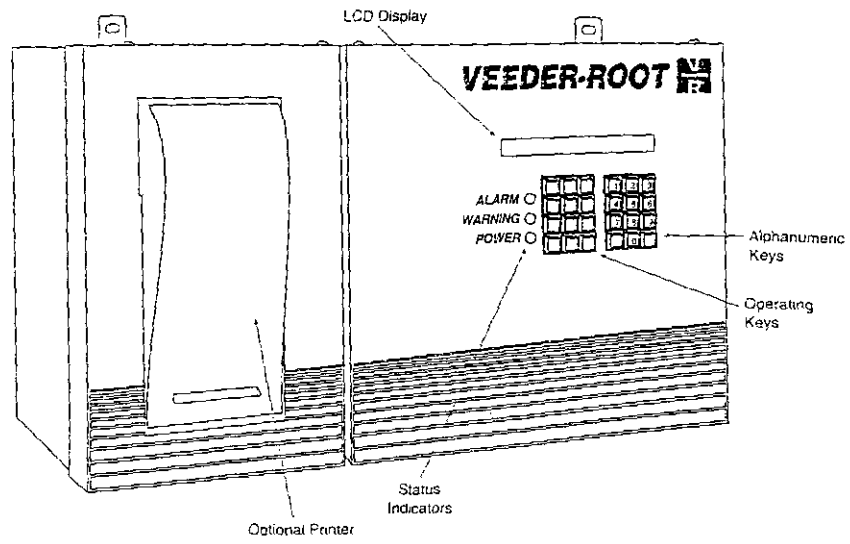
LOCATION: McHenry Facility

FACILITY MAINTENANCE VEEDER-ROOT MONTHLY INSPECTION REPORT

The purpose of this inspection is to verify that all three (3) lamps on the Veeder-Root console are operating and not burned out. On the Veeder-Root console are three lamps to indicate power-on (green), warning (yellow) and alarm (red) conditions. (See Veeder-Root console depiction below).

To test that all three bulbs are functioning properly press the red ALARM/TEST key located on the keypad located in the upper left hand corner of the keypad. When the red ALARM/TEST button is depressed, all three lamps (red, yellow, green) should be lit. After testing, indicate in the chart below the results. After noting that a bulb is burnt out, you are to notify the Superintendent of Maintenance at your facility.

MONTH	DATE	PASS	FAIL	COLOR & DATE BULB REPLACED
JANUARY				
FEBRUARY				
MARCH				
APRIL				
MAY				
JUNE				
JULY				
AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				



YEAR: 2016

LOCATION: McHenry Facility

UNDERGROUND STORAGE TANK EQUIPMENT QUARTERLY INSPECTION

- 1. The Quarterly Equipment Inspection Checklist is located in Section 3 of the Operator Training 3-ring binder located by the Veeder-Root TLS 350 console.**
- 2. This inspection report is required by the Office of the State Fire Marshal (OSFM) and must be done quarterly. Completed reports must be kept on-site for 2 years and made available during OSFM Green Tag inspections.**
- 3. Place a check in each box after each quarterly inspection has been performed indicating that the inspection has been completed for that quarter and the signed checklist has been placed in Section 3 of the Operator Training 3-ring binder.**
- 4. If any tank equipment is noted on the Checklist to show signs of deficiencies, contact the Superintendent of Maintenance.**

JANUARY - FEBURARY - MARCH	APRIL - MAY - JUNE	JULY - AUGUST - SEPTEMBER	OCTOBER - NOVEMEBR - DECEMBER