INVITATION FOR BIDS/REQUEST FOR PROPOSAL

SEALED BIDS/PROPOSALS will be received by Pace's Purchasing Department, 550 West Algonquin Road, Arlington Heights, Illinois 60005 until 2:00 PM on the day indicated below. Invitation for bids will be opened and read aloud at the public opening.

☐**IFB** ☒**RFP No**. 415574

DESCRIPTION: McHenry County Transportation and Call Center Services

☐**PRE BID** ☒**PROPOSAL MEETING**: December 14, 2015 at 10:30 AM

☐**BID OPENING** ☒**RECEIPT OF PROPOSALS DATE**: January 18, 2016 at 2:00 PM

☐ ***Applies only if box is checked***
Bid Deposit of 5% of the Bid Amount in the form of a Bid Bond shall be submitted with the bid. A Performance Bond and Payment Bond in the amount of the contract will be required of the successful bidder.

☐ ***Applies only if box is checked***
Disadvantaged Business Enterprises (DBE) goal is 0%.

This procurement/project may be funded in major part by the U.S. Department of Transportation ("USDOT"), Federal Transit Administration ("FTA") and the Illinois Department of Transportation ("IDOT") and/or the Regional Transportation Authority ("RTA"), pursuant to financial assistance agreements with said agencies.

All bids/proposals must be only in the form prescribed by Pace, and must be made in accordance with this Invitation for Bids or Request for Proposals, and other Contract Documents, all of which are on file available for examination at the office by Pace's Purchasing Department.

Copies of these documents may be downloaded at www.pacebus.com, Business Opportunities or they may be obtained by calling 847-228-4238, the Pace Purchasing Department.

Pace, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-1, and Title 49, Code of Federal Regulations, Subtitle A, Part 21 (non-discrimination in Federally assisted Programs of the Department of Transportation) issued pursuant to said Act hereby notifies all Bidders/Proposers that it will affirmatively ensure that Disadvantaged Business Enterprises will be afforded full opportunity to submit bids/proposals in response to this solicitation and will not be discriminated against on the grounds of race, color, religion, national origin, disability, age, or sexual orientation in consideration for an award.

Pace reserves the right to reject any and all bids or to award in accordance with the award procedure as set forth in the Invitation for Bid/Request for Proposals and the conditions in the bid documents.

All Bidders/Proposers will be required to certify that they are not on the Comptroller General's list of ineligible contractors.

Pace, the Suburban Bus Division of the Regional Transportation Authority

Bid Publish Date December 3, 2015

pace
Connecting Communities

Thomas J. Ross
Executive Director

December 3, 2015

SUBJECT: Request for Proposal No. 415574
McHenry County Transportation and Call Center Services

Ladies/Gentlemen:

Pace, the Suburban Bus Division of the Regional Transportation Authority, is seeking proposals for the services of McHenry County Transportation and Call Center Services. The offeror must submit a proposal that utilizes the approach as described in the attached Scope of Work.

A pre-proposal meeting has been scheduled for 10:30 a.m. on December 14, 2015 at Pace McHenry Paratransit Facility, 5007 Prime Pkwy, McHenry, IL 60050. The pre-proposal meeting will begin promptly at the stated time. This meeting is not mandatory; however, prospective proposers are encouraged to attend to gain a better understanding of the requirement. Please call Cheryl Augustyn, Contract Buyer II at 847-228-4224 if your company will be represented.

Proposals are due by 2:00 p.m. on January 18, 2016. Proposals received after this time and date will not be accepted. All submittals should be clearly marked with the Request For Proposal (RFP) No.415574, the title, "McHenry County Transportation and Call Center Services" and the RFP due date of January 18, 2016.

a) Submit the original contract document along with all exhibits in their entirety. To be a valid submission, the agreement contract must be signed, dated and submitted on the RFP due date and all forms must be completed, dated, signed, and/or notarized (when applicable). The contract and exhibits submitted shall be the originals provided with this RFP package and shall not be altered or modified. Any exceptions to the terms and conditions of the contract shall be clearly detailed in a *Request for Change to Terms and Conditions* form which is included as Exhibit K.

b) Submit one (1) original and eight (8) copies of your technical proposal. Refer to the technical proposal section in Exhibit F for specific requirements for this RFP.

c) Include only one copy of your original price proposal (Exhibits G and G2) in a separate envelope clearly marked with the RFP number, title, due date, and marked Price Proposal. The Price Proposal is to be submitted separately, but concurrently with your technical proposals and the original contract in its entirety, including exhibits.

Proposals will be evaluated and the award made on the basis of the technical and price criteria contained in the RFP. The technical evaluation factors are listed in descending order of importance. Technical evaluation factors will be worth 45% of the total proposal score and price will be worth 55%.

Pace reserves the right to award this contract without discussion, therefore, offerors should put forth their best efforts in preparing their proposal to permit a thorough evaluation. Questions regarding this RFP shall be submitted in writing to Cheryl Augustyn at cheryl.augustyn@pacebus.com or via fax at 847-228-4204 no later than 2:00 p.m. on December 18, 2015. Questions received after this date and time may not be accepted.

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

Sincerely,

Cheryl Augustyn
Contract Buyer II

RFP NO. 415574
CONTRACT NO. **(_ to be completed by Pace _)**

AGREEMENT CONTRACT FOR THE PROVISION OF PARATRANSIT SERVICE

THIS CONTRACT is entered into **(_____to be completed by Pace_____)**, by and between Pace, the Suburban Bus Division of the Regional Transportation Authority, an organization under the laws of the State of Illinois (hereinafter called Pace) and **(_____to be completed by Pace_____)** hereinafter called (Contractor) having regional offices located at **(____to be completed by Pace____)**.

1. Scope and Description of Services: The Contractor shall perform the transportation and call center services described in detail in Exhibit B on a fixed unit price basis. Services shall include providing origin to destination, demand response Paratransit service and call center services for people with disabilities in the McHenry County area.

2. Basis of Award: Award will be made to the vendor who represents the best overall value to Pace on the basis of technical and price. This Contract shall be effective as of the date when it is signed by Pace, and a fully executed Contract is mailed to the winning proposer.

3. Time for Completion of Services: This Contract shall be effective as of the date executed by Pace. Service provided under this Contract shall commence on the June 1, 2016 and terminate after the last scheduled revenue vehicle hour on May 31, 2026.

4. Terms of Payment for Services: Compensation for services by the Contractor shall be paid in accordance with this section, but total compensation shall not exceed the sum of $_____ in accordance with Exhibit G and G2, Price Proposals.

   The Contractor is required to provide Pace with a monthly report in accordance with Exhibits A and B, including a statement of the monthly fee charged for the service, by the fifth day after the end of the month for which service is provided. Pace will pay the Contractor within thirty days from the date the report is received. Pace shall have the right to reduce payment to the Contractor by any liquidated damages due Pace for failure to comply with service, performance, or maintenance requirements as specified in Exhibit B or for any scheduled service either not performed or satisfactorily documented. In the event of failure by the Contractor to comply with any requirement of the Contract Pace may, upon notice to the Contractor, withhold payment until the Contractor is in compliance.

5. Pace DBE Requirements: Pace has determined that ZERO PERCENT (0%) DBE participation is required for this contract.

6. Insurance Requirements: The successful bidder will be required to provide evidence of all required insurance coverage, limits, endorsements, etc. for the duration of the contract plus two additional years. Evidence of required insurance coverage shall be provided on an Acord 25-S (or equivalent) Certificate of Insurance form. The Certificate of Insurance and required policy endorsements (CG 20 10 or CG 20 37 or CG 20 26, CA 2048, etc.) must be submitted to and approved by Pace ***prior to*** contract award and ***prior to*** the required insurance policy expiration date. For a complete list of all insurance coverage requirements, please see Exhibit H of this RFP.

7. Indemnification: The Contractor shall indemnify, keep and save harmless Pace, its agents, officials and employees against all injuries, losses, claims, suits, costs and expenses which may accrue against

Pace arising out of the services or products provided under this Contract, including any copyright or patent infringement or claim of such infringement arising from the intended use of goods or services furnished hereunder. The Contractor agrees to indemnify and hold harmless Pace, its employees and Officers, from any and all claims by persons or entities that may arise out of and in the course of its performance of this contract, and from any and all claims by its subcontractors, employees or independent contractors which may arise out of and in the course of performance of this contract. Any and all claims for unemployment benefits and worker's compensation benefits are expressly waived by the Contractor, its subcontractors, employees, and independent contractors, who agree to maintain separate policies of insurance as hereinafter are provided in this agreement The Contractor shall retain independent counsel and at its expense shall assume and defend all claims, demands and suits covered in this indemnification section.

8. Pace Insurance Program for Contractors: The Contractor shall require its employees to cooperate with and assist Pace and any claims service agencies, investigators and attorneys employed by or on behalf of Pace in the administration, investigation and defense of any and all claims for bodily injury, property damage, or physical damage to Pace vehicles asserted against Pace arising out of the provision of Transportation Services pursuant to the contract. If so requested, the Contractor shall comply with all accident and incident notification and reporting requirements provided for in the Pace Paratransit Manual and any revisions thereto.

9. Drug/Alcohol Policy: The Contractor shall comply with the Pace Drug/Alcohol Policy contained in the Pace Paratransit Manual and as attached as Exhibit E.

10. Fare Collection Responsibilities: The Contractor is responsible for collecting all fares required under this Contract and for maintaining records and deposit receipts for the fare revenue collected. All fares are to be retained by the Contractor. The Imputed Fare is to be deducted from the total monthly fee charged to Pace. The Imputed Fare is calculated by multiplying the number of riders, by category, times the required fare for each category.

All fares are to be collected as the passenger boards the vehicle. Passengers must pay the exact fare when boarding the vehicle. Vehicle operators cannot make change. After each fare has been deposited, the operator shall check the inspection plate for the correct fare and after it has been determined that the correct fare has been deposited, trip the inspection plate to clear it for the next fare.

Operators must be prepared to honor and issue transfers. A valid transfer will permit the bearer to change from one service to another without paying an additional fare. Each operator must have a valid transfer book, a punch and a timepiece with the correct time. A valid transfer book is one that has the current date punched and is punched with the number 999. Transfers are valid only on the date of issue for a two hour time limit from the time they are issued. A transfer may only be used by the person to whom it was issued. It is non-negotiable and cannot be exchanged for a cash refund at any time. The Contractor is responsible for implementing all the rules and regulations of Pace regarding transfers.

The Contractor must honor any other device, ticket or coupon to ride on the system as authorized by Pace.

If a foreign coin, jewelry, other object, or money in excess of the required fare is accidentally dropped into the farebox, the operator shall have the passenger fill out a courtesy card with a description of the object or money, his/her name, address, phone number, time, date and vehicle number. The operator shall immediately notify the dispatcher who shall record the occurrence. The

Contractor shall return the object and/or money to the individual.

11. Contract Documents: The following Exhibits are attached hereto and made a part hereof and shall become a part of any contract award:

Exhibit A:	Pace Paratransit Manual for Private Providers Contracting Directly with Pace
Exhibit B:	McHenry County Transportation and Call Center Scope of Work with Attachments
Exhibit C:	Instructions to Contractors and General Contract Provisions
Exhibit D:	Terms and Conditions Applicable To Paratransit Equipment
Exhibit E:	Drug and Alcohol Testing Program and Attachments 1 and 2
Exhibit F:	RFP Process
Exhibit G:	Price Proposal Instructions and Price Proposal – Paratransit Services in McHenry County
Exhibit G2:	Price Proposal Instructions and Price Proposal - North Mobility Management Call Center
Exhibit H:	Insurance Requirements McHenry County (Garage and Service)
Exhibit I:	Transit Safety and Security and SSEPP Plans
Exhibit J:	Garage License Agreement and Related Maintenance and Repairs; Attachment
Exhibit K:	Request for Change to Terms and Conditions (if proposed and accepted by Pace)
Exhibit L:	Vendor's Technical Proposal/Vendor's Documents incorporated at time of award

12. Service Changes: Pace shall have the right to require the Contractor to increase or decrease the maximum number of trips or vehicle hours of service per day under this contract, at the unit costs specified in Section 3, upon fourteen (14) days written notice to the Contractor.

13. Retention of Records: The Contractor shall maintain records to verify the actual time devoted and costs incurred. These records shall be maintained for a minimum period of five years after completion of the contract at which time the Contractor may request permission from Pace to dispose of the records. For purposes of this Contract, records include all work reports, payrolls, worksheets, accounting documents, contracts, vouchers, insurance policies, orders, trip sheets and other data pertaining to compliance with any and all terms of this Contract. Upon fifteen (15) days notice from Pace, all time sheets, billings, and other documentation used in preparing said records shall be made available for inspection, copying, or auditing by Pace at any time during normal business hours at Pace's headquarters location.

14. Ownership of Records: Pace shall retain ownership of all plans, specifications, and related documents, and all other documents, including but not limited to those mentioned above, prepared by the Contractor under the contract.

15. Audit and Inspection of Records: Pace, or its designee may perform, at any time, one or more audits and/or inspections of the books, records, fareboxes, and accounts of the Contractors with regard to compliance with the provisions of this Contract. The Contractor agrees to comply with all requests to have equipment available as requested by Pace for the completion of farebox audits. Contractor shall promptly remit to Pace any overpayments identified as a result of the audit and inspection. The Contractor shall permit the authorized representative of Pace, the Regional Transportation Authority, the State of Illinois, the U.S. Department of Transportation and the Comptroller General of the United States to inspect and audit all data and records of the Contractor relating to his performance under the Contract. Contractor acknowledges and agrees that representatives of the Office of Executive Inspector General and Office of Inspector General of Pace, have the authority and ability to: examine any record, information, data, reports, plans, projections, matters, contracts,

correspondence, or other materials, and interview any employee, officer, or agent of Contractor with respect to performance of the terms, and provision of goods and/or services of this contract. Contractor agrees to cooperate fully and expeditiously with any investigation or audit conducted by an Inspector General.

16. Compliance with Laws and Regulations: The Contractor warrants that it now has and will continue to have during the term of the contract, all necessary licenses, certifications, or other documents required by all government agencies, federal, state or local, which authorize or empower service operation.

17. Termination for Insufficient Funds: It is expressly agreed that Pace's obligation to pay for the services provided under this Contract shall be limited to the availability of funds from (1) Pace's revenues and budget for the fiscal years covered by this Contract and from (2) funds that may be received from the Federal Transit Administration, the Illinois Department of Transportation, the Regional Transportation Authority, and/or other funding agencies to be specifically applied for the services provided under this Contract. In the event that Pace determines that funds are not available from these sources to pay any remaining unpaid part or parts of the Contract, Pace's obligations to pay such unpaid part or parts of the Contract shall be terminated immediately and Pace shall have no further obligations under the Contract in respect to payment, with the exception of payment for authorized service already performed and costs already accrued.

18. Proposal Submittal Check List: (The following documents should be submitted with your proposal or it may be considered non-responsive.)

- ☐ Return **all** original contract documents in their **entirety**, please ensure that the contract is signed and dated*(see Item 11 for list of documents)
- ☐ Sign and **notarize** the Non-Collusion Affidavit (Exhibit C)
- ☐ Sign the Contractor's Certification Regarding Suspension and Debarment (Exhibit C)
- ☐ Acknowledge any addenda (if any) on page 6 of this *Agreement Contract*; submit all documents as instructed by the addenda
- ☐ Complete and sign the Certification of Restrictions on Lobbying (Exhibit C)
- ☐ Complete and sign the Conflict of Interest Disclosure Statement (Exhibit C)
- ☐ Complete and sign the Certification of Compliance with Pace's Drug & Alcohol Policy and Testing Program (Exhibit E, Attachment 2)
- ☐ Submit the Price Proposal in a separate envelope marked Price Proposal for RFP No. 415574 for McHenry County Transportation and Call Center Services
- ☐ Submit one (1) original and eight (8) copies of your technical proposal in a separate package marked Technical Proposal for RFP No. 415574 for McHenry County Transportation and Call Center Services

* There is an understanding that the vendor's submissions, if including Request for Change to Terms and Conditions set forth in this RFP as allowable in Exhibit C, Section A, Article 15, is conditional upon successful negotiations with Pace.

<u>Addendum Acknowledgment</u>: The proposer hereby acknowledges receipt of the following Addenda that are incorporated herein by reference. (If there were No Addenda, write "NONE") _____. **Failure to acknowledge Addenda may be cause for the bid to be considered non-responsive.**

Addendum No. ___
Addendum No. ___
Addendum No. ___

IN WITNESS WHEREOF, the parties hereto have executed this Contract on the dates recited below:

CONTRACTOR

_____
Company Name

_____
Street Address

_____
City, State & Zip Code

_____
Authorized Signature

_____
Date

_____
Printed/Typed Name

_____
Title

_____
Telephone Number and Fax Number

_____
E-mail Address

PACE, THE SUBURBAN BUS DIVISION OF THE REGIONALTRANSPORTATION AUTHORITY

_____
Signature

_____
Title

_____
Date of Award

Exhibit A
Paratransit Manual for Private Providers Contracting Directly with Pace

November 2, 2012

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Pace's Drug and Alcohol Policy and Testing Program (See Exhibit E of RFP)

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INTRODUCTION

The purpose of the Pace Paratransit Contractors Manual is to document Pace policies and procedures for Private Providers Contracting Directly with Pace. A separate Paratransit Manual exists for projects funded through agreements with municipalities.

The Pace Paratransit Contractors Manual is a supplement to Pace contracts with private providers and does not replace those documents. Should any requirements of the Pace Paratransit Contractors Manual conflict with the terms and provisions of the contract with Pace, the terms and provisions of the contract shall take precedent.

Persons responsible for the overall administration of paratransit projects as well as all staff involved in day-to-day project operations should be familiar with this Manual. It is intended to serve as a reference guide for handling routine matters, such as monthly operations reporting, as well as special situations, such as accident reporting. Pace routinely provides operating bulletins to contractors providing direction on operating procedures. These bulletins automatically become a part of this Manual and must be maintained as part of this Manual. In addition to this Manual, all Pace bulletins must be disseminated to appropriate staff.

For more information regarding any of the items described in this Manual, please contact Pace's Paratransit Department Staff.

PARATRANSIT CONTACT INFORMATION

Pace Paratransit Services
547 W. Jackson Boulevard
Chicago, IL 60661
Main phone number: 312-341-8000
Fax number: 312-341-8050
Email format: firstnamelastname@pacebus.com

OPERATIONS EMERGENCIES
Accident & Incident Reporting Phone Number – **847-228-4200**
– This should be used to report accidents and incidents that occur in Pace Paratransit Service

TRAPEZE & TECHNOLOGY SUPPORT
Trapeze, MDTs & Phone Systems Support Line – **847-275-1487**
– This should be used for technical support issues relating to Trapeze, MDTs and phone systems

Compliance Department
Email – compliance@pacebus.com
Fax Number – 312-341-8052

Paratransit Operations Reporting
Email – para.operations@pacebus.com

PARATRANSIT OPERATIONS STAFF
Melinda Metzger, Deputy Executive Director, Revenue Services
Email – melinda.metzger@pacebus.com
Arlington Heights Office – 847-228-2477
Chicago Office – 312-341-8022
Cell Phone – 847-650-7223

Tom Groeninger, Paratransit/VanPool Regional Manager
Email – tom.groeninger@pacebus.com
Arlington Heights Office – 847-228-2477
Chicago Office – 312-341-8021
Cell Phone – 847-533-7223

Sally Ann Williams, Division Manager, Paratransit Services
Email – sally.williams@pacebus.com
Chicago Office – 312-341-8020
Cell Phone – 847-489-6185

MAINTENANCE STAFF
Email – richard.miller@pacebus.com
Richard Miller, Supervisor, Paratransit Maintenance
Office – 708-225-3042
Cell Phone – 847-951-6066

1. PERSONNEL STANDARDS AND REQUIREMENTS

A. PERSONNEL

1. Employment Standards

Employees must be selected on the basis of their qualifications, in accordance with Federal, State, and local laws and regulations, and the applicable provisions in the contract between Pace and the contractor. Pace has no interest in the manner in which Providers oversee their employees except in matters that impact upon the delivery of Pace mass transit service to the general public. Nor is Pace intent upon establishing any terms or conditions of employment as Pace is not the employer.

2. Required Documentation for Employees of Paratransit Projects

No employee may operate a Pace vehicle or any vehicle used in Pace service or perform any safety sensitive tasks without first receiving approval from Pace. The following documentation must be submitted to Pace's Paratransit Department for review and approval before allowing an employee to operate in Pace service. Pace forms and instructions are included in this chapter:

Employee Information Form

FOR

- Anyone who works in any capacity for the contractor's Pace-funded paratransit project (This includes full time employees, part time employees, and volunteer employee).

WHEN

- Whenever an employee is hired by the contractor.
- Whenever any item listed on the Employee Information Form changes.

Medical Examiner's Certificate Documenting the U.S.DOT Physical

FOR

- Any employee who operates a paratransit vehicle at any time for any reason. This requirement applies to operators of both Pace owned and contractor owned vehicles.

WHEN

- Whenever an employee is hired by the contractor.
- Prior to expiration on the current Medical Examiner's Certificate.
- Return to duty.

Pace Report Form of Compliance with Drug/Alcohol Testing Requirements

FOR

- Any employee who holds a safety sensitive position, defined by the federal regulations as:
  - A position which operates a Pace revenue service vehicle, whether or not the vehicle is in service
  - A position which maintains Pace revenue service vehicles or equipment used in Pace service

- A position which directly controls or dispatches movement of a Pace revenue service vehicle
- A position which carries a firearm for security purposes

WHEN

- Whenever an employee is hired by the contractor.
- Biennially, thereafter.
- Any other time an employee is tested for drugs and alcohol required under the FTA guidelines. (See Section 4.5 Drug/Alcohol Testing for specific requirements.)

Motor Vehicle Report

FOR

- Any employee/individual who operates a Pace owned or contractor owned vehicle at any time or any vehicle in Pace service. This applies to operators of Pace owned vehicles and contractor owned vehicles.

WHEN

- Whenever an employee is hired by the contractor.
- Annually
- At Pace's request

Criminal Background Check

FOR

- Any employee/individual who operates a Pace owned or Contractor owned vehicle at any time in Pace service and any individual who has contact with the customers either in person or by telephone. This includes drivers, management personnel, reservationists, and dispatchers.

WHEN

- Whenever an employee is hired by the contractor
- Every 3 years
- Return to duty/ when an employee is on an extended leave of absence for 6 months or more
- When an employee is rehired
- At Pace's request

Any employee who is arrested for any reason must immediately notify the appropriate manager. The employee may be prohibited from operating in Pace service, if appropriate. Appropriate disciplinary action should be taken by the employer in the event that an employee is discovered to have an unreported criminal charge. Pace must be immediately notified of any arrest, charges, or pending charges of criminal behavior by Provider employees operating in Pace service.

Copy of Employee's Drivers License

FOR

- Any employee/individual who operates a Pace owned vehicle at any time or any vehicle in Pace service. This applies to operators of Pace owned vehicles and contractor owned vehicles, as well as mechanics

WHEN

- Whenever an employee is hired by the contractor
- Whenever the driver's license is renewed
- Return to duty

Copy of Driver Training/Retraining Checklist

FOR

- Any employee/individual who operates a Pace or Contractor owned vehicle in Pace service.

WHEN

- Whenever an employee is hired by the contractor.
- At Pace's request

3. Specific Requirements for Drivers

The following requirements must be met **BEFORE** an applicant is hired.

1. Driver applicants must be 21 years of age or older, have held a driver's license for five (5) years without breaks or suspensions prior to the date of application for employment consideration.

Before hire, contractors must perform a criminal background check to ensure that potential employees are in compliance with Pace standards. Back ground check must not have any of the following:

- Felony conviction or felony charge pending adjudication
- Conviction or pending charge for any crime in which a child or children were involved
- Conviction or pending charge or history related to sexual abuse of children
- Conviction or pending charge of history related to any sexually exploitive behavior
- Conviction or pending charge or history of battery, domestic violence, or threat of violence
- Conviction or pending charge related to unlawful possession or use of weapons
- Currently subject to a court-issued Order of Protection
- Conviction or pending charge or history related to crimes involving drugs and/or alcohol
- Conviction or pending charges for violation under Local Ordinance of any crime classified under State Law as a Class A misdemeanor
- Currently subject to Suspended Prosecution, Suspended or Deferred Jail Sentence and/or Court Supervision for any Class A Misdemeanor

Note: ***If a person convicted of a class A misdemeanor has been sentenced and such sentence does not include any period of actual incarceration or a suspended or deferred jail sentence or any fine in excess of the maximum provided for a class B misdemeanor, the court shall record such conviction and sentence as a class B misdemeanor. Notwithstanding the foregoing, the person so convicted shall be deemed to have been convicted of a class A misdemeanor for the purpose of employment consideration, if the conviction is for any of those crimes listed above.***

Drivers must successfully pass the U.S. Department of Transportation (U.S. DOT) physical examination. Instructions for U.S. DOT physical examination testing can be found in this chapter.

Drivers must successfully pass drug/alcohol testing. Specific instructions for drug/alcohol testing can be found in section 4.5, Drug/Alcohol Testing. A copy of the Pace Report of Compliance with Drug/Alcohol Testing Requirements and instructions can be found in this chapter.

Anyone who operates a vehicle must have a valid Commercial Drivers License (CDL) prior to operating the vehicle. The CDL must be a minimum class "C" license with a passenger (P) endorsement. .

> It is the contractor's responsibility to determine that the operator's license is valid, and of the correct classification. All new employees not holding the proper class CDL must acquire a CDL permit with the proper endorsements prior to operating a Pace vehicle. Applicants may be required to pass a pre-trip inspection, a basic skills test, and a road test given by the Secretary of State in order to obtain their CDL. **A Pace approved driver employed by the contractor <u>must</u> accompany an applicant when a Pace-owned vehicle is used for the driving test.**

Employers must obtain a Motor Vehicle Report (MVR) for anyone who operates a paratransit vehicle, prior to hire, going back at least five (5) years. If an individual resided, or was employed out of state during the previous five years, the employer will need to obtain an MVR from that state, in addition to the Illinois MVR.

a. In order to be eligible to operate a Pace vehicle or any vehicle in Pace service, applicants must meet the following driver standards/qualifications:

b. No Class I or II convictions.

c. No more than one (1) Class III or IV conviction in the past five (5) years.

d. No pattern of driving violations on the record.

e. No convictions/suspensions of driving while intoxicated or impaired by alcohol or drugs.

f. Not currently in receipt of a traffic violation.

Classifications of Moving Violations

- Class I Violation - Manslaughter or leaving the scene of an accident.
- Class II Violation - Careless or reckless driving.
- Class III Violation - Speeding, violations of a traffic signal, other serious citations that involve an accident.
- Class IV Violation - Improper turn, improper lane change, failure to observe a stop sign, failure to yield, other moving citations not involving an accident.

Anytime that an approved driver is operating a Pace owned vehicle or any vehicle in Pace service the following applies:

2. Drivers must have a current and valid Medical Examiner’s Certificate which documents that they have successfully passed the U.S. Department of Transportation (U.S. DOT) physical examination. U.S.DOT physicals must be renewed prior to the expiration date on the Medical Examiner’s Certificate.

3. When required, drivers must successfully pass drug and alcohol testing. Specific instructions and circumstances for drug and alcohol testing can be found in section 4.5, Drug and Alcohol Testing.

4. Pace requires that anyone operating Pace vehicles or any vehicle used in Pace paratransit service must have the appropriate driver’s license, with endorsements, and that the license must be valid. Any employee who receives a moving violation, license suspension, or license revocation at any time must

complete a Notice of Moving Violation Form and attach a copy of the ticket or letter of suspension and submit it to the appropriate manager. Pace must be immediately notified and a copy of the form is to be sent to Pace. The operator may be prohibited from operating Pace vehicles or any vehicle used in Pace-funded service, if appropriate. Appropriate disciplinary action should be taken by the employer in the event that an employee is discovered to have an unreported moving violation, license suspension, license revocation, or invalid license.

B. PARATRANSIT DRIVER TRAINING

1. Contractor's Driver Training

All vehicle operators must receive comprehensive Paratransit training before being permitted to drive in Pace-funded service. The contractor will provide or arrange for this training before allowing any operator to drive in Pace-funded service. At a minimum, this training should address the areas listed below. A more detailed listing of driver training requirements can be found on the Driver Training Checklist located in this chapter. Contractor driver training procedures and documentation are subject to review and approval by Pace.

1. Accidents

- Pace Accident/Incident Report Form
- General Accident Procedures
- Drug/Alcohol Procedures

Driving Skills

- Definitions
- Starting and Stopping
- Following Moving Traffic
- Intersection Operation
- Right Hand Turns
- Left. Turn/Double Left Turn
- Changing Lanes
- Passing and Being Passed
- Backing Buses
- Service Stops
- Slippery Streets
- Railroad Crossing
- General Defensive Driving Techniques

Emergency Equipment Operations

- Review Emergency Procedures
- Location of Emergency Equipment in Vehicle
- Use of Emergency Equipment
- Vehicle Evacuation
- Fire Protection

Fare Collections

- Fare Instruments
- Collection/Handling of Fares
- Fare Box Operations
- Other Related Procedures

Lift Usage

- Position Vehicle
- Automatic Operation of Lift
- Manual Operation of Lift

Loading/Unloading Passengers on Lift

- Boarding and Alighting Mobility Limited Passengers
- Operations and Movement of Stand Wheelchairs

Passenger Interaction

- Passenger Relations
- Disability Awareness
- Sensitivity Training
- Service Animals

Vehicle Operations

- Pre-Pullout Checklist Form
- Pre-Pullout Inspection on Vehicle
- Radio Procedures
- Driver Seat Adjustment
- Mirror Adjustment and Usage
- Vehicle/Console Switches
- MDT Usage
- Drive Cam

Securement

- Hands on Securement Training
- Securement of Various Types of Assistive Devices (Amigos, Oxygen Tanks, Mobility Aids, etc.)
- Lap Belts, Etc.
- Oversized Wheelchairs (see chapter 6)

Supervised Behind the Wheel Training

- On the Road Training

Other

- Checking IDs
- No Show Procedures

- 60 Minute Drug/Alcohol Training

2. Pace's Paratransit Drivers Training Program

The contractor will provide all training necessary to assure safe operations by drivers. In specific situations, Pace may also require paratransit drivers to participate in Pace's Paratransit Drivers Training program. Pace's Paratransit Drivers Training Program is offered monthly and is intended to supplement training provided by the contractor. It is not designed to replace contractor training. Every effort will be made to schedule drivers for training at the convenience of the driver and the contractor. However, it may be necessary to require a driver to attend a specific session.

Drivers required to participate in Pace's Drivers Training Program who consistently are unable to attend may be prohibited from operating a vehicle in Pace-funded paratransit service until the Drivers Training Program has been successfully completed. Drivers who attend the Drivers Training Program and do not meet Pace standards will be prohibited from driving.

C. DRUG/ALCOHOL TESTING

1. Pace Drug and Alcohol Policy

Projects must maintain a current copy of Pace's Drug and Alcohol Policy and Testing Program in Appendix A of this Manual. Projects must have an official drug and alcohol policy which includes the requirements, procedures, and standards contained in Pace's Drug and Alcohol Policy and Testing Program.

The following sections summarize information contained in Pace's Drug and Alcohol Policy and Testing Program. This summary is not intended to replace Pace's Drug and Alcohol Policy and Testing Program, but is provided to familiarize the Contractor with key elements of the policy.

Pace requires testing for paratransit drivers and persons holding other safety sensitive positions in the following circumstances:

- Pre-employment.
- Post-accident.
- Random.
- Reasonable suspicion.
- Return to Duty/Follow-up
- Biennially.

2. Pre-employment Drug Testing

In accordance with the Federal Transit Administration (FTA) Drug and Alcohol Testing Regulations, contractors must perform a NIDA-5 Pre-employment drug test and received a verified negative test result before allowing an employee to perform safety sensitive duties for the first time. Employees, applicants, and transferees who refuse to submit to pre-employment drug testing may not perform in a safety sensitive position. The following individuals must undergo a NIDA-5 Pre-employment drug test:

- All Applicants for safety sensitive positions
- All transferees into safety sensitive positions
- Any safety sensitive employee who has not performed safety sensitive duties for 90 consecutive calendar days, regardless of the reason, and the individual was not in the random pool.

- Any applicant for a safety sensitive position who was tested more than 90 days before they performed safety sensitive duties.

In addition to performing a Pre-employment drug test, contractors must obtain written consent from applicants to request their drug and alcohol testing information from previous DOT regulated employers that had employed the individual within the previous 2 years. Contractors must obtain this information from the previous employer and review it for DOT rule violations before allowing the employee to perform safety sensitive duties for the first time. Contractors must also ask applicants whether he/she has tested positive or refused to test on any pre-employment drug or alcohol test within the last two years. Contractors must obtain this information in writing. (Refer to DOT regulations 49 CFR Part 40 for procedures on employees and applicants with DOT rule violations.)

3. Post-Accident Drug and Alcohol Testing

All safety sensitive employees involved in an accident shall undergo **NIDA-5** drug testing and breath alcohol testing if any of the following conditions are met:

- An individual dies;
- An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident and if the employee cannot be discounted as a contributing factor to the accident; or
- Any vehicle involved incurs disabling damage and is transported away from the scene by a tow truck or other vehicle and if the employee cannot be discounted as a contributing factor to the accident.

Any other safety sensitive employee (e.g., mechanic, dispatcher, etc.) whose performance can not be discounted as a contributing factor to the accident must also be tested for drugs and alcohol. This will be determined by the project manager/supervisor, using the best information available at the time of the accident or incident. Pace's Drug and Alcohol Policy and Testing Program in the Appendix of this Manual provides specific information on post accident drug and alcohol testing.

If safety sensitive employees must be tested for drugs and alcohol, they may not operate, dispatch, or perform maintenance on any vehicle in paratransit service until Pace has been notified of the drug/alcohol test results and has authorized the individual to resume safety sensitive functions. Refusal to sign the necessary forms for drug/alcohol testing or refusal to be tested will result in the employee being prohibited from performing safety sensitive functions.

Note: The employee must be accompanied to the testing facility by a supervisor, trainer, or other staff person.

4. Random Drug and Alcohol Testing

All safety sensitive employees are required to submit to random **NIDA-5** drug testing and/or breath alcohol testing. Contractors are to ensure that at least the percentage required by FTA of the total number of safety sensitive employees providing Pace service are randomly selected for drug and alcohol testing each year. Projects may participate in Pace's random drug and alcohol testing pool, or in an approved consortium pool. Random drug and alcohol test must be unannounced and unpredictable, and the dates for administering random test must be spread reasonably throughout the year. Random test must be conducted at all times of the day when safety sensitive functions are performed. Pace's Drug and Alcohol Policy and Testing Program in the Appendix of this Manual provides specific information on random drug and/or alcohol testing.

For projects participating in Pace's random drug and alcohol testing pool or an approved consortium pool, the above percentages do not apply. The designated contact person at these projects will be notified when safety sensitive employees have been selected for random testing.

5. Drug and Alcohol Testing for Reasonable Suspicion

Safety sensitive employees will be required to submit to **NIDA-5** drug testing and/or breath alcohol testing when observation of an employee indicates the possibility that the employee may be reporting for work or working under the influence of drugs or alcohol. Requests for employees to undergo reasonable suspicion tests will be based on specific contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of the person to whom the request is directed. Supervisors who are in a position to make this determination must receive a minimum 2 hours training in the facts, circumstances, physical evidence, physical signs and symptoms, and patterns of performance and/or behavior associated with drug use and alcohol misuse. Each contractor must have an individual trained and available to perform reasonable suspicion evaluations at all times of the day when safety sensitive functions are performed.

Safety sensitive employees who are tested for drugs and alcohol as a result of reasonable suspicion may not operate, dispatch, or perform maintenance on any vehicle in paratransit service until Pace has received a Pace Report Form of Compliance with Drug/Alcohol Testing Requirements and has authorized the individual to resume safety sensitive functions. Refusal to sign the necessary forms for drug/alcohol testing or refusal to be tested will result in the employee being prohibited from performing safety sensitive functions.

Note: The employee must be accompanied to the testing facility by a supervisor, trainer, or other staff person.

6. DOT Return to Duty/Follow-up Drug and Alcohol Testing

Before any employee is allowed to return to duty to perform a safety sensitive function following a verified positive drug test result, an alcohol test result of 0.04 or greater, or a refusal to submit to a test, the employee will be required to:

- Be evaluated by a Substance Abuse Professional (SAP) to determine whether the employee has followed the recommendations for action by the SAP, including participation in any rehabilitation program. Specific information regarding Substance Abuse Professional Evaluations is contained in Pace's Drug and Alcohol Policy and Testing Program.
- Pass a return to duty drug and alcohol test. The employee must have a verified negative drug test result and alcohol test result of less than 0.02 to return to duty to perform a safety sensitive function.
- An employee who is allowed to return to duty to perform a safety sensitive function following a verified positive drug test result, an alcohol test result of 0.04 or greater, or a refusal to submit to a test will be subject to unannounced follow-up testing for at least twelve (12), but not more than sixty (60) months. The frequency and duration of the follow-up testing will be determined by the SAP, but will be subject to the conducting of a minimum of six (6) tests during the first twelve (12) months after the employee has returned to duty.

Follow-up drug testing is separate from and in addition to Pace's random testing program. Employees subject to follow-up testing also will remain in the standard random pool and will be tested whenever subject to random testing, even if as a result, the employee is tested twice in the same month, week, or day.

7. Non-DOT Return to Duty Following a Leave of Absence of More Than 30 Days

If a safety sensitive employee is absent from work for a period of more than 30 consecutive days, a **10 panel** drug test is required prior to resuming safety sensitive duties in accordance with Pace requirements.

8. Biennial Drug Testing

All operators and employees in safety sensitive positions, as part of the routine biennial recertification, shall undergo **10 panel** drug testing. Alcohol testing is not required as part of the biennial recertification. If the initial drug screen result is positive, the result may be confirmed by a second, more sophisticated laboratory method on

the same specimen, at the discretion of the project. If there is evidence of any drug other than supported prescribed drugs, the employee will be removed from performing in Pace service.

If an employee fails to provide an authentic urine specimen at the time of examination or to sign the necessary consent for drug testing with authorization to release the test results to the project, the employee may not perform in a safety sensitive position.

9. Drug and Alcohol Testing Guidelines

(a) Contractors must make arrangements with a medical facility to have testing done.

(b) Only tests which screen for the **five drugs (NIDA-5) and/or alcohol** (Ethanol) are acceptable for pre-employment, post-accident, random, and reasonable suspicion testing. Any employee testing positive for drugs or ethanol may not operate, dispatch, or maintain a vehicle in Pace service, or operate a Pace owned vehicle.

(c) Only tests which screen for the **ten drugs (10 panel)** are acceptable for biennial recertification. Any employee testing positive for drugs may not operate, dispatch, or maintain a vehicle in Pace service, or operate a Pace owned vehicle.

(d) Any employee testing positive for drugs may request that a confirmatory test (split sampling analysis) be conducted using samples obtained from the initial test. Pace recommends the use of confirmatory tests. However, if the employee tests positive on the initial test and does not request a confirmatory test, Pace will require that the employee be removed from Pace service.

> ***Note:*** If an employee tests positive on the initial test, the employee must be removed from Pace service pending the results of the confirmatory test.

(e) Whenever notified by a Medical Review Officer (MRO) of a positive test result, either initial or confirmatory, immediately notify the Pace's Compliance Department. Pace's Compliance Department email address is compliance@pacebus.com. A copy of the Pace Report form of Positive Drug and Alcohol Test is included in this chapter.

(f) Test cut-off levels for the five (NIDA-5) required drugs and the ten (10-panel) required drugs are contained in Pace's Drug and Alcohol Policy and Testing Program.

(g) Once testing is completed and a confirmed negative result is received, fill out the Pace Report Form of Compliance with Drug/Alcohol Testing Requirements and submit it to Pace's Compliance Department. A copy of the Pace Report Form of Compliance with Drug/Alcohol Testing Requirements is included in this chapter.

10. Reporting Requirements

In compliance with Federal Transit Administration (FTA) requirements regarding drug and alcohol testing, several reports must be submitted to the FTA by Pace on a recurring basis. Contractors must track the number and type of all drug and alcohol tests, as well as the reasons for testing (e.g., pre-employment, post accident, random, etc.). Pace will provide each contractor with specific forms and instructions for the annual reporting of this information.

Pace will submit the annual report to FTA on behalf of the Paratransit contractors.

D. PACE FORMS AND INSTRUCTIONS

1. Employee Information Form
2. Employee Separation Form
3. U.S. Dot Physical Form (Sample)
4. Pace Report Form of Compliance With Drug/Alcohol Testing Requirements
5. Pace Report Form of Positive Drug And Alcohol Test
6. Pace Driver Training Checklist
7. Dispatcher Training Checklist
8. Call Taker Training Checklist
9. Notice of Moving Violation Form

1. Employee Information & Employee Separation Forms and Instructions

The Pace Report Form for Employees of Paratransit Projects - Employee Information must be submitted for anyone who works in any capacity for the Paratransit project. This form must be submitted for full time employees, part time employees, and volunteer employees. This includes drivers, project supervisors, mechanics, bus janitors, and any other employees who are involved in the operation of the Paratransit project.

The Pace Report Form for Employees of Paratransit Projects - Employee Information must also be submitted to notify Pace of changes in an employee's status.

Submit a Pace Report Form for Employees of Paratransit Projects - Employee Information to Pace to provide the following information:

- New Employees.
- Change of employees' address or telephone number.
- Change of position, or full-time/part-time status.
- Change of driver's license class or new expiration date.

The Pace Report Form for Employees of Paratransit Projects – Employee Separation must be submitted whenever a employees resigns or is terminated.

Email the completed Pace Report Form for Employees of Paratransit Projects - Employee Information to:

Compliance@pacebus.com

Employee Information Form

☐ New Employee
☐ Change of Information

Badge#: _____

Name: _____ Date: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Home Phone: (___)_____

Division/Property/Company: _____

Position: _____ Safety Sensitive ☐ Yes ☐ No

Social Security Number_____ Date of Birth: _____

MVR check: _____ Background Check: _____

Date of Pre-Employment Drug Test: _____

Date of Pre-Employment D.O.T. Physical Test: _____

Sensitivity Training Date: _____

Date of Annual D.O.T. Physical Test: _____

Driver License Number: _____ Class: _____

CDL: ☐ Yes ☐ No Endorsement: _____ Restrictions: _____

Expiration Date: _____

Employee Separation Form

Division/Property/Company: _____

Name: _____ Badge#: _____

Social Security Number: _____

Position: _____

Date of Termination: _____

Reason for Separation:

_____

_____

_____

☐ Eligible For Re-hire ☐ Not Eligible for Re-hire

2. U.S. DOT Physical Examination Instructions and Sample Form

The U.S. DOT physical examination must be successfully passed in both of the following circumstances:

- Driver applicants and any other employee who may drive a paratransit vehicle at any time must successfully pass the U.S. DOT physical examination prior to beginning work.
- Drivers on staff and any other employee on staff who may drive a paratransit vehicle at any time must be recertified by successfully passing the U.S. DOT physical examination every other year.

The examination facility will provide the U.S. DOT Physical Examination Form. The physician must date and sign his findings upon completion of the examination.

Only applicants who successfully pass the physical examination and meet the other employee information requirements may operate a paratransit vehicle in any capacity. Employees must successfully pass the physical examination on a biennial basis in order to operate a paratransit vehicle in any capacity. Individuals who do not pass the U.S. DOT Physical examination are prohibited from operating a Pace vehicle or any vehicle in Pace service until corrective action has been taken and the individual receives a Medical Examiner's Certificate.

Upon successfully completing the U.S. DOT Physical Examination, the driver or applicant will be issued a Medical Examiner's Certificate.

Email a copy of the Medical Examiner's Certificate to:

Pace.Compliance@pacebus.com

DO NOT SUBMIT THE U.S. DOT PHYSICAL EXAMINATION FORM TO PACE.

Medical Examination Report
FOR COMMERCIAL DRIVER FITNESS DETERMINATION

649-F (6045)

1. DRIVER'S INFORMATION Driver completes this section

Driver's Name (Last, First, Middle)	Social Security No.	Birthdate M / D / Y	Age	Sex ☐ M ☐ F	New Certification ☐ Recertification ☐ Follow-up ☐	Date of Exam
Address	City, State, Zip Code	Work Tel: ( ) Home Tel: ( )	Driver License No.	License Class ☐ A ☐ B ☐ C ☐ D ☐ Other		State of Issue

2. HEALTH HISTORY Driver completes this section, but medical examiner is encouraged to discuss with driver.

Yes	No		Yes	No		Yes	No	
☐	☐	Any illness or injury in the last 5 years?	☐	☐	Lung disease, emphysema, asthma, chronic bronchitis	☐	☐	Fainting, dizziness
☐	☐	Head/Brain injuries, disorders or illnesses	☐	☐	Kidney disease, dialysis	☐	☐	Sleep disorders, pauses in breathing while asleep, daytime sleepiness, loud snoring
☐	☐	Seizures, epilepsy ☐ medication_____	☐	☐	Liver disease	☐	☐	Stroke or paralysis
☐	☐	Eye disorders or impaired vision (except corrective lenses)	☐	☐	Digestive problems	☐	☐	Missing or impaired hand, arm, foot, leg, finger, toe
☐	☐	Ear disorders, loss of hearing or balance	☐	☐	Diabetes or elevated blood sugar controlled by: ☐ diet ☐ pills ☐ insulin	☐	☐	Spinal injury or disease
☐	☐	Heart disease or heart attack; other cardiovascular condition ☐ medication_____	☐	☐	Nervous or psychiatric disorders, e.g., severe depression ☐ medication_____	☐	☐	Chronic low back pain
☐	☐	Heart surgery (valve replacement/bypass, angioplasty, pacemaker) ☐	☐	☐	Loss of, or altered consciousness	☐	☐	Regular, frequent alcohol use
☐	☐	High blood pressure medication_____				☐	☐	Narcotic or habit forming drug use
☐	☐	Muscular disease						
☐	☐	Shortness of breath						

For any YES answer, indicate onset date, diagnosis, treating physician's name and address, and any current limitation. List all medications (including over-the-counter medications) used regularly or recently.

_____

_____

_____

I certify that the above information is complete and true. I understand that inaccurate, false or missing information may invalidate the examination and my Medical Examiner's Certificate.

Driver's Signature_____ Date_____

Medical Examiner's Comments on Health History (The medical examiner must review and discuss with the driver any "yes" answers and potential hazards of medications, including over-the-counter medications, while driving. This discussion must be documented below.)

_____

_____

_____

_____

TESTING (Medical Examiner completes Section 3 through 7) Name: Last, First, Middle,

3. VISION

Standard: At least 20/40 acuity (Snellen) in each eye with or without correction. At least 70 degrees peripheral in horizontal meridian measured in each eye. The use of corrective lenses should be noted on the Medical Examiner's Certificate.

INSTRUCTIONS: When other than the Snellen chart is used, give test results in Snellen-comparable values. In recording distance vision, use 20 feet as normal. Report visual acuity as a ratio with 20 as numerator and the smallest type read at 20 feet as denominator. If the applicant wears corrective lenses, these should be worn while visual acuity is being tested. If the driver habitually wears contact lenses, or intends to do so while driving, sufficient evidence of good tolerance and adaptation to their use must be obvious. ***Monocular drivers are not qualified.***

Numerical readings must be provided.

ACUITY	UNCORRECTED	CORRECTED	HORIZONTAL FIELD OF VISION
Right Eye	20/	20/	Right Eye °
Left Eye	20/	20/	Left Eye °
Both Eyes	20/	20/	

Applicant can recognize and distinguish among traffic control signals and devices showing standard red, green, and amber colors? ☐ Yes ☐ No

Applicant meets visual acuity requirement only when wearing: ☐ Corrective Lenses

Monocular Vision: ☐ Yes ☐ No

Complete next line only if vision testing is done by an opthalmologist or optometrist

Date of Examination | Name of Ophthalmologist or Optometrist (print) | Tel. No. | License No./ State of Issue | Signature

4. HEARING

Standard: a) Must first perceive forced whispered voice ≥ 5 ft., with or without hearing aid, or b) average hearing loss in better ear ≤ 40 dB

☐ Check if hearing aid used for tests. ☐ Check if hearing aid required to meet standard.

INSTRUCTIONS: To convert audiometric test results from ISO to ANSI, -14 dB from ISO for 500Hz, -10dB for 1,000 Hz, -8.5 dB for 2000 Hz. To average, add the readings for 3 frequencies tested and divide by 3.

Numerical readings must be recorded.

a) Record distance from individual at which forced whispered voice can first be heard.	Right ear \ Feet	Left Ear \ Feet

b) If audiometer is used, record hearing loss in decibels (acc. to ANSI Z24.5-1951)

Right Ear			Left Ear		
500 Hz	1000 Hz	2000 Hz	500 Hz	1000 Hz	2000 Hz
Average:			Average:		

5. BLOOD PRESSURE/ PULSE RATE

Numerical readings must be recorded. Medical Examiner should take at least two readings to confirm BP.

Blood Pressure	Systolic	Diastolic

Driver qualified if ≤140/90.

Pulse Rate: ☐ Regular ☐ Irregular

Record Pulse Rate:_____

Reading	Category	Expiration Date	Recertification
140-159/90-99	Stage 1	1 year	1 year if ≤140/90. One-time certificate for 3 months if 141-159/91-99.
160-179/100-109	Stage 2	One-time certificate for 3 months.	1 year from date of exam if ≤140/90
≥180/110	Stage 3	6 months from date of exam if ≤140/90	6 months if ≤ 140/90

6. LABORATORY AND OTHER TEST FINDINGS

Numerical readings must be recorded.

URINE SPECIMEN	SP. GR.	PROTEIN	BLOOD	SUGAR

Urinalysis is required. Protein, blood or sugar in the urine may be an indication for further testing to rule out any underlying medical problem.

Other Testing (Describe and record) _____

7. PHYSICAL EXAMINATION Height:_____ (in.) Weight:_____ (lbs.) Name: Last, First, Middle,

The presence of a certain condition may not necessarily disqualify a driver, particularly if the condition is controlled adequately, is not likely to worsen or is readily amenable to treatment. Even if a condition does not disqualify a driver, the medical examiner may consider deferring the driver temporarily. Also, the driver should be advised to take the necessary steps to correct the condition as soon as possible particularly if the condition, if neglected, could result in more serious illness that might affect driving.

Check YES if there are any abnormalities. Check NO if the body system is normal. Discuss any YES answers in detail in the space below, and indicate whether it would affect the driver's ability to operate a commercial motor vehicle safely. Enter applicable item number before each comment. If organic disease is present, note that it has been compensated for. See *Instructions to the Medical Examiner* for guidance.

BODY SYSTEM	CHECK FOR:	YES*	NO
1. General Appearance	Marked overweight, tremor, signs of alcoholism, problem drinking, or drug abuse.		
2. Eyes	Pupillary equality, reaction to light, accommodation, ocular motility, ocular muscle imbalance, extraocular movement, nystagmus, exophthalmos. Ask about retinopathy, cataracts, aphakia, glaucoma, macular degeneration and refer to a specialist if appropriate.		
3. Ears	Scarring of tympanic membrane, occlusion of external canal, perforated eardrums.		
4. Mouth and Throat	Irremediable deformities likely to interfere with breathing or swallowing.		
5. Heart	Murmurs, extra sounds, enlarged heart, pacemaker, implantable defibrillator.		
6. Lungs and chest, not including breast examination	Abnormal chest wall expansion, abnormal respiratory rate, abnormal breath sounds including wheezes or alveolar rales; impaired respiratory function, cyanosis. Abnormal findings on physical exam may require further testing such as pulmonary tests and/ or xray of chest.		
7. Abdomen and Viscera	Enlarged liver, enlarged spleen, masses, bruits, hernia, significant abdominal wall muscle weakness.		
8. Vascular System	Abnormal pulse and amplitude, cartoid or arterial bruits, varicose veins.		
9. Genito-urinary System	Hernias.		
10. Extremities- Limb impaired. Driver may be subject to SPE certificate if otherwise qualified.	Loss or impairment of leg, foot, toe, arm, hand, finger, Perceptible limp, deformities, atrophy, weakness, paralysis, clubbing, edema, hypotonia. Insufficicent grasp and prehension in upper limb to maintain steering wheel grip. Insufficient mobility and strength in lower limb to operate pedals properly.		
11. Spine, other musculoskeletal	Previous surgery, deformities, limitation of motion, tendemess.		
12. Neurological	Impaired equilibrium, coordination or speech pattern; asymmetric deep tendon reflexes, sensory or positional abnormalities, abnormal patellar and Babinki's reflexes, ataxia.		

***COMMENTS:** _____

Note certification status here. See Instructions to the Medical Examiner for guidance.

- ☐ Meets standards in 49 CFR 391.41; qualifies for 2 year certificate
- ☐ Does not meet standards
- ☐ Meets standards, but periodic monitoring required due to _____
  Driver qualified only for: ☐3 months ☐6 months ☐1 year ☐ Other

Temporarily disqualified due to (condition or medication):_____

Return to medical examiner's office for follow up on _____

- ☐ Wearing corrective lense
- ☐ Wearing hearing aid
- ☐ Accompanied by a _____waiver/ exemption. Driver must present exemption at time of certification.
- ☐ Skill Performance Evaluation (SPE) Certificate
- ☐ Driving within an exempt intracity zone (See 49 CFR 391.62)
- ☐ Qualified by operation of 49 CFR 391.64

Medical Examiner's signature _____
Medical Examiner's name _____
Address _____
Telephone Number _____

If meets standards, complete a Medical Examiner's Certificate as stated in 49 CFR 391.43(h). (Driver must carry certificate when operating a commercial vehicle.)

49 CFR 391.41 Physical Qualifications for Drivers

THE DRIVER'S ROLE

Responsibilities, work schedules, physical and emotional demands, and lifestyles among commercial drivers vary by the type of driving that they do. Some of the main types of drivers include the following: turn around or short relay (drivers return to their home base each evening); long relay (drivers drive 9-11 hours and then have at least a 10-hour off-duty period), straight through haul (cross country drivers); and team drivers (drivers share the driving by alternating their 5-hour driving periods and 5-hour rest periods.)

The following factors may be involved in a driver's performance of duties: abrupt schedule changes and rotating work schedules, which may result in irregular sleep patterns and a driver beginning a trip in a fatigued condition; long hours; extended time away from family and friends, which may result in lack of social support; tight pickup and delivery schedules, with irregularity in work, rest, and eating patterns, adverse road, weather and traffic conditions, which may cause delays and lead to hurriedly loading or unloading cargo in order to compensate for the lost time; and environmental conditions such as excessive vibration, noise, and extremes in temperature. Transporting passengers or hazardous materials may add to the demands on the commercial driver.

There may be duties in addition to the driving task for which a driver is responsible and needs to be fit. Some of these responsibilities are: coupling and uncoupling trailer(s) from the tractor, loading and unloading trailer(s) (sometimes a driver may lift a heavy load or unload as much as 50,000 lbs. of freight after sitting for a long period of time without any stretching period); inspecting the operating condition of tractor and/or trailer(s) before, during and after delivery of cargo; lifting, installing, and removing heavy tire chains; and, lifting heavy tarpaulins to cover open top trailers. The above tasks demand agility, the ability to bend and stoop, the ability to maintain a crouching position to inspect the underside of the vehicle, frequent entering and exiting of the cab, and the ability to climb ladders on the tractor and/or trailer(s).

In addition, a driver must have the perceptual skills to monitor a sometimes complex driving situation, the judgment skills to make quick decisions, when necessary, and the manipulative skills to control an oversize steering wheel, shift gears using a manual transmission, and maneuver a vehicle in crowded areas.

§391.45 PHYSICAL QUALIFICATIONS FOR DRIVERS

(a) A person shall not drive a commercial motor vehicle unless he is physically qualified to do so and, except as provided in §391.67, has on his person the original, or a photographic copy, of a medical examiner's certificate that he is physically qualified to drive a commercial motor vehicle.

(b) A person is physically qualified to drive a motor vehicle if that person:

(1) Has no loss of a foot, a leg, a hand, or an arm, or has been granted a Skill Performance Evaluation (SPE) Certificate (formerly Limb Waiver Program) pursuant to §391.49.

(2) Has no impairment of: (i) A hand or finger which interferes with prehension or power grasping; or (ii) An arm, foot, or leg which interferes with the ability to perform normal tasks associated with operating a commercial motor vehicle; or any other significant limb defect or limitation which interferes with the ability to perform normal tasks associated with operating a commercial motor vehicle; or has been granted a SPE Certificate pursuant to §391.49.

(3) Has no established medical history or clinical diagnosis of diabetes mellitus currently requiring insulin for control;

(4) Has no current clinical diagnosis of myocardial infarction, angina pectoris, coronary insufficiency, thrombosis, or any other cardiovascular disease of a variety known to be accompanied by syncope, dyspnea, collapse, or congestive cardiac failure.

(5) Has no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with his ability to control and drive a commercial motor vehicle safely.

(6) Has no current clinical diagnosis of high blood pressure likely to interfere with his ability to operate a commercial motor vehicle safely.

(7) Has no established medical history or clinical diagnosis of rheumatic, arthritic, orthopedic, muscular, neuromuscular, or vascular disease which interferes with his ability to control and operate a commercial motor vehicle safely.

(8) Has no established medical history or clinical diagnosis of epilepsy or any other condition which is likely to cause loss of consciousness or any loss of ability to control a commercial motor vehicle;

(9) Has no mental, nervous, organic, or functional disease or psychiatric disorder likely to interfere with his ability to drive a commercial motor vehicle safely;

(10) Has distant visual acuity of at least 20/40 (Snellen) in each eye without corrective lenses or visual acuity separately corrected to 20/40 (Snellen) or better with corrective lenses, distant binocular acuity of at least 20/40 (Snellen) in both eyes with or without corrective lenses, field of vision of at least 70 degrees in the horizontal meridian in each eye, and the ability to recognize the colors of traffic signals and devices showing standard red, green and amber;

(11) First perceives a forced whispered voice in the better ear not less than 5 feet with or without the use of a hearing aid, or, if tested by use of an audiometric device, does not have an average hearing loss in the better ear greater than 40 decibels at 500 Hz, 1,000 Hz and 2,000 Hz with or without a hearing device when the audiometric device is calibrated to the American National Standard (formerly ASA Standard) Z24.5-1951;

(12) (i) Does not use a controlled substance identified in 21 CFR 1308.11 Schedule I, an amphetamine, a narcotic, or any other habit-forming drug. (ii) Exception: A driver may use such a substance or drug, if the substance or drug is prescribed by a licensed medical practitioner who: (A) Is familiar with the driver's medical history and assigned duties; and (B) Has advised the driver that the prescribed substance or drug will not adversely affect the driver's ability to safely operate a commercial motor vehicle; and

(13) Has no current clinical diagnosis of alcoholism.

INSTRUCTIONS TO THE MEDICAL EXAMINER

General Information

The purpose of this examination is to determine a driver's physical qualification to operate a commercial motor vehicle (CMV) in interstate commerce according to the requirements in 49 CFR 391.41-49. Therefore, the medical examiner must be knowledgeable of these requirements and guidelines developed by the FMCSA to assist the medical examiner in making the qualification determination. The medical examiner should be familiar with the driver's responsibilities and work environment and is referred to the section on the form, **The Driver's Role.**

In addition to reviewing the **Health History** section with the driver and conducting the physical examination, the medical examiner should discuss common prescriptions and over-the-counter medications relative to the side effects and hazards of these medications while driving. Educate the driver to read warning labels on all medications. History of certain conditions may be cause for rejection, particularly if required by regulation, or may indicate the need for additional laboratory tests or more stringent examination perhaps by a medical specialist. These decisions are usually made by the medical examiner in light of the driver's job responsibilities, work schedule and potential for the conditions to render the driver unsafe.

Medical conditions should be recorded even if they are not cause for denial, and they should be discussed with the driver to encourage appropriate remedial care. This advice is especially needed when a condition, if neglected, could develop into a serious illness that could affect driving.

If the medical examiner determines that the driver is fit to drive and is also able to perform non-driving responsibilities as may be required, the medical examiner signs the medical certificate which the driver must carry with his/her license. The certificate must be dated. **Under current regulations, the certificate is valid for two years, unless the driver has a medical condition that does not prohibit driving but does require more frequent monitoring.** In such situations, the medical certificate should be issued for a shorter length of time. The physical examination should be done carefully and at least as complete as is indicated by the attached form. Contact the FMCSA at (202) 366-1790 for further information (a vision exemption, qualifying drivers under 49 CFR 391.64, etc.).

Interpretation of Medical Standards

Since the issuance of the regulations for physical qualifications of commercial drivers, the Federal Motor Carrier Safety Administration (FMCSA) has published recommendations called Advisory Criteria to help medical examiners in determining whether a driver meets the physical qualifications for commercial driving. These recommendations have been condensed to provide information to medical examiners that (1) is directly relevant to the physical examination and (2) is not already included in the medical examination form. The specific regulation is printed in italics and it's reference by section is highlighted.

Federal Motor Carrier Safety Regulations
-Advisory Criteria-

Loss of Limb:
§391.41(b)(1)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no loss of a foot, leg, hand or an arm, or has been granted a Skill Performance Evaluation (SPE) Certificate pursuant to Section 391.49.

Limb Impairment:
§391.41(b)(2)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no impairment of: (i) A hand or finger which interferes with prehension or power grasping; or (ii) An arm, foot, or leg which interferes with the ability to perform normal tasks associated with operating a commercial motor vehicle; or (iii) Any other significant limb defect or limitation which interferes with the ability to perform normal tasks associated with operating a commercial motor vehicle; or (iv) Has been granted a Skill Performance Evaluation (SPE) Certificate pursuant to Section 391.49.

A person who suffers loss of a foot, leg, hand or arm or whose limb impairment in any way interferes with the safe performance of normal tasks associated with operating a commercial motor vehicle is subject to the Skill Performance Evaluation Certification Program pursuant to section 391.49, assuming the person is otherwise qualified.

With the advancement of technology, medical aids and equipment modifications have been developed to compensate for certain disabilities. The SPE Certification Program (formerly the Limb Waiver Program) was designed to allow persons with the loss of a foot or limb or with functional impairment to qualify under the Federal Motor Carrier Safety Regulations (FMCSRs) by use of prosthetic devices or equipment modifications which enable them to safely operate a commercial motor vehicle. Since there are no medical aids equivalent to the original body or limb, certain risks are still present, and thus restrictions may be included on individual SPE certificates when a State Director for the FMCSA determines they are necessary to be consistent with safety and public interest.

If the driver is found otherwise medically qualified (391.41(b)(3) through (13)), the medical examiner must check on the medical certificate that the driver is qualified only if accompanied by a SPE certificate. The driver and the employing motor carrier are subject to appropriate penalty if the driver operates a motor vehicle in interstate or foreign commerce without a current SPE certificate for his/her physical disability.

Diabetes
§391.41(b)(3)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no established medical history or clinical diagnosis of diabetes mellitus currently requiring insulin for control.

Diabetes mellitus is a disease which, on occasion, can result in a loss of consciousness or disorientation in time and space. Individuals who require insulin for control have conditions which can get out of control by the use of too much or too little insulin, or food intake not consistent with the insulin dosage. Incapacitation may occur from symptoms of hyperglycemic or hypoglycemic reactions (drowsiness, semiconsciousness, diabetic coma or insulin shock).

The administration of insulin is, within itself, a complicated process requiring insulin, syringe, needle, alcohol sponge and a sterile technique. Factors related to long-haul commercial motor vehicle operations, such as fatigue, lack of sleep, poor diet, emotional conditions, stress, and concomitant illness, compound the dangers, the FMCSA has consistently held that a diabetic who uses insulin for control does not meet the minimum physical requirements of the FMCSRs.

Hypoglycemic drugs, taken orally, are sometimes prescribed for diabetic individuals to help stimulate natural body production of insulin. If the condition can be controlled by the use of oral medication and diet, then an individual may be qualified under the present rule. CMV drivers who do not meet the Federal diabetes standard may call (202) 366-1790 for an application for a diabetes exemption.
(See Conference Report on Diabetic Disorders and Commercial Drivers and Insulin-Using Commercial Motor Vehicle Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Cardiovascular Condition
§391.41(b)(4)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no current clinical diagnosis of myocardial infarction, angina pectoris, coronary insufficiency, thrombosis or any other cardiovascular disease of a variety known to be accompanied by syncope, dyspnea, collapse or congestive cardiac failure.

The term "has no current clinical diagnosis of" is specifically designed to encompass: "a *clinical diagnosis of*" (1) a current cardiovascular condition, or (2) a cardiovascular condition which has not fully stabilized regardless of the time limit The term "*known to be*

accompanied by" is designed to include a clinical diagnosis of a cardiovascular disease (1) which is accompanied by symptoms of syncope, dyspnea, collapse or congestive cardiac failure; and/or (2) which is likely to cause syncope, dyspnea, collapse or congestive cardiac failure.

It is the intent of the FMCSRs to render unqualified, a driver who has a current cardiovascular disease which is accompanied by and/or likely to cause symptoms of syncope, dyspnea, collapse, or congestive cardiac failure. However, the subjective decision of whether the nature and severity of an individual's condition will likely cause symptoms of cardiovascular insufficiency is on an individual basis and qualification rests with the medical examiner and the motor carrier. In those cases where there is an occurrence of cardiovascular insufficiency (myocardial infarction, thrombosis, etc.), it is suggested before a driver is certified that he or she have a normal resting and stress electrocardiogram (ECG), no residual complications and no physical limitations, and is taking no medication likely to interfere with safe driving.

Coronary artery bypass surgery and pacemaker implantation are remedial procedures and thus, not unqualifying. Implantable cardioverter defibrillators are disqualifying due to risk of syncope. Coumadin is a medical treatment which can improve the health and safety of the driver and should not, by its use, medically disqualify the commercial driver. The emphasis should be on the underlying medical condition(s) which require treatment and the general health of the driver. The FMCSA should be contacted at (202) 366-1790 for additional recommendations regarding the physical qualification of drivers on coumadin.
(See Cardiovasular Advisory Panel Guidelines for the Medical examination of Commercial Motor Vehicle Drivers at: http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Respiratory Dysfunction
§391.41(b)(5)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with ability to control and drive a commercial motor vehicle safely.

Since a driver must be alert at all times, any change in his or her mental state is in direct conflict with highway safety. Even the slightest impairment in respiratory function under emergency conditions (when greater oxygen supply is necessary for performance) may be detrimental to safe driving.

There are many conditions that interfere with oxygen exchange and may result in incapacitation, including emphysema, chronic asthma, carcinoma, tuberculosis, chronic bronchitis and sleep apnea. If the medical examiner detects a respiratory dysfunction, that in any way is likely to interfere with the driver's ability to safely control and drive a commercial motor vehicle, the driver must be referred to a specialist for further evaluation and therapy. Anticoagulation therapy for deep vein thrombosis and/or pulmonary thromboembolism is not unqualifying once optimum dose is achieved, provided lower extremity venous examinations remain normal and the treating physician gives a favorable recommendation.
(See Conference on Pulmonary/Respiratory Disorders and Commercial Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm

Hypertension
§391.41(b)(6)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no current clinical diagnosis of high blood pressure likely to interfere with ability to operate a commercial motor vehicle safely.

Hypertension alone is unlikely to cause sudden collapse; however, the likelihood increases when target organ damage, particularly cerebral vascular disease, is present. This regulatory criteria is based on FMCSA's Cardiovascular Advisory Guidelines for the Examination of CMV Drivers, which used the Sixth Report of the Joint National Committee on Detection, Evaluation, and Treatment of High Blood Pressure (1997).

Stage 1 hypertension corresponds to a systolic BP of 140-159 mmHg and/or a diastolic BP of 90-99 mmHg. The driver with a BP in this range is at low risk for hypertension-related acute incapacitation and may be medically certified to drive for a one-year period. Certification examinations should be done annually thereafter and should be at or less than 140/90. If less than 160/100, certification may be extended one time for 3 months.

A blood pressure of 160-179 systolic and/or 100-109 diastolic is considered Stage 2 hypertension, and the driver is not necessarily unqualified during evaluation and institution of treatment. The driver is given a one time certification of three months to reduce his or her blood pressure to less than or equal to 140/90. A blood pressure in this range is an absolute indication for anti-hypertensive drug therapy. Provided treatment is well tolerated and the driver demonstrates a BP value of 140/90 or less, he or she may be certified for one year from date of the initial exam. The driver is certified annually thereafter.

A blood pressure at or greater than 180 (systolic) and 110 (diastolic) is considered Stage 3, high risk for an acute BP-related event. The driver may not be qualified, even temporarily, until reduced to 140/90 or less and treatment is well tolerated. The driver may be certified for 6 months and biannually (every 6 months) thereafter if at recheck BP is 140/90 or less.

Annual recertification is recommended if the medical examiner does not know the severity of hypertension prior to treatment.

An elevated blood pressure finding should be confirmed by at least two subsequent measurements on different days.

Treatment includes nonpharmacologic and pharmacologic modalities as well as counseling to reduce other risk factors. Most antihypertensive medications also have side effects, the importance of which must be judged on an individual basis. Individuals must be alerted to the hazards of these medications while driving. Side effects of somnolence or syncope are particulary undesirable in commercial drivers.

Secondary hypertension is based on the above stages. Evaluation is warranted if patient is persistently hypertensive on maximal or near-maximal doses of 2-3 pharmacologic agents. Some causes of secondary hypertension may be amenable to surgical intervention or specific pharmacologic disease.
(See Cardiovascular Advisory Panel Guidelines for the Medical Examination of Commercial Motor Vehicle Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease §391.41(b)(7)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no established medical history or clinical diagnosis of rheumatic, arthritic, orthopedic, muscular, neuromuscular or vascular disease which interferes with the ability to control and operate a commercial motor vehicle safely.

Certain diseases are known to have acute episodes of transient muscle weakness, poor muscular coordination (ataxia), abnormal sensations (paresthesia), decreased muscular tone (hypotonia), visual disturbances and pain which may be suddenly incapacitating. With each recurring episode, these symptoms may become more pronounced and remain for longer periods of time. Other diseases have more insidious onsets and display symptoms of muscle wasting (atrophy), swelling and paresthesia which may not suddenly incapacitate a person but may restrict his/her movements and eventually interfere with the ability to safely operate a motor vehicle. In many instances these diseases are degenerative in nature or may result in deterioration of the involved area.

Once the individual has been diagnosed as having a rheumatic, arthritic, orthopedic, muscular, neuromuscular or vascular disease, then he/she has an established history of that disease. The physician, when examining an individual, should consider the following: (1) the nature and severity of the individual's condition (such as sensory loss or loss of strength); (2) the degree of limitation present (such as range of motion); (3) the likelihood of progressive limitation (not always present initially but may manifest itself over time); and (4) the likelihood of sudden incapacitation. If severe functional impairment exists, the driver does not qualify. In cases where more frequent monitoring is required, a certificate for a shorter period of time may be issued. (See Conference on Neurological Disorders and Commercial Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Epilepsy
§391.41(b)(8)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no established medical history or clinical diagnosis of epilepsy or any other condition which is likely to cause loss of consciousness or any loss of ability to control a motor vehicle.

Epilepsy is a chronic functional disease characterized by seizures or episodes that occur without warning, resulting in loss of voluntary control which may lead to loss of consciousness and/or seizures. Therefore, the following drivers cannot be qualified: (1) a driver who has a medical history of epilepsy; (2) a driver who has a current clinical diagnosis of epilepsy; or (3) a driver who is taking antiseizure medication.

If an individual has had a sudden episode of a nonepileptic seizure or loss of consciousness of unknown cause which did not require antiseizure medication, the decision as to whether that person's condition will likely cause loss of consciousness or loss of ability to control a motor vehicle is made on an individual basis by the medical examiner in consultation with the treating physician. Before certification is considered, it is suggested that a 6 month waiting period elapse from the time of the episode. Following the waiting period, it is suggested that the individual have a complete neurological examination. If the results of the examination are negative and antiseizure medication is not required, then the driver may be qualified.

In those individual cases where a driver has a seizure or an episode of loss of consciousness that resulted from a known medical condition (e.g., drug reaction, high temperature, acute infectious disease, dehydration or acute metabolic disturbance), certification should be deferred until the driver has fully recovered from that condition and has no existing residual complications, and not taking antiseizure medication.

Drivers with a history of epilepsy/seizures off antiseizure medication and seizure-free for 10 years may be qualified to drive a CMV in interstate commerce. Interstate drivers with a history of a single unprovoked seizure may be qualified to drive a CMV in interstate commerce if seizure-free and off antiseizure medication for a 5-year period or more.
(See Conference on Neurological Disorders and Commercial Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Mental Disorders
§391.41(b)(9)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no mental, nervous, organic or functional disease or psychiatric disorder likely to interfere with ability to drive a motor vehicle safely.

Emotional or adjustment problems contribute directly to an individual's level of memory, reasoning, attention, and judgment. These problems often underlie physical disorders. A variety of functional disorders can cause drowsiness, dizziness, confusion, weakness or paralysis that may lead to incoordination, inattention, loss of functional control and susceptibility to accidents while driving. Physical fatigue, headache, impaired coordination, recurring physical ailments and chronic "nagging" pain may be present to such a degree that certification for commercial driving is inadvisable. Somatic and psychosomatic complaints should be thoroughly examined when determining an individual's overall fitness to drive. Disorders of a periodically incapacitating nature, even in the early stages of development, may warrant disqualification.

Many bus and truck drivers have documented that "nervous trouble" related to neurotic, personality, or emotional or adjustment problems is responsible for a significant fraction of their preventable accidents. The degree to which an individual is able to appreciate, evaluate and adequately respond to environmental strain and emotional stress is critical when assessing an individual's mental alertness and flexibility to cope with the stresses of commercial motor vehicle driving.

When examining the driver, it should be kept in mind that individuals who live under chronic emotional upsets may have deeply ingrained maladaptive or erratic behavior patterns. Excessively antagonistic, instinctive, impulsive, openly aggressive, paranoid or severely depressed behavior greatly interfere with the driver's ability to drive safely. Those individuals who are highly susceptible to frequent states of emotional instability (schizophrenia, affective psychoses, paranoia, anxiety or depressive neuroses) may warrant disqualification. Careful consideration should be given to the side effects and interactions of medications in the overall qualification determination. See Psychiatric Conference Report for specific recommendations on the use of medications and potential hazards for driving.
(See Conference on Psychiatric Disorders and Commercial Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Vision
§391.41(b)(10)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has distant visual acuity of at least 20/40 (Snellen) in each eye with or without corrective lenses or visual acuity separately corrected to 20/40 (Snellen) or better with corrective lenses, distant binocular acuity of at least 20/40 (Snellen) in both eyes with or without corrective lenses, field of vision of at least 70 degrees in the horizontal meridian in each eye, and the ability to recognize the colors of traffic signals and devices showing standard red, green, and amber.

The term "ability to recognize the colors of" is interpreted to mean if a person can recognize and distinguish among traffic control signals and devices showing standard red, green and amber, he or she meets the minimum standard, even though he or she may have some type of color perception deficiency. If certain color perception tests are administered, (such as Ishihara, Pseudoisochromatic, Yarn) and doubtful findings are discovered, a controlled test using signal red, green and amber may be employed to determine the driver's ability to recognize these colors.

Contact lenses are permissible if there is sufficient evidence to indicate that the driver has good tolerance and is well adapted to their use. Use of a contact lens in one eye for distance visual acuity and another lens in the other eye for near vision is not acceptable, nor telescopic lenses acceptable for the driving of commercial motor vehicles.

If an individual meets the criteria by the use of glasses or contact lenses, the following statement shall appear on the Medical Examiner's Certificate: "Qualified only if wearing corrective lenses."

CMV drivers who do not meet the Federal vision standard may call (202) 366-1790 for an application for a vision exemption.
(See Visual Disorders and Commercial Drivers at:
http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Hearing
§391.41(b)(11)
A person is physically qualified to drive a commercial motor vehicle if that person:
First perceives a forced whispered voice in the better ear at not less than 5 feet with or without the use of a hearing aid, or, if tested by use of an audiometric device, does not have an average hearing loss in the better ear greater than 40 decibels at 500 Hz, 1,000 Hz, and 2,000 Hz with or without a hearing aid when the audiometric device is calibrated to American National Standard (formerly ADA Standard) Z24.5-1951.

Since the prescribed standard under the FMCSRs is the American Standards Association (ANSI), it may be necessary to convert the audiometric results from the ISO standard to the ANSI standard. Instructions are included on the Medical Examination report form.

If an individual meets the criteria by using a hearing aid, the driver must wear that hearing aid and have it in operation at all times while driving. Also, the driver must be in possession of a spare power source for the hearing aid.

For the whispered voice test, the individual should be stationed at least 5 feet from the examiner with the ear being tested turned toward the examiner. The other ear is covered. Using the breath which remains after a normal expiration, the examiner whispers words or random numbers such as 66, 18,

23, etc. The examiner should not use only sibilants (s sounding materials). The opposite ear should be tested in the same manner. If the individual fails the whispered voice test, the audiometric test should be administered.

If an individual meets the criteria by the use of a hearing aid, the following statement must appear on the Medical Examiner's Certificate "Qualified only when wearing a hearing aid."
(See Hearing Disorders and Commercial Motor Vehicle Drivers at: http://www/fmcsa.dot.gov/rulesregs/medrports.htm)

Drug Use
§391.41(b)(12)
A person is physically qualified to drive a commercial motor vehicle if that person:
Does not use a controlled substance identified in 21 CFR 1308.11 *Schedule I, an amphetamine, a narcotic, or any other habit-forming drug. Exception: A driver may use such a substance or drug, if the substance or drug is prescribed by a licensed medical practitioner who is familiar with the driver's medical history and assigned duties; and has advised the driver that the prescribed substance or drug will not adversely affect the driver's ability to safely operate a commercial motor vehicle.*

This exception does not apply to methadone. The intent of the medical certification process is to medically evaluate a driver to ensure that the driver has no medical condition which interferes with the safe performance of driving tasks on a public road. If a driver uses a Schedule I drug or other substance, an amphetamine, a narcotic, or any other habit-forming drug, it may be cause for the driver to be found medically unqualified. Motor carriers are encouraged to obtain a practitioner's written statement about the effects on transportation safety of the use of a particular drug.

A test for controlled substances is not required as part of this biennial certification process. The FMCSA or the driver's employer should be contacted directly for information on controlled substances and alcohol testing under Part 382 of the FMCSRs.

The term "uses" is designed to encompass instances of prohibited drug use determined by a physician through established medical means. This may or may not involve body fluid testing. If body fluid testing takes place, positive test results should be confirmed by a second test of greater specificity. The term "habit-forming" is intended to include any drug or medication generally recognized as capable of becoming habitual, and which may impair the user's ability to operate a commercial motor vehicle safely.

The driver is medically unqualified for the duration of the prohibited drug(s) use and until a second examination shows the driver is free from the prohibited drug(s) use. Recertification may involve a substance abuse evaluation, the successful completion of a drug rehabilitation program, and a negative drug test result. Additionally, given that the certification period is normally two years, the examiner has the option to certify for a period of less than 2 years if this examiner determines more frequent monitoring is required.
(See Conference on Neurological Disorders and Commercial Drivers and Conference on Psychiatric Disorders and Commercial Drivers at: http://www.fmcsa.dot.gov/rulesregs/medreports.htm)

Alcoholism
§391.41(b)(13)
A person is physically qualified to drive a commercial motor vehicle if that person:
Has no current clinical diagnosis of alcoholism.

The term "current clinical diagnosis of" is specifically designed to encompass a current alcoholic illness or those instances where the individual's physical condition has not fully stabilized, regardless of the time element. If an individual shows signs of having an alcohol-use problem, he or she should be referred to a specialist. After counseling and/or treatment, he or she may be considered for certification.

MEDICAL EXAMINER'S CERTIFICATE

I certify that I have examined _____ In accordance with the Federal Motor Carrier Safety Regulations (49 CFR 391.41-391.49) and with knowledge of the driving duties, I find this person is qualified; and, if applicable, only when:

- ☐ wearing corrective lenses
- ☐ wearing hearing aid
- ☐ accompanied by a _____ waiver exemption
- ☐ driving within an exempt intracity zone (49 CFR 391.62)
- ☐ accompanied by a Skill Performance Evaluation Certificate (SPE)
- ☐ Qualified by operation of 49 CFR 391.64

The information I have provided regarding the physical examination is true and complete. A complete examination form with any attachment embodies my findings completely and correctly, and is on file in my office.

SIGNATURE OF MEDICAL EXAMINER	TELEPHONE	DATE
MEDICAL EXAMINER'S NAME (PRINT)	☐ MD ☐ DO ☐ Physician Assistant ☐ Chiropractor ☐ Advanced Practice Nurse	
MEDICAL EXAMINER'S LICENSE OR CERTIFICATE NO./ISSUING STATE		
SIGNATURE OF DRIVER	DRIVER'S LICENSE NO.	STATE
ADDRESS OF DRIVER		
MEDICAL CERTIFICATE EXPIRATION DATE		

3. Pace Report for Drug/Alcohol Testing Requirements Forms and Instructions

Pace requires drug/alcohol testing for paratransit drivers and persons in safety sensitive positions in the following circumstances:

- Pre-employment.
- Post-accident.
- Random.
- Reasonable suspicion.
- Return to Duty/Follow-up.
- Biennially (drug testing only).

Each time an applicant or employee is tested for drugs and alcohol, the Pace Report Form of Compliance with Drug/Alcohol Testing Requirements must be completed and submitted to Pace's Compliance Department. Contractors should complete the form. It is important that each blank is filled in.

Each time an applicant or employee receives a verified positive test result, an alcohol test result of 0.04 or greater, or refuses to submit to a test, the Pace Report For of Positive Drug/ Alcohol Testing Results must be completed and submitted to Pace's Compliance Department. Contractors should complete the form, It is important that each blank is filled in.

Email completed Pace Report Form of Compliance with Drug/Alcohol Testing Requirements to:

Compliance@pacebus.com

DO NOT SUBMIT THE ACTUAL DRUG AND ALCOHOL TEST RESULTS TO PACE.

Compliance with Drug Testing Requirements Pace report form

Paratransit Project: _____ Date: _____

Each time an operator is tested for drugs and alcohol, complete this form and submit it to:

Pace – Compliance Department

By Email:compliance@pacebus.com or **By Fax:** 312-341-8052

EMPLOYEE OR APPLICANT INFORMATION

NAME: _____

SOCIAL SECURITY #: _____

TESTING INFORMATION:

Date Test Performed: _____

Date MRO Verified Drug Test Results: _____

Time Drug Test Performed: _____ Time Alcohol Test Performed: _____

Reason for Testing:

☐Pre-Employment (NIDA 5)

☐Post Accident (NIDA 5 & Breath Alcohol)
Date/Time of Accident: _____

☐Reasonable Suspicion (NIDA 5 & Breath Alcohol)

☐Return to Duty/Follow-up (NIDA 5& Breath Alcohol)

☐Biennial Recertification (10 Panel)

☐ Random (NIDA 5& Breath Alcohol)

☐Other (indicate type of test, explain) _____

Testing Facility: _____ Date: _____

This is to confirm that the employee named above was tested for drugs and alcohol in accordance with Pace guidelines and FTA regulations, and is in compliance with Pace's Drug and Alcohol Testing Policy. Evidence of the testing is on file at the Paratransit project.

_____ _____
Signature Title

Positive Drug/Alcohol Testing Results Pace report FORM

Paratransit Project: _____ Date: _____

Each time an employee test positive for drugs and/or alcohol, complete this form and submit it to:
Pace – Compliance Department

By Email:compliance@pacebus.com or **By Fax:** 312-341-8052

EMPLOYEE OR APPLICANT INFORMATION

NAME: _____

SOCIAL SECURITY #: _____

TESTING INFORMATION:

Date Test Performed: _____ Time:_____

Date MRO Verified Drug Test Results: _____

Drug Results: ☐Positive ☐ Negative Alcohol Results: ____:_____

Time Drug Test Performed: _____ Time Alcohol Test Performed: _____

☐Refusal to Test

Reason for Testing: _____

Testing Facility: _____ Date: _____

This is to confirm that the employee named above tested positive for drugs and/or alcohol and has been removed from Pace service and is prohibited from performing any safety sensitive functions. This individual has been referred to a substance abuse professional. Evidence of the testing and referral is on file at the Paratransit project.

_____ _____

Signature Title

4. Pace Driver, Dispatcher, and CSR Training Checklist Forms and Instructions

The Pace Training Checklist must be completed for any employee who operates in Pace-funded Paratransit service in both of the following circumstances:

- Whenever an employee is hired by the contractor.
- Whenever an employee undergoes retraining for any reason.

Contractors are responsible for training or retraining employees and/or verifying prior training in all areas outlined on the Training Checklist. The contractor's Trainer should record the date of training on the checklist and should initial that the training in each area has been successfully completed.

Anytime an employee undergoes retraining, the contractor's Trainer should record the date of refresher training on the checklist and should initial that the training in that particular area has been successfully completed.

Email copies of completed Pace Training Checklists to:

Compliance@pacebus.com

Driver Training Checklist Form

Driver Name _____ Project _____ Hire Date_____

	Training Date	Trainer	Retraining Date	Retraining Date
Accidents				
1. Pace Accident/Incident Report Form				
2. General Accident Procedures				
3. Drug/Alcohol Procedures				
Driving Skills				
1. Definitions				
2. Starting and Stopping				
3. Following Moving Traffic				
4. Intersection Operation				
5. Right Hand Turns				
6. Left Turn/Double Left Turn				
7. Changing Lanes				
8. Passing and Being Passed				
9. Backing Buses				
10. Service Stops				
11. Slippery Streets				
12. Railroad Crossing				
13. General Defensive Driving Techniques				
14. Other _____				
Emergency Equipment Operations				
1. Review Emergency Procedures				
2. Location of emergency Equipment in Vehicle				
3. Use of Emergency Equipment				
4. Vehicle evacuation				
5. Fire Protection				
Fare Collection				
1. Fare Instruments				
2. Collection/Handling of Fares				
3. Fare box Operations				
4. Other Related Procedures				
Lift Usage				
1. Positioning Vehicle				
2. automatic Operation of Lift				
3. Manual Operation of Lift				
Loading/Unloading Passengers on Lift				
1. Boarding & Alighting Mobility Limited Passengers				
2. Operations & Movement of Standard Wheelchairs				
Passenger Interaction				
1. Passenger Relations				
2. Disability Awareness				
3. Sensitivity Training				

4. Service Animals

Training Date	Trainer	Retraining Date	Retraining Date

Vehicle Operations

1. Pre-Pullout Checklist Form
2. Pre-Pullout Inspection on Vehicle
3. Radio Procedures
4. Driver Seat Adjustment
5. Mirror Adjustment and Usage
6. Vehicle/Console Switches
7. MDT Usage
8. Sending canned messages via MDT
9. Drive Cam

Securement

1. Hands on Securement Training
2. Securement of Various types of Assistive Devices(Amigos, Oxygen Tanks, Mobility Aids, etc.)
3. Lap Belts, etc.
4. Oversized Wheelchairs

Supervised Behind the Wheel Training

1. On the Road Training
2. _____
3. _____
4. _____
5. _____

Other

1. Checking IDs
2. No Show Procedures
3. No Pay Procedures
4. 60 min Drug/Alcohol Awareness Training
5. _____
6. _____

Driver _____
(Name)

My signature below indicates that I have received training in the subjects indicated on this Driver Training Checklist and I have sufficient comprehension and skills to operate a vehicle in Pace Service.

SIGNATURE _____ DATE _____
(Driver)

LOCAL PROJECT MANAGER _____
(Name)

My signature below indicates that I have verified that the above driver was trained in the subjects indicated on the Driver Training Checklist and has demonstrated and skills to operate a vehicle in Pace service.

SIGNATURE _____ DATE _____
(Local Project Manager/Supervisor)

Dispatcher Training Checklist Form

Dispatcher Name _____Project _____ Hire Date_____

	Training Date	Trainer	Retraining Date	Retraining Date
Client Emergencies				
1. Passenger Illness				
2. Violent Passenger				
3. Disruptive Passenger				
4. Injured Passengers				
5. When to call the police				
AVL				
1. Locating Vehicles				
2. Reviewing Driver Routes				
3. Locating Client D/O and P/U				
4. Using AVL for Corrective Action				
Dispatching				
1. Voice Dispatching				
2. Effective Routing Decision Making				
3. Drive Cam Procedures				
4. No Show Procedures				
5. No Pay Procedures				
Cancelling and Creating Trips				
1. Scheduling Trips				
2. Moving Trips				
Effectively Communicating with Driver				
1. Using the MDT to send messages.				
2. Radio Procedures				
Passenger Interaction				
1. Passenger Relations				
2. Disability Awareness				
3. Sensitivity Training				
Accident Procedures				
1. Notifying Pace				
2. Sending Driver for D/A testing Procedures				
3. DOT post accident d/a test				
4. Non-DOT post accident d/a test				
Drug and Alcohol Testing				
1. 60 min Drug/Alcohol Awareness Training				

Other Procedures

1. _____
2. _____
3. _____
4. _____

Training Date	Trainer	Retraining Date	Retraining Date

Dispatcher _____
(Name)

My signature below indicates that I have received training in the subjects indicated on this Dispatcher Training Checklist and I have sufficient comprehension and skills to operate a vehicle in Pace Service.

SIGNATURE _____ DATE _____
(Dispatcher)

LOCAL PROJECT MANAGER/SUPERVISOR _____
(Name)

My signature below indicates that I have verified that the above dispatcher was trained in the subjects indicated on the Dispatcher Training Checklist and has demonstrated the skills required for Pace service.

SIGNATURE _____ DATE _____
(Local Project Manager/Supervisor)

Customer Service Representative Training Checklist Form

Employee Name _____ Project _____ Hire Date_____

	Training Date	Trainer	Retraining Date	Retraining Date
Trip Booking				
1. Common booking error				
2. Reservations Script				
3. Common locations for addresses				
4. Verify Appointment Times				
5. Note if Client is transferring to a seat on the vehicle				
6. Always enter comments on all trip bookings				
7. Repeat information back to client before exiting the Trip Booking Screen				
8. Slow down, listen intently to the client, and repeat the information in Origin and Destinations boxes before scheduling trips				
9. Confirm all information in trip booking (comments, PCAs, and Mobility aid)				
10. Speak Clearly				
11. Do not double book trips				
12. Refer to appropriate entities to update information (i.e. address changes RTA and/or Pace Subscription Department				
13. IVR				
Edit a Booking in Trapeze				
1. We do not edit bookings, cancel and create a new trip				
2. Client eligibility has expired				
Scheduling Trips				
1. If a trip creates a violation on the run selected, then try another solution				
2. Please do not schedule trips if violations are created				
Reviewed Pertinent Handouts				
1. Suburban Codes				
2. Common Locations				
3. Transfer Points				
• Telephone Numbers for Suburban Carriers				
• PACE Services Blue Card				
4. Denials, Client Restrictions, Eligibility				

5. Copy of Paratransit Customer Guide

Passenger Interaction

1. Passenger Relations
2. Disability Awareness
3. Sensitivity Training

Other Procedures

5. _____

6. _____
7. _____
8. _____

Training Date	Trainer	Retraining Date	Retraining Date

Employee _____
(Name)

My signature below indicates that I have received training in the subjects indicated on this CSR Training Checklist and I have sufficient comprehension and skills for Pace Service.

SIGNATURE _____ DATE _____
(Driver)

LOCAL PROJECT MANAGER _____
(Name)

My signature below indicates that I have verified that the above CSR was trained in the subjects indicated on the CRS Training Checklist and has demonstrated the skills required for Pace service.

SIGNATURE _____ DATE _____
(Local Project Manager/Supervisor)

5. Notice of Moving Violation Form and Instructions

Fields on Form

pace

Notification of Moving Violation

PRIOR TO REPORTING TO WORK, Commercial Drivers must notify Pace immediately in writing of:

A. Any and all traffic violations, and

B. Any and all suspensions, revocation or cancellation of their driving privileges, as well as any disqualification of out-of-service actions.

Commercial Drivers must notify Pace prior to returning to work and the Secretary of Sate within 30 days in writing of:

A. Any and all out-of-state traffic violations, and

B. Any and all out-of-state suspensions, revocation or cancellation of their driving privileges, as well as any disqualification of out-of-service actions.

State law requires that Commercial Drivers report any changes of address within 10 days. Then the driver has 30 days to go to a state facility to obtain a corrected CDL.

Notification

DRIVER'S FULL NAME: (1) _____

Driver's Social Security Number: XXX-XX- (2) _____

Driver's License Number: (3) _____

Date of Violation: (4) _____

Location of the Offense: (5) _____

Nature of the Violation: (6) _____

_____

WAS THERE ANY OTHER VIOLATION ISSUED? ☐YES (7) ☐NO

NATURE OF OTHER VIOLATIONS: (8) _____

WAS THE VIOLATION IN A COMMERCIAL VEHICLE? ☐YES (9) ☐NO

LOCATION OF THE OFFENSE: (10) _____

COURT DATE: (11) _____ CONVICTION ☐Yes ☐No (12)

SUPERVISION ☐Yes ☐No (13)

DRIVER'S SIGNATURE: (14) _____ DATE: (15) _____

RECEIVED BY SAFETY - NAME: (16) _____ DATE: (17) _____

Revised 11-10 Copies: 1. Employee File 2. Employee Copy

Field Descriptions	
1	**DRIVER'S FULL NAME:** - Enter Driver's name. Format is First name, Middle initial, Last name.
2	**Driver's Social Security Number:** - Enter Driver's social security number. Type only the 9 digits without spaces or dashes. The number will be reformatted automatically in the format 123-45-6789. When the form is printed only the last digits will remain visible XXX-XX-6789.
3	**Driver's License Number:** - Enter driver's license number.
4	**Date of Violation:** - Enter the date of the violation. Date is selected from a drop-down calendar in the field or typed in the format MM/DD/YY. The date will appear as MMM DD, YYYY.
5	**Location of the Offense:** - Enter a brief description of the location of offense.
6	**Nature of the Violation:** - Enter a brief description of the violation.
7	**WAS THERE ANY OTHER VIOLATION ISSUED?** - Left mouse click in response box for Yes or No to the question. A mouse click in one box will unselect the other box.
8	**NATURE OF OTHER VIOLATIONS:** - Enter a brief description of any other violation.
9	**WAS THE VIOLATION IN A COMMERCIAL VEHICLE?** - Left mouse click in response box for Yes or No to the question. A mouse click in one box will unselect the other box.
10	**LOCATION OF THE OFFENSE:** - Enter a brief description of the location of the offense.
11	**COURT DATE:** - Enter the court date. Date is selected from a drop-down calendar in the field or typed in the format MM/DD/YY. The date will appear as MMM DD, YYYY.
12	**CONVICTION Yes/No** - Left mouse click in response box for Yes or No to the question. A mouse click in one box will unselect the other box.
13	**SUPERVISION Yes/No** - Left mouse click in response box for Yes or No to the question. A mouse click in one box will unselect the other box.

14	**DRIVER'S SIGNATURE:** - Handwritten signature of the driver.
15	**DATE:** - Handwritten date driver signed form.
16	**RECEIVED BY SAFETY - NAME:** - Handwritten signature of member of safety staff.
17	**DATE:** - Handwritten date safety staff member signed form.

Notification of Moving Violation

PRIOR TO REPORTING TO WORK, Commercial Drivers must notify Pace immediately in writing of:

A. Any and all traffic violations, and
B. Any and all suspensions, revocation or cancellation of their driving privileges, as well as any disqualification of out-of-service actions.

Commercial Drivers must notify Pace prior to returning to work and the Secretary of Sate within 30 days in writing of:

A. Any and all out-of-state traffic violations, and
B. Any and all out-of-state suspensions, revocation or cancellation of their driving privileges, as well as any disqualification of out-of-service actions.

State law requires that Commercial Drivers report any changes of address within 10 days.
Then the driver has 30 days to go to a state facility to obtain a corrected CDL.

Notification

DRIVER'S FULL NAME: _____

Driver's Social Security Number: XXX-XX- _____

Driver's License Number: _____

Date of Violation: _____

Location of the Offense: _____

Nature of the Violation: _____

_____

WAS THERE ANY OTHER VIOLATION ISSUED? ☐YES ☐NO

NATURE OF OTHER VIOLATIONS: _____

WAS THE VIOLATION IN A COMMERCIAL VEHICLE? ☐YES ☐NO

LOCATION OF THE OFFENSE: _____

COURT DATE: _____ CONVICTION ☐Yes ☐No
SUPERVISION ☐Yes ☐No

DRIVER'S SIGNATURE: _____ DATE: _____

RECEIVED BY SAFETY - NAME: _____ DATE: _____

3118 Revised 11 -10 **Copies:** **1. Employee File** **2. Employee Copy**

E. GENERAL RULES AND STANDARDS FOR EMPLOYEES

1. Local Project Manager

Each contractor must have a designated Project Manager to oversee all facets of the paratransit operation. The local project manager's duties include, but are not limited to the following:

The Project Manager must be knowledgeable of the conditions and requirements in the contract between Pace and the contractor and in the Paratransit Manual, and assure that these conditions and requirements are adhered to by the paratransit project.

The Project Manager must be familiar with Pace reporting requirements in all areas, and be responsible for the submittal of the appropriate reports.

The local Project Manager must oversee or is responsible for the paratransit project's compliance in the following areas:

A. Service Delivery

The Project Manager is responsible for all facet of the operation necessary to assure the safe delivery of paratransit service in compliance with Pace policies and requirements. This includes the following:

- Maximizing productivity.
- Ensuring on-time-performance.
- Resolving service issues in a timely manner.
- Responding to Pace service complaints within the required time frame.
- Ensuring the timely delivery of all reports requested by Pace.
- Ensuring all technologies required to perform the terms of this contract are fully operational at all times. This includes MDTs, drive cams, computer systems, telephone systems, TTYs, and radio communications.
- Ensuring that any issue that impacts the delivery of Pace paratransit service is immediately reported to the appropriate Pace staff and resolved.
- Ensuring that emergency plans are implemented and followed during times of emergency. The most common emergencies are power failure, inclement weather, and phone system failures.

B. Vehicle Maintenance

The Project Manager is responsible for the maintenance of paratransit vehicles to ensure that:

Pace vehicle maintenance procedures are followed.

- Vehicles are maintained in good, safe operating condition.
- The exterior and interior of the vehicles are clean whenever the vehicles are in service.

- Vehicles are personally inspected by the local project manager on a regular basis in addition to the daily inspections performed by the driver.

C. Employees

The Project Manager is responsible for employment practices and employees' performance to ensure that:

- Only people who meet Pace's requirements and the FTA regulations are hired to provide service.
- Drivers are operating vehicles in a safe and responsible manner in accordance with the Standard Operating Procedures and Defensive Driving Procedures outlined in the Pace Paratransit Operator's Manual.
- Appropriate disciplinary action is taken whenever an employee does not comply with Pace standards.

D. Driver Training

The Project Manager is responsible for ongoing driver training to assure that:

- All newly employed operators receive comprehensive driver training through an in-house training program before operating vehicles in paratransit service. At a minimum, all vehicle operators should receive training in the areas outlined in section 4-4, Paratransit Driver Training. * Each operator's performance is periodically reviewed and retraining is provided if necessary.
- Operators participate in Pace's Paratransit Drivers Training Program, when requested.

E. Accidents and Incidents

The Project Manager is responsible for ensuring proper accident/incident reporting procedures to include the following that:

- All Pace reporting requirements are complied with.
- Drivers are immediately taken for drug/alcohol testing in accordance with Pace requirements and FTA regulations.
- Vehicle damage is repaired in a timely manner and in accordance with Pace procedures.
- Passenger incidents and problems are reported to Pace in a timely manner. Incidents of any nature which involve the safety of an individual, other passengers, or the driver must immediately be reported to Pace using the Pace emergency number. This includes incidents which involve violent, illegal, or seriously disruptive behavior.

2. Drivers

The operation of paratransit vehicles is governed by the laws and safety regulations of the state, county and city in which the paratransit project operates, and by the standards outlined in the Contractors Manual. Local project managers must be familiar with these laws, safety regulations, and standards, and must establish procedures to assure that their paratransit drivers know and abide by them at all times. The following general rules and standards are supplemental to the Pace Paratransit Operators Manual.

Office personnel at each paratransit project should always be aware of the location of their drivers, and the vehicles operated in their service. The dispatcher must maintain regular contact with the drivers, and know the location of the vehicles at all times.

A. Driver Guidelines

1. At minimum Pace requires that all drivers present the following to the dispatchers at pullout:

- Valid CDL drivers License
- Valid Medical Examination Certificate
- Paratransit driver placard and arm badge
- Pace transfer receipts as required by Pace
- Seat belt extension

Drivers are required to perform a pre-pullout check prior to operating a vehicle. See Chapter 2 for instructions on the pre-pullout checklist.

Drivers must use the headlights at all times while operating a Pace vehicle or any vehicle in Pace service.

Should a mechanical failure occur after a vehicle is in service, the driver must immediately notify dispatch. Drivers must never operate vehicles that are unsafe or when continued operation may cause further damage to the vehicle.

Before leaving his/her seat, drivers must take the following steps:

- Place the gear shift lever in the Park position
- Set the emergency brake
- Activate the flashers

Drivers must never leave passengers in an unattended vehicle, except to operate the lift or to assist a passenger to or from the vehicle when it is safe to do so.

The driver must never leave the line of sight of the vehicle. It is an Illinois State Law that no vehicle is to be left unattended with the engine running. The only exception for paratransit vehicles is during pick-ups and drop-offs.

Drivers operating vehicles with fareboxes must not handle fares or make change. Passengers must be instructed to deposit exact fare into the farebox. Exceptions may be made only in the case of persons who may not be able to complete this task independently due to a disability. Some contracts with Pace may provide for specific fare collection procedures which allow for the driver to collect fares and/or tickets. In cases where there is a conflict in procedures, the contractor must follow procedures outlined in their Contract with Pace.

Drivers should offer assistance to passengers who, in the driver's best judgment, need assistance in safely boarding or exiting the vehicle. If requested, drivers may assist passengers to or from the exterior door of their pick-up point or destination if it is determined that the assistance will enhance the safety of the passenger, the safety of the driver or other passengers in the vehicle will not be compromised, and the driver can maintain line of sight of the vehicle.

Drivers must verify that all passengers are seated in a regular seat or wheelchair position prior to moving the vehicle. Sitting on the floor and standing are not permitted on paratransit vehicles in motion.

Drivers must use the floor restraints to secure wheelchairs or other mobile assistive devices to the vehicle. If the passenger refuses the use of the floor restraints, the driver should immediately notify dispatch for further instructions.

Drivers must offer the lap and shoulder belts to passengers riding in wheelchairs or other mobile assistive devices. If a passenger refuses the lap and/or shoulder belt, the driver should notify dispatch and note on the driver log that the lap and/or shoulder harnesses were refused.

Drivers are to ensure that all passengers are clear of the doors before opening or closing them. The doors must always be closed when the vehicle is in motion.

Passengers are to be picked up and dropped off only at locations where passengers can safely enter or exit the vehicle. Paratransit vehicles should not be driven into a passenger's driveway or on private property; unless the passenger cannot be safety dropped off or picked up from an adjacent street. Paratransit vehicles may use public parking lots, shopping centers, or large building complex parking lots where there is sufficient room to enter without backing to get out.

Drivers must never pull from the curb until fares are collected and all passengers are seated. Driver must give their full, undivided attention to the operation of the vehicle and must not engage in conversation with the passengers while the vehicle is in motion.

Backing is not recommended. Drivers should avoid backing the vehicle if at all possible. If backing is unavoidable, extreme caution must be used.

Drivers should report to dispatch any weather condition, traffic problem or other situation which may impact the safe operation of the vehicle.

Drivers must keep the dashboards clear of thermos bottles, clipboards, snow brushes and other paraphernalia that could become a projectile in an accident. The driver area must be kept neat and free from unnecessary clutter and debris.

Vehicles must never be operated with any of the doors open or while the lift is activated or extended.

Drivers are prohibited from accepting tips.

Operators and contractor employees are prohibited from making statements to the public or the press regarding Pace service, policies or other Pace business.

Drivers are not permitted to use radios, earphones or other electronic devices while operating a vehicle.

Cell phones may only be used in paratransit service when necessary for the efficient operation of the service. Drivers may only use cell phones which were issued by the contractor or personal cell phones which have been authorized for use in Pace Paratransit service. If authorized, cell phones should only be used when vehicles are parked. Use of cellular phones for personal business is prohibited. Lapel microphones/ear plugs/headphones/ear buds, etc., are prohibited. Personal cell phones must be turned off while operating a vehicle in Pace service.

Drivers are not permitted to smoke at any time in vehicles used in Pace service.

Drivers are not permitted to eat or drink on the bus when passengers are on board or while the vehicle is in motion.

B. Dress Standards

1. Drivers are required to wear a uniform. Driver's attire must be appropriate to reflect a professional appearance and must be suitable for driving.
2. Driver must prominently display their identification card in clear view on board the vehicle that they are driving. Drivers must wear the Pace assigned arm band on their right arm. The arm band must be clearly visible to passengers at all times.
3. Excessive or dangling jewelry is a safety hazard and is not permitted.
4. Shoes that interfere with the safe operation of the vehicle must not be worn. Shoes must have closed toes. Sandals are not permitted. Heels in excess of 1 ¼ inches are not permitted.

C. Retraining and Corrective Action Standards

Each paratransit contractor is responsible for providing safe, courteous, reliable, and efficient transportation to the public. Careful attention to personnel selection and management creates a sound basis for achieving this goal. Each contractor must establish written job descriptions, work rules, and procedures to meet this goal.

Pace requires that all drivers be fully trained in paratransit operations and that drivers conduct themselves in a professional manner at all time. However, circumstances may arise which necessitate retraining and/or corrective action. The following list cites examples of situations that require the local project manager to consider retraining and/or corrective action. Because this list is not exhaustive, the local project manager should be aware of any unusual circumstances which may indicate a need for retraining and/or corrective action. In each case, the local project manager should review the driver's records and performance history to determine if retraining, corrective action, or termination is warranted.

Examples of situations that require the local project manager to consider retraining and/or corrective action:

1. One or more preventable accidents within a 12-month period.
2. Two or more non-preventable accidents within a 12-month period.
3. Failure of the driver to report an accident/incident.
4. Observation by Pace staff or the contractor's staff of non-compliance with Standard Operating Procedures and/or Defensive Driving procedures.
5. One or more convictions for a moving violation.

Retraining may include, but is not limited to the following:

1. Verbal discussion with the driver regarding the proper procedure for the situation.

Review of video/written material pertaining to the situation.

2. Immediate retraining by the project's driver trainer.
3. Attending Pace's Driver Training Program.

Corrective action is the responsibility of the contractor and must be handled in accordance with the contractor’s written personnel policies

While retraining and corrective actions are the contractor's responsibility, Pace may require that a driver be retrained either by the contractor’s personnel, by another qualified individual authorized by Pace, or by participating in Pace’s Paratransit Driver Training Program. Pace requires that all retraining be documented.

Also, Pace may require the removal of a particular employee from Pace-funded service, if with reasonable cause and in Pace's judgment, it would be in the best interest of Pace that the employee be removed. However, it should be noted that Pace has no interest in the manner in which the contractor performs its business, except as such matters impact on the delivery of Pace mass transit service to the general public. Nor is Pace intent upon establishing any terms or conditions as to an individual’s continued employment as Pace is not the employer.

D. Driving Standards

Anyone operating Pace owned vehicles, or non-Pace owned vehicles in Pace service must have the appropriate driver’s license to operate that vehicle, and the driver’s license must be valid. Any operator who receives a moving violation, license suspension, or revocation must immediately notify their employer.

Pace must be notified of Class I and Class II moving violation citations and/or convictions, suspension, and revocations. Pace may elect to remove these drivers from service temporarily or permanently depending on the circumstances.

2. MAINTENANCE PROCEDURES

INTRODUCTION

Purpose: This chapter outlines Pace's maintenance program requirements for all Paratransit contractors. It establishes policies and procedures for carrying out the required level of maintenance, and specifies the required documentation.

Policy: Pace policy requires that all equipment used in paratransit operations be maintained in a safe and clean condition, and that all repairs be made in a timely manner to achieve the maximum life expectancy from the vehicles.

Note: This policy applies to both Pace owned vehicles and to contractor owned vehicles.

Paratransit Department staff is available to answer questions regarding maintenance reporting requirements and procedures. Questions of a technical nature will be addressed by Pace's Paratransit Maintenance Specialists, who can be reached at (708) 331-9127.

A. RESPONSIBILITIES OF PACE PARATRANSIT CONTRACTORS

It is the responsibility of the contractor to ensure that vehicles are properly and adequately serviced and maintained. The contractor must establish and submit a written plan to Pace as to its record keeping, daily servicing, washing and cleaning of the vehicles, and vehicle maintenance. Required servicing and maintenance procedures are below.

Record Keeping

The contractor must establish a daily record keeping system and maintain a vehicle history folder.

Daily Servicing

The contractor must have a program outlining procedures for vehicle inspections (both pre-pullout and post-trip), refueling and checking of both oil levels and water coolant levels.

Washing and Cleaning

The contractor must have a program outlining the procedures for scheduled vehicle washings and daily internal cleanings.

Vehicle Maintenance

The contractor must have a program outlining the procedures for preventive maintenance performed at required intervals, as needed maintenance, accident related repair, and warranty repair work.

The Pace standards for maintenance are outlined in the following sections. Maintenance reports which are cited in the following sections are to be submitted to Pace’s Arlington Heights office.

1. Record Keeping

Contractors must establish and maintain accurate records and files for all vehicles used to provide paratransit service. A vehicle history file on each vehicle must be maintained. The vehicle history file will contain the following maintenance service records:

1. Copies of the Pace Paratransit PM Report Form or contractor's PM form. PM forms must be kept in the file for one year and stored after that for the lifetime of the vehicle or until the vehicle is removed from Pace service at which time all vehicle records, for Pace owned vehicles, are to be turned over to Pace. The contractors must retain copies of the vehicle records even though they are no longer maintaining the vehicle.

Fuel and oil usage records (kept in the file for one year and stored after that for three years).

Copies of the Monthly Vehicle Summaries (MVS) for Pace owned vehicles. (See Chapter1)

Shop Work Orders and Equipment Repair Orders.

Accident Repair Orders.

Any other records regarding the vehicle such as IDOT safety inspection forms and a copy of the vehicle registration.

Whenever a Pace owned vehicle is returned to Pace or transferred from one project to another on a permanent basis, the vehicle history file with all required contents must be transferred along with the vehicle.

2. Daily Servicing

Pre-Pullout/Post Trip Checklist

Operators must perform a pre-trip inspection each time a vehicle is used in Pace Paratransit service. Contractors may use the Pace Operators Pre-Pullout Checklist books or contractors may supply their own pre-trip inspection forms. Contractors who prefer to use their own pre-trip inspection forms must submit a sample form to Pace for review and approval. A copy of the Pace Pre-Pullout Checklist is included in this chapter.

When performing the pre-trip inspection, the operator must inspect each item listed, and place a check mark in each column when the item is in proper working order. If a defect is found, the operator must circle the item that needs repair and report the problem. Defects that pose a potential safety hazard must be reported immediately. A vehicle must not be put into service if the operator discovers a defect that could result in unsafe operation of the vehicle. Each contractor must establish a procedure for handling reports of defects and a procedure to ensure that repairs are completed in a timely manner. Each contractor must develop a procedure for driver to submits a pre-trip pull-out form check list prior to putting a vehicle in service. The procedure must include a process where a mechanic or designated employee reviews the pre-trip pull out checklist and prevents a vehicle with unsafe conditions from going into service. The procedure should also include a method for documenting the repairs for each item identified on the Pre-Pullout/Post Trip Checklist. A copy of the pre-trip inspection should remain in the vehicle. Operators must also perform a post trip inspection at the end of each run.

Fuel and Fluid Levels

Servicing must be a daily scheduled activity. The contractor must service the vehicle as follows:

- Fill the fuel tank to specified level and assure replacement of the cap.
- Check the oil level and replenish to within safety levels.
- Check and fill the radiator cooling system with specified coolant, as required.
- Check other fluids and replenish as necessary (including windshield solvent, brake and automatic transmission fluids).

After daily servicing, an attendant, driver, or mechanic must record his or her activity on a daily fuel and oil report. The contractor must establish its own daily record keeping system. Fuel and oil consumption for all vehicles must be reported to Pace on the Monthly Vehicle Summary.

3. Washing and Cleaning

Vehicles cannot be put in service if they are dirty.

Vehicles should be washed on a daily basis if at all possible, but at a minimum they must be washed twice a week. The washing should include the following items.

- Wash exterior - Scrub front, back, sides, and roof. Give special attention to cleaning all mirrors, light lenses, and windows.
- Wash wheels and fender wells.
- Scrub step wells and interiors of doors.
- Mop floors and wash ceilings.
- Wash window interiors.
- Wash wheelhousing.
- Clean seats, stanchions, window ledges, and interior walls.
- Clean interior light lenses.
- Clean driver's compartment.
- Clean the vehicle dash board.
- Clean the driver door panel.
- Clean the front floor.
- Clean the lift.
- Clean the seat belts
- Clean the lap and shoulder belts.
- Clean the securement belts.

Vehicles should be swept or vacuumed on a daily basis and at a minimum the seats and interior windows should be wiped down. Standing water should not be left on the floor.

The contractor must establish its own schedule and procedures to ensure proper cleaning of vehicles. Cleaning schedules and procedures must be approved by Pace. The contractor's administrative staff is responsible for performing periodic checks of vehicle cleanliness.

B. VEHICLE MAINTENANCE

1. Preventive Maintenance

Preventive maintenance (PM) is regularly scheduled service which includes the inspection of each vehicle and its working components, and scheduled oil changes, lubrication and servicing as required by the vehicle manufacturer and the Pace Paratransit Manual. Pace provides a PM Inspection form which must be used for Pace owned vehicles. A copy of the Pace PM Inspection form is included in this chapter. A copy of forms used by contractors for non-Pace owned vehicles must be submitted to Pace for review and approval.

PM inspections (preventive maintenance inspection) must be performed on each Pace owned vehicle every 3,000 miles or every 3 months, whichever comes first. PM inspections must be performed once monthly for

non-Pace vehicles. Intervals for specific maintenance functions for non-Pace owned vehicles must be performed in accordance with the recommended manufacturers' standards. Whenever the PM is performed, the Pace Paratransit PM Inspection Form or contractor PM form must be filled out to document that the preventive maintenance inspection has been completed.

Preventive maintenance inspections on vehicles must be reported on the Monthly Vehicle Summary (MVS) for each vehicle, and a clear copy of both sides of completed PM Report Forms must be attached to the appropriate MVS form and submitted to Pace as part of the contractor's monthly report. Copies of PM forms for vehicles must be submitted to Pace by the 5th of the each month for PM's performed during the prior month. Original PM Report Forms must be maintained in individual vehicle Files.

2. As Needed Maintenance

Preventive maintenance helps minimize emergency repairs, but there will always be some unscheduled repairs that come up from time to time. The contractor must establish its own instructions and procedures for performing as needed repairs which will encompass those emergency repairs, parts, or component unit change-outs that are necessary between and during any preventive maintenance service.

It is the responsibility of the contractor to ensure that repairs are carried out in a timely, efficient manner and that the equipment is returned to service as promptly as possible.

The repair work performed on Pace owned vehicles is to be reported on the MVS form.

The contractor should contact the Paratransit Department to arrange for a loaner vehicle if the repair of a Pace owned vehicle leaves the project without sufficient equipment to handle normal operations.

3. Accident Repair to Pace Owned Vehicles

Pace expects the contractor to perform repairs to Pace owned vehicles in a timely manner. If the damage is major, the contractor should contact Pace to discuss the proposed repairs. The contractor must submit a copy of the final invoice or work order documenting that the repairs have been performed.

4. Warranty Repairs to Pace Owned Vehicles

It is important that the contractor is familiar with the conditions of the warranty on the Pace owned vehicles assigned to the project. It is the contractor's responsibility to insure that repairs to Pace owned vehicles or components covered by warranty are made at a Pace authorized warranty service center so as to ensure full validations of the manufacturer's warranty.

Contractors should refer to the warranty information provided with the vehicle or contact Pace's Maintenance Department with questions regarding the manufacturer's warranty.

There is a procedure in place for reporting warranty repairs on the Monthly Vehicle Summary. If warranty repairs are performed, or parts that are under warranty are exchanged or replaced, indicate this in the appropriate column on the Monthly Vehicle Summary and submit a copy of the Warranty Claim Form to Pace with your monthly report.

5. Associated Capital For Pace Owned Vehicles

Pace Compensation for Major Repairs Not Related To Accidents. Pace will compensate the contractor for certain components used for major repairs to Pace owned vehicles which are not the result of accidents as long as capital grant funds are available to cover the cost. In order to be eligible for compensation,

- The single component cost must exceed one thousand ($1,000.00). Pace may require that a satisfactory rebuilt component be used. If the rebuilt component cost exceeds one thousand ($1,000.00), Pace will reimburse the contractor for the component. If the rebuilt component cost is under one thousand ($1,000.00), the contractor will be responsible for the cost of the component.
- The component must not require replacement due to neglect, improper maintenance or failure to maintain, operator or mechanic error, vandalism, or abuse. Pace's determination of reason for replacement will be final.
- The contractor must submit at least two comparable, written estimates which includes the warranties from the vendors for review by Pace.
- The contractor must obtain prior approval from Pace.
- When the repair is completed, the contractor must submit a written request for compensation, a copy of the invoice from the vendor for the purchase of the component, and documentation that the repair was completed.
- The contractor shall be responsible for installation costs and for other expenses associated with the repair such as associated parts and fluids. Repairs must be performed in a professional manner.

Pace reserves the right to limit the compensation to the cost at which the component is available to Pace. Compensation is limited to engines, engine components, transmissions, air conditioning, catalytic converters, or other major repair systems. Brake systems, suspension systems, electrical systems, seating, windshield wiper and washer systems, body damage, door systems, and other wearing items and systems are not eligible for compensation.

C. OTHER REQUIREMENTS

1. Illinois Department of Transportation

(IDOT) Safety Inspections

All vehicles used in Pace paratransit service are required to undergo an IDOT Safety Inspection every 6 months. Vehicles with expired IDOT stickers and vehicles which fail the IDOT Inspection **CANNOT BE OPERATED** in any capacity, except to and from the inspection center, until the IDOT Inspection is successfully completed and a new IDOT Safety Sticker is issued.

Vehicles must be taken to an IDOT Safety Inspection lane prior to the last day of the month in which the sticker expires, unless the vehicle is not operable due to required repairs. In this case, the vehicle must be inspected and pass the IDOT Safety inspection before being put into service. Once the vehicle has passed the IDOT Safety Inspection, submit the REPORT OF IDOT INSPECTION CHANGE form with the new expiration date to the Pace Paratransit Department.

2. Loaner Vehicles

Loaner vehicles are available at various sites to assist contractors when repairs to Pace owned vehicles leave the contractor without sufficient equipment to handle normal operations. Arrangements for a loaner vehicle can be made by contacting Paratransit Compliance staff at 312-341-8000. If a loaner vehicle is available, arrangements will be made for a temporary assignment. Contractors will be required to sign Pace Paratransit Vehicle Transfer Form each time a vehicle is loaned to or returned from a contractor. The Paratransit Vehicle Transfer Form becomes a part of the contract with Pace, and the loaner vehicle is subject to the terms and conditions of the contract, and must be maintained in the same manner as a permanently assigned vehicle.

While the loaner vehicle is on assignment, the contractor must perform pre-pullout/Post trip checks, and other daily servicing requirements. Contractors must also perform minor repairs and PM's when necessary. The contractor must include a separate MVS for the loaner with the monthly report. If a loaner vehicle requires extraordinary repairs, contact Paratransit Compliance staff for further instructions.

Loaner vehicles must be returned to Pace in good operating condition. **Please notify Pace's Paratransit Department before returning any loaner vehicles**. Be sure that the vehicle is clean, and has a full tank of fuel. Also, be sure to return any additional equipment, such as spare tires, that were issued with the loaner.

3. Other Use of Pace Owned Vehicles

The Pace owned vehicle or vehicles assigned to a contractor may be used only to provide transportation as specifically described in the contract with Pace. The vehicle(s) may not be used in any other capacity without advance written approval from the Pace Paratransit Department.

4. Pace Operations Bulletins

Periodically, Pace will issue Operations Bulletins or other documents that provide important maintenance and/or operational information about Pace owned vehicles. Contractors must ensure that these bulletins are immediately made available to the contractor's maintenance facility and/or maintenance staff. The information contained in Operations Bulletins or other Maintenance Department documents becomes part of the Pace Paratransit Contractors Manual.

D. PACE FORMS AND INSTRUCTIONS

Pace's Operator's Pre-Pullout Checklist for Pace Owned Vehicles

Pace's Operator's Post-Trip Checklist for Pace Owned Vehicles

Pace Paratransit Pm Report Form

1. Pace's Operator's Pre-Pullout Checklist Form and Instructions for Pace Owned Vehicles

The Pace Pre-Pullout Checklist must be filled out by each driver prior to the start of service.

The operator must fill in the date, inspect each item listed and place a checkmark in each column when the item is in proper working order.

If a defect is found, the driver must circle the item that needs repair and report the problem. Defects that pose a potential safety hazard must be reported immediately. A vehicle must not be put into service if the driver discovers a defect that could result in unsafe operation of the vehicle.

The Pre-Pullout Checklist is a two part form. The white top copy must be torn off and turned in to the proper person as prescribed by company policy before putting the vehicle into service. The yellow duplicate copy must remain in the booklet. **The booklet must be kept in the vehicle until it is filled and replaced with another booklet**.

Pace requires that completed Pre-Pullout Checklist books be retained in the Contractor's files for two (2) years past the life of the contract. Pace reserves the right to retain the pre-trip/post trip checklist.

Operator's Pre-Pullout Checklist

BUS# _____ **DATE** _____ **ODOMETER** _____

EXTERIOR

____ Tires/wheels/lug nuts
____ Hood and access panels secure
____ Mirrors
____ Fuel filler cap secure
____ No body damage or broken windows
____ Exterior is clean
____ Valid safety sticker
____ License plates in front and rear
____ Check fluid levels: ____ Oil ____ Coolant ____ Washer fluid

INTERIOR

____ Vehicle registration and insurance
____ Steps are clean and free of tripping hazards
____ Fire extinguisher
____ Inside engine access cover secure
____ Parking brake applied
____ Transmission selector level in park position
____ Farebox and vault in place
____ Dashboard clean and clear of all debris
____ Box containing three emergency triangles

START ENGINE AND CHECK

____ Master switch
____ Warning light/gauges
____ Windshield wipers and washers
____ Interior lights
____ Headlight-high & low beams
____ All lights and 4-way signals
____ Lift switch
____ Horn

GET OFF BUS, THEN CHECK

____ Operate lift through one full cycle
____ Lights, signals, barrier plates, lift safety belts

RE-ENTER BUS AND CHECK

____ Seats and floor clean
____ Stanchion bars secure
____ Wheelchair restraints and seatbelts
____ Mobility device securement belts stored properly
____ Roof hatches latched and secure
____ Overhead compartment secure
____ Check emergency exits
____ Adjust seat
____ Check seatbelt
____ Radio, MDT, AVL
____ Air conditioning, heat and defroster
____ Steering wheel play
____ Adjust mirrors
____ Parking brake hold
____ Test stop brakes

DRIVER'S NAME (PLEASE PRINT) _____
DRIVER'S INITIALS _____
DESCRIPTION OF DEFECTS & DAMAGE
_____
_____

2. Post Trip Inspection Checklist From and Instructions

A post trip inspection check of the condition of each vehicle must be performed by the Operator each time a vehicle is used in Pace service. The Operator must inspect each item listed and place a check mark in each column when the item is found in proper working order. The Operator does not check items that are defective and/or needs repair. Their must be a clear paper trail documenting that defects are repaired. Defects that pose a potential safety hazard must be reported immediately. A vehicle must not be put into service if the Operator discovers a defect that could result in unsafe operation of the vehicle.

After the checklist is complete, the Operator must sign the form. The top copy is to be torn off and turned in to the proper individuals as prescribed by Provider policy before the vehicle goes into service.

Each Provider must establish its own procedures for handling reports of defects and for ensuring that repairs are completed in a timely manner.

Operator's Post-Trip Inspection Checklist

BUS# _____ **DATE** _____ **ODOMETER** _____

EXTERIOR

____ Fuel filler cap secure
____ Mirrors
____ No body damage or broken windows

INTERIOR

____ Steps are clean and free of tripping hazards
____ Fire extinguisher
____ Dashboard clean and clear of all debris
____ Box containing three emergency triangles
____ Items left on board the vehicle
____ Mobility device securement belts store properly
____ No mechanical failure noted during route
____ No safety issues

DRIVER'S NAME (PLEASE PRINT)_____

DRIVER'S INITIALS _____

DESCRIPTION OF DEFECTS & DAMAGE

_____

_____

3. Pace Paratransit PM Report Form and Instructions

The Pace Paratransit PM Report Form is used to document the performance of manufacturers' required maintenance intervals and Pace required component checks for Pace owned vehicles. This inspection must be performed on each Pace owned vehicle, including loaners, every 3,000 miles or every 3 months, whichever comes first.

Before giving the form to the mechanic to carry out the work, the contract manager or maintenance supervisor must fill in the heading of the PM form with the vehicle number, date, and the odometer reading at the last inspection. The date and mileage at the time of the last changes on the designated components must also be filled in.

The mechanic must perform parts or component replacements/change-outs as authorized by the contract manager. The contractor should contact the Pace Paratransit Department or Maintenance Department whenever a major change-out or repair is needed.

Maintenance staff should refer to the appropriate vehicle manuals for maintenance procedures. All maintenance work on the vehicles must be done in accordance with the manufacturer's recommendations. Once the work is completed, the PM Form must be signed by the mechanic who performed the work or the maintenance manager who is responsible for ensuring that the work is performed.

The PM Report Form is not a complete list of all possible repairs that may be required. Any time a vehicle component or system is not operating properly repair work should be done immediately.

The maintenance manager or designated personnel is responsible for determining that all required inspections are done and that all needed repairs are performed. The original PM Report Form should be filed in the vehicle history file. A clear copy of both sides of the completed PM Report Form must be attached to the appropriate MVS, and submitted to Pace in accordance with the reporting requirements in the contract.

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PARATRANSIT PM FORM

FOR PARATRANSIT VEHICLES: Refer to the Maintenance Chapter in the Paratransit Manual for detailed information on Pace Paratransit maintenance requirements.

PM's must be performed every 3,000 miles or 3 months, whichever comes first.

(See below for Fluid Change Intervals)

Vehicle No._____ Date of Last Inspection _____
Date Completed _____ Mileage at Last Inspection _____
Mileage _____ IDOT Due Date _____

PM INTERIOR	O.K.	Repairs Made	Add'l Repairs Needed
1) Check & Lube operators seat & seatbelt			
2) Check horn			
3) Check steering wheel for excessive play			
4) Check instrument panel lights & gauges			
5) Check all seats			
6) Check all mirrors			
7) Check windshield wiper & washer operation			
8) Check sun visor			
9) Check insurance decal and vehicle registration			
10) Check step & floor coverings			
11) Check door operation - all			
12) Lube all door locks, latches and hinges			
13) Check handrail & stanchions			
14) Check fire extinguisher-gauge & tag			
15) Check all interior trim & panels			
16) Check all interior lighting & mountings			
17) Check front & rear heater operation			
18) Inspect all restraint belts			
19) Check all windows, latches & rear optical lens			
20) Check emergency windows & roof hatch operation			
21) Clean A/C evaporator filter			
22) Check front & rear A/C operation			
23) Check emergency brake operation & light			
24) Check reflector kit			
25) Check shift/lock system			
26) Check Echovision & back-up alarm system			
EXTERIOR			
27) Check all exterior lights & reflectors			
28) Inspect for body damage; report all			
29) Check & replace any worn or damaged tires			
30) Check & inflate tires to proper tire pressure			
31) Torque all axle studs			
32) Torque all wheel studs			
33) Clean battery & tighten cable ends			
34) Clean A/C Condensor			
35) Check mud flap condition			

DESCRIPTION	O.K.	Repairs Made	Add'l Repairs Needed
ENGINE COMPARTMENT			
36) Check & repair all fuel, oil, coolant, transmission & power steering leaks			
37) Check all fluid levels			
38) Inspect all hoses & clamps			
39) Lube accelerator & transmission linkage			
40) Check exhaust system			
41) Check alternator output			
42) Check motor mounts			
43) Check serpentine belt			
44) Drain fuel separator			
45) Check fan shroud			
UNDERCARRIAGE			
46) Inspect for any frame or cross member damage			
47) Check brake lining - lines & hoses - brake test			
48) Check ball joints			
49) Check all steering components			
50) Check all suspension components			
51) Check differential for leaks & fluid level			
52) Check drive line			
53) Check fuel tank for leaks & strap condition			
54) Clean then grease all grease fittings			
LIFT MAINTENANCE			
55) Clean the Bridge Hinge			
56) Lube with penetrating oil as designated in the lift service manual			
57) Lube with Multi-purpose grease as designated in the lift service manual			
58) Check fluid level			
59) Check manual operation of lift			
60) Check interlock & warning alarm			
ROAD TEST			

FILTERS & FLUIDS	FILL IN DATE & MILEAGE OF LAST CHANGE: DATE	MILEAGE	INDICATE CHANGES MADE DURING CURRENT PM
61) Change engine oil & filter - ☐ 3,000 miles 6.5 & 7.3 ☐ 5,000 miles 6.0 turbo diesel			
62a) Replace fuel filter - 6.0 & 7.3 turbo diesel 15,000 miles.			
62b) Replace fuel filter - 6.5 turbo diesel 30,000 miles			
63) Check air intake system, change air filter - 15,000 miles			
64) Check radiator cap pressure - annually (10-30 psi)			
65a) Change coolant 6.0 & 7.3 turbo diesel - Green - 30,000 miles, Consult maintenance schedule for required additives Yellow - 100,000 miles, After initial change every 50,000 miles			
65b) Change coolant 6.5 turbo diesel - 150,000 miles (Dex cool)			
66a) Change trans fluid & filter - 6.0 & 7.3 turbo diesel - 30,000 miles			
66b) Change trans fluid & filter - 6.5 turbo diesel - 50,000 miles			
67a) Change differential fluid - 6.0 & 7.3 turbo diesel - 50,000 miles			
67b) Change differential fluid - 6.5 turbo diesel - 15,000 miles			
68) Check crankcase depression regulator valve system - 6.5 turbo diesel - 60,000 miles			

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TURN FORM OVER.

BACK OF PM FORM MUST BE COMPLETED.

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SPECIAL INSTRUCTIONS SECTION

Repairs Made - Note repairs that were made at the time the PM was performed

Additional Repairs Needed - Record specific information on repairs that are needed.

Refer to the Appropriate Manuals for Maintenance Procedures in accordance with the Manufacturer's Recommendations for Vehicle and other Components. If further assistance is needed, contact Pace's Maintenance Department at (708) 331-9127.

THIS IS TO CERTIFY THAT EACH ITEM HAS BEEN CHECKED ACCORDING TO THE INSTRUCTIONS:

MECHANIC'S SIGNATURE_____
(Required)

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3. ACCIDENT & INCIDENT HANDLING PROCEDURES

DEFINITIONS

Accident: Collision of a vehicle with any object (e.g. another vehicle, a stationary object, etc.), or an occurrence involving the vehicle that results in passenger endangerment (e.g. braking causing a passenger to fall, etc.) regardless of damage, passenger injury, or possible injury, or an occurrence that results in passenger injury.

Preventable Accident: An accident that occurs because the driver did not do everything that could reasonably be expected in order to avoid the accident.

Non-preventable Accident: An accident that occurs even though the driver has done everything that could reasonably be expected in order to avoid the accident.

Incident: Any unusual occurrence near a Pace vehicle such as observed passenger altercations, vandalism, or an observed accidents with no vehicle involvement. Incidents of any nature which involve the safety of an individual, other passengers, or the driver must immediately be reported to Pace in accordance with Pace's Accident Notification Procedures cited in this chapter.

A. ACCIDENT HANDLING AND REPORTING PROCEDURES

The accident handling and reporting procedures outlined in this section apply to Pace and non-Pace owned vehicles unless otherwise noted.

1. General Accident Procedures for the Driver

Each accident/incident must be reported to the dispatcher or carrier project manager immediately. Any driver involved in an accident/incident must complete a Pace Accident/Incident Report Form before leaving the garage on the day of the accident/incident.

In the event of an accident the following steps should be taken:

STEP 1

Keep calm and be courteous.

STEP 2

Stop immediately.

Determine or ask if anyone needs medical assistance. If assistance is required, notify the dispatcher. (The dispatcher should call for an ambulance and notify the carrier's project manager and/or police.)

Report accident to dispatcher or carrier's project manager. Be sure to notify them of any injuries that may have occurred.

Get the license numbers of any other vehicles that may be involved

Determine damage. Avoid obstructing traffic if possible.

STEP 3

Ask passengers and witnesses to complete and sign courtesy cards.

Record information on the Accident/Incident Report Form enclosed in the accident report packet.

Wait for the police to arrive. Provide police with facts and information regarding the accident. (Make no statements regarding your innocence or guilt.)

STEP 4

Check with your carrier's project manager on the necessity and arrangements for drug/alcohol screening.

Submit to drug/alcohol screening, if requested.

IMPORTANT - Make no statement to anyone except an officer of the law or a Pace representative or your bus company's representative at the accident/incident scene. (Make no statements regarding your innocence or guilt. Provide only facts and information regarding the accident.)

If the accident involves an unattended vehicle or a fixed object, take reasonable steps to locate and notify the owner. Whether or not you find the owner, ask your dispatcher to notify the police and when the police arrive, file a report.

Whenever a passenger is involved in an accident/incident on your vehicle, even if the passenger does not claim injury, the driver must fill out a Pace Accident/Incident Report.

Any driver who is involved in an accident/incident and fails to complete a Pace Accident/Incident Report Form on the day of the occurrence or fails to report the occurrence at any time may be prohibited from performing service for a Pace funded paratransit project. Pace has no interest in the manner in which contractors performs its business or oversees its employees except as such matters impact upon the delivery of Pace mass transit service to the general public. Nor is Pace intent upon establishing any terms or conditions as to this individual's continued employment as Pace is not his/her employer.

2. Accident Procedures for Dispatcher and/or Project Managers

Each contractor must have written procedures for handling accidents and other emergencies which comply with Pace requirements. All staff members, including drivers, must be familiar with the contractor's procedures and with Pace requirements.

In the event of an accident, the driver will immediately report the accident to the dispatcher or local project manager.

Once notified of an accident, the dispatcher and/or project manager must take the following steps:

STEP 1
Determine if anyone is injured and notify the local police and emergency vehicles.

STEP 2
Immediately contact Pace.

STEP 3
Dispatch a road supervisor to the scene of a serious accidents/incidents.

3. Serious Accident/Incident Notification procedures

Serious accident/incidents which involve injuries requiring transport from the scene or requiring any vehicle to be towed from the scene or any other event of a serious nature must be immediately reported to Pace, regardless of the time of the occurrence by calling the following number:

Accident/Incident PACE Emergency Line (847) 228-4200

4. Minor Accident/Incident Notification Procedures

Accident/Incidents which do not involve injuries requiring transport from the scene or require any vehicle to be towed from the scene or any other event of a serious nature, but do involve claims of bodily injury, potential claims of bodily injury, and/or combined property damage in excess of $500.00 must be reported to Pace at 1-847-228-4200 during normal business hours. If this category of accident/incident occurs after hours, a completed Pace Preliminary Report of Bus Accident/Service Interruption Form detailing the events of the accident/incident must be emailed to compliance@pacebus.com on the day of the accident/incident.

Note: It is important that you notify Pace if you are uncertain as to the amount of damage or if it appears that the damage could possibly exceed $500.00.

5. Vehicle Accidents and Breakdowns

The carrier will be required to respond to vehicle accidents/breakdowns in a timely manner. A summary of the procedures for handling a vehicle accident/breakdown is as follows:

- The driver is required to inform the dispatcher that a vehicle accident or breakdown has occurred.
- The dispatcher will record the incident in the tracker notes in the scheduling software, time stamping the occurrence.
- The carrier must send a rescue vehicle within thirty (30) minutes of the accident/breakdown. This standard shall be met unless extenuating circumstances exist.

6. Post Accident Drug and Alcohol Testing Procedures

Complete the Pace post accident drug and alcohol testing decision maker form to determine if the driver needs to be sent for post accident drug/alcohol testing.

All safety sensitive employees involved in an accident shall undergo **NIDA-5** drug testing and breath alcohol testing if any of the following conditions are met:

- An individual dies
- An individual suffers injury and immediately receives medical treatment away from the scene of the accident (this includes injuries to the driver) **AND** the employee's performance cannot be discounted as contributing to the accident
- If any vehicle involved incurs disabling damage and is transported away from the scene by a tow truck or other vehicle **AND** the employee's performance cannot be discounted as contributing to the accident

Any other safety sensitive employee (e.g. mechanic, dispatcher, etc.) whose performance can not be discounted as a contributing factor to the accident must also be tested for drugs and alcohol. This will be determined by the project manager/supervisor, using the best information available at the time of the accident or incident. If it is determined that the employee could have contributed to the accident than a separate decision maker form should be filled out and a determination should be made as to a drug and alcohol test on the other employee.

Instructions and procedures for drug/alcohol testing can be found at the end of Chapter 4.

NOTE: If any employee must be tested for drugs and alcohol following an accident or incident, that person may not perform safety sensitive functions in Pace paratransit service until Pace has received the required post accident drug/alcohol testing documentation and has authorized the individual to resume safety sensitive functions. Refusal to sign the necessary forms for drug/alcohol testing, or refusal to be tested will result in the employee being prohibited from performing safety sensitive functions in Pace funded service.

7. Accident & Incident Report Procedures

Every contractor must follow the Accident/Incident Reporting Procedures outlined in this chapter. These are the same procedures taught during Paratransit Drivers Training and contained in the Pace Paratransit Bus Operator's Manual.

A Pace Accident/Incident Report must be completed and submitted to Pace for each and every accident or incident that occurs with Pace or non-Pace owned vehicles. Even occurrences where passengers do not claim injury or where there is no vehicle damage must be reported. Events of an unusual nature must also be reported on the Pace Accident/Incident Report form. Incidents of any nature which involve the safety of individuals, other passengers, or the driver should immediately be reported to Pace using the Pace Emergency number 847-228-4200. This especially includes events which involve violent, seriously disruptive, and/or unsafe behavior by passengers.

Please note the following examples of occurrences requiring a Pace Accident/Incident Report:

- The bus is at the curb waiting to pick up a passenger when a car strikes the rear bumper. There is damage to the bus or the car. (The police must also be notified.)
- The car in front of your bus stops suddenly. You strike the rear bumper of the car. There is no damage to either vehicle. (The police must also be notified.)
- The car in front of you brakes suddenly causing you to put the brakes on. A passenger slips off the seat while the bus is stopped. The passenger insists that he is not hurt, and refuses to give you his name.
- Two passengers on your bus are having an argument. One of the passengers strikes the other. No one is injured.
- You operate a non-Pace owned van in your service. You have finished your route for the day and while returning to the garage another car strikes the side of your vehicle. Your van is not damaged and there is no apparent damage to the other car. (The police must also be notified.)

Review, Sign and Mail The Pace Accident/Incident Report

A Pace Accident/Incident Report form must be emailed to Pace the same day as the accident and the original report must be mailed to Pace **within 24 hours** of any accident or incident. In the event of an accident the Post Accident Drug and Alcohol Testing Decision Maker Form must be mailed in with the Pace Accident Report. Pace reserves the right to require Accident/Incident Reports to be submitted immediately.

Email a copy of the Pace Accident/Incident Report to:

Compliance@pacebus.com.

Mail the original Pace Accident/incident Report (Pace and non-Pace owned vehicles) to:

Pace Paratransit Compliance
547 W. Jackson Boulevard – 10th Floor
Chicago, IL 60661

Maintain a copy of the Pace Accident/Incident Report in your files.

A copy of the Pace Accident/Incident Report and copies of all other information related to the accident should be maintained in such a manner as to make it easily accessible. The contractor should have this information readily available should it be needed by Pace's staff.

Notify your insurance carrier of the accident/incident.

Evaluate driver's performance

Contractors must evaluate the performance of any employee involved in an accident or incident to determine the need for retraining and/or disciplinary action. Specific Pace guidelines relating to retraining and disciplinary action are contained in Chapter 4.

Physical Damage to Pace Owned Vehicles

Pace expects the contractor to perform repairs to Pace owned vehicles in a timely manner. If the damage is major, the contractor should contact Pace to discuss the proposed repairs. The contractor must submit a copy of the final invoice or work order documenting that the repairs have been performed.

B. PACE FORMS AND INSTRUCTION

Pace Accident Incident Report

Post Accident Drug and Alcohol Decision Making Form

Pace Preliminary Report of Bus Accident/Service Interruption

1. Pace Accident/Incident Report Form and Instructions

(a) A Pace Accident/Incident Report must be completed for any accident or incident which occurs in Pace Paratransit service, regardless of whether the vehicle is Pace owned or non-Pace owned.

(b) The driver must fill out the Pace Accident/Incident Report form by the end of the work day during which the accident/incident occurred. Assistance may be provided if necessary, but the report must be filled out by the driver in his/her own handwriting.

(c) All boxes on the report must be filled out. If the information requested does not apply to the accident or incident being reported, the driver should write N/A in the box. Do not leave any blank spaces.

(d) When filling out the report, enter the name and location of the paratransit project in the space for Bus Company (e.g. John Doe Bus Company, Anywhere, IL). Enter the vehicle number in the space for the vehicle.

(e) Ensure that information about other vehicles, drivers, and/or fixed objects is complete.

(f) The driver must sign the report.

(g) The contractor's project manager must review the Pace Accident/Incident Report to ensure that it has been properly completed. Once the report is reviewed, it must be signed by the project manager and emailed to Pace the same day or next business day. Do not hold the Accident/Incident Report for additional information such as the police report and/or estimates. Police reports and estimates must be sent to Pace as soon as they are received.

Email a copy of the Pace Accident/Incident Report to:

Compliance@pacebus.com.

Mail the original Pace Accident/incident Report (Pace and non-Pace owned vehicles) to:

Pace Paratransit Compliance
547 W. Jackson Boulevard – 10th Floor
Chicago, IL 60661

PACE REPORT # _____

pace

ACCIDENT / INCIDENT REPORT

PLEASE PRINT ALL INFORMATION

FOR PACE USE ONLY

BUS DIVISION / PROJECT / SERVICE			DATE OF OCCURRENCE	DAY OF WEEK S M T W R F S	TIME OF OCCURRENCE ☐ AM ☐ PM
ROUTE #	RUN #	# OF PASSENGERS	DIRECTION OF TRAVEL	VEHICLE #	
STREET WHERE INCIDENT OCCURRED			AT INTERSECTION WITH		
CITY			COUNTY		
IF NOT AT INTERSECTION _____ FEET _____ MILES			N E S W (CIRCLE ONE) OF _____ NEAREST HIGHWAY, STREET OR LANDMARK		

OCCURRENCE	INVOLVING	PASSENGER ACTION	TYPE OF TRIP
☐ 1 FRONT END	☐ 1 PEDESTRIAN	☐ 1 BOARDING	☐ 1 DIAL-A-RIDE
☐ 2 SIDESWIPED	☐ 2 MOTOR VEH. IN TRAFFIC	☐ 2 ALIGHTING	☐ 2 REGULAR
☐ 4 AT AN ANGLE	☐ 3 PARKED MOTOR VEHICLE	☐ 4 FELL OFF SEAT	☐ 3 OFF ROUTE / DETOUR
☐ 5 BACKING	☐ 6 LIFT	☐ 5 IN MOTION WITHIN VEHICLE	☐ 4 DEADHEAD
☐ 6 REAR END	☐ 7 FIXED OBJECT	☐ 6 DISTURBANCE	☐ 5 AT GARAGE
☐ 7 VANDALISM	☐ 8 MOTORCYCLE	☐ 7 OTHER _____	☐ 6 SERVICE CALL
☐ 8 PASS. INJURY	☐ 9 DOOR		☐ 7 OTHER _____
☐ 9 FIRE	☐ 10 OTHER _____		
☐ 11 BLIND REPORT			
☐ 12 OTHER _____			

DRIVER #1 PACE DRIVER

SOCIAL SECURITY #		DRIVERS LICENSE #	EXPIRATION DATE
NAME		HOME PHONE#	BADGE #
ADDRESS		NATURE OF INJURIES, IF ANY	
CITY	STATE / ZIP	IF INJURED TAKEN TO	
DESCRIBE DAMAGE TO PACE VEHICLE			

DRIVER VEHICLE #2

NAME		DRIVERS LICENSE #	HOME PHONE #
ADDRESS		NATURE OF INJURIES, IF ANY	WORK PHONE #
CITY	STATE / ZIP	IF INJURED TAKEN TO	

VEHICLE #2 INFORMATION

DIRECTION OF TRAVEL #2	# OF PASSENGERS #2	TYPE OF VEHICLE	MAKE	MODEL	YEAR
LICENSE PLATE # / STATE & YEAR		INSURANCE COMPANY		FIXED OBJECT	
DAMAGE TO VEHICLE #2, IF ANY					
OWNERS NAME #2	STREET ADDRESS		CITY	STATE	HOME PHONE #

PASSENGER PEDESTRIAN

NAME	SEX	DATE OF BIRTH	HOME PHONE #
ADDRESS	NATURE OF INJURIES		WORK PHONE #
CITY / STATE	HOSPITAL TAKEN TO		

PASSENGER PEDESTRIAN

NAME	SEX	DATE OF BIRTH	HOME PHONE #
ADDRESS	NATURE OF INJURIES		WORK PHONE #
CITY / STATE	HOSPITAL TAKEN TO		

PASSENGER PEDESTRIAN

NAME	SEX	DATE OF BIRTH	HOME PHONE #
ADDRESS	NATURE OF INJURIES		WORK PHONE #
CITY / STATE	HOSPITAL TAKEN TO		

1939A (08-05) 1 of 2 pages

PLEASE PRINT ALL INFORMATION

#1	#2	VEHICLE ACTION
☐	☐	1 Going straight ahead
☐	☐	2 Changing lanes, passing
☐	☐	3 Making right turn
☐	☐	4 Making left turn
☐	☐	5 Slowing or stopped
☐	☐	6 Pulling from curb
☐	☐	7 Pulling to curb
☐	☐	9 Parked (no driver)
☐	☐	10 Other

PEDESTRIAN ACTION

- ☐ 1 Crossing at intersection
- ☐ 2 Crossing not at intersection
- ☐ 3 Walking between parked vehicle
- ☐ 4 Walking in roadway with traffic
- ☐ 5 Walking in roadway against traffic
- ☐ 6 Getting on, off vehicle
- ☐ 7 Playing in roadway
- ☐ 8 Other

POLICE

Were police present ☐ Yes ☐ No

Officer's Name | Badge #

Name of Force

Police Report #

Ticket(s) to Driver #1 ☐ Yes ☐ No

Driver #2 ☐ Yes ☐ No

Fire Dept. Present: ☐ Yes ☐ No

Name of Fire Dept.

TRAFFIC CONTROL

- ☐ 1 Stop sign
- ☐ 2 Working lights
- ☐ 3 Officer, flagman
- ☐ 4 Railroad crossing gate
- ☐ 5 Railroad flashing lights
- ☐ 6 None
- ☐ 7 Other _____
- ☐ 8 Posted speed limit

WEATHER

- ☐ 1 Clear
- ☐ 2 Rain
- ☐ 3 Snow
- ☐ 4 Fog
- ☐ 5 Sleet

LIGHT

- ☐ 1 Daylight
- ☐ 2 Dawn
- ☐ 3 Dusk
- ☐ 4 Darkness
- ☐ 5 Artificial

ROAD SURFACE

- ☐ 1 Dry
- ☐ 2 Wet
- ☐ 3 Snow, Ice
- ☐ 4 Under repair
- ☐ 5 Other

VEHICLE LIGHTS

#1	#2	
☐	☐	On
☐	☐	Off

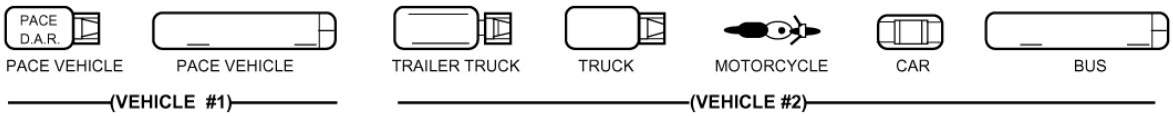
TURN SIGNALS

#1	#2	
☐	☐	Left turn on
☐	☐	Right turn on
☐	☐	4 - Way on

(PLEASE PRINT)

(DESCRIBE EXACTLY WHAT HAPPENED) _____

MARK AN "X" ON EXACT POINT OF IMPACT



IDENTIFY STREETS AND HIGHWAYS BY NAME OR NUMBER

DIAGRAM WHAT HAPPENED

(NUMBER VEHICLES & INDICATE DIRECTION OF TRAVEL WITH ARROW)

DRAW ARROW INDICATING NORTH

DRIVER'S SIGNATURE	DATE	REVIEWED BY

1939A (08-05) 2 of 2 pages

2. Post Accident Drug and Alcohol Testing Decision Maker Form and Instructions

1. This form must be completed for every accident which occurs in Pace Paratransit service. See section 3.1 of your Pace Paratransit Contractors Manual for the definition of an accident.
2. When filling out the form, you must complete the section under accident information providing the date and time of the accident, the employee name and the employee ID#.
3. All questions on the forms must be answered. If the question does not apply to the accident, you should write N/A in the space provided.
4. If there was a human fatality a DOT post accident drug and alcohol test must be performed.
5. If an individual suffered a bodily injury and immediately received medical treatment away from the scene (regardless if the individual was in the Paratransit vehicle or not) **AND** the employee's performance CANNOT be discounted as a contributing factor to the accident, a DOT post accident drug and alcohol test must be performed. (*If the employee's performance can be discounted as a contributing factor to the accident you must NOT perform a DOT post accident drug and alcohol test.)*
6. If there was disabling damage to the Paratransit vehicle or any other vehicle and the vehicle was towed away from the scene **AND** the employee's performance CANNOT be discounted as a contributing factor to the accident, a DOT post accident drug and alcohol test must be performed. (See Federal Regulations Section 655.4 for the definition of disabling damage). *If the employee's performance can be discounted as a contributing factor to the accident you must NOT perform a DOT post accident drug and alcohol test.)*
7. Contractors must also determine if any other covered employees performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision. If it is determined that the employee could have contributed to the accident than a separate decision maker form should be filled out and a determination should be made as to a drug and alcohol test on the other employee.
8. If the alcohol test is not administered within two hours following the accident, you must indicate this on the form stating the reasons the alcohol test was not promptly administered.
9. If the alcohol test is not administered within eight hours following the accident, you must cease attempts to administer an alcohol test and indicate on the form the reason for not performing the alcohol test.
10. If the drug test is not administered within 32 hours following the accident, you must indicate on the form the reason for not performing the drug test.
11. The decision maker form must be signed by the dispatcher or individual designated to determine if a post accident d/a test is required and the road supervisor.
12. An employee who is subject to post-accident testing who fails to remain readily available for such testing will be deemed to have refused to submit to testing.
13. You must submit a copy of the post accident decision making form to Pace with the Pace Accident Report form.

Post-Accident Drug and Alcohol Testing Decision Maker form

DECISION MAKER FORM

The Federal Transit Administration (FTA) drug and alcohol testing regulation (49 CFR Parts 655) requires that safety-sensitive employees involved in a vehicle accident (as defined below) submit to tests for alcohol misuse and prohibited drug use as soon as possible following the accident. 49 CFR Part 655 also requires the testing of any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the manager or supervisor at the scene using the best information available at the time of the decision.

Accident Information:

Date of Accident_____ Time of Accident: _____AM/PM

Employee Name: _____ Employee ID #: _____

Decision Questions:

Was it an FTA-defined accident (49 CFR Part 655.4)?

1. Was there a human fatality? Yes ____ No ____ **(If *Yes*, a DOT/FTA Post-Accident test is required)**

- If there was **no** fatality, ask the following questions:

2. Has any individual suffered a bodily injury and immediately received medical treatment away from the scene of the accident? Yes _____ No _____

3. Was there a disabling damage to the company vehicle (if bus, van, or automobile) or any other vehicle as a result of the occurrence and the vehicle was transported away from the scene by a tow truck or other vehicle? Yes _____ No _____

If you answer YES to any of these three questions, a DOT/FTA Post-Accident test is required unless you also answer YES to the following question

- *Can you determine, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident? Yes_____ No ____*

(Any reason for NOT conducting a Post-Accident test after you've answered YES to questions 1,2 or 3 MUST be documented)

_____

_____

- Did the Alcohol Test occur within two hours of the accident? Yes__ No__
- Did the Alcohol Test occur within eight hours of the accident? Yes__ No__
- Did the drug test occur within 32 hours of the accident? Yes__ No__

(If you check no to any of the above questions please explain)

_____

_____

On scene supervisor: _____

Regional Manager _____

3. Pace Preliminary Report of Bus Accident/Service Interruption Form and Instructions

Accident/Incidents which do not involve injuries requiring transport from the scene or require any vehicle to be towed from the scene or any other event of a serious nature, but do involve claims of bodily injury, potential claims of bodily injury, and/or combined property damage in excess of $500.00 must be reported to Pace at 1-847-228-4200 during normal business hours. If this category of accident/incident occurs after hours, you must email a completed Preliminary Report of Bus Accident/Service Interruption Form detailing the events of the accident/incident to compliance@pacebus.com on the day of the accident/incident.

1. All boxes on the report must be filled out. If the information requested does not apply to the accident or incident being reported, the dispatcher/supervisor should write N/A in the box. Do not leave any blank spaces.

When filling out the report, enter the name of the Paratransit project, date and time the accident or incident occurred. Enter the vehicle number, route/run number, and operator name in the spaces provided.

Ensure that all passenger information including names and I.D#s are included on this form.

Please email this form to compliance@pacebus.com on the day the accident/incident occurs.

Pace Preliminary Report of Bus Accident/Service Interruption Form

pace

PRELIMINARY REPORT OF BUS ACCIDENT / SERVICE INTERRUPTION

Carrier	Caller/Phone#		
Date of Report	Date of Incident	Time of Report	Time of Incident
Route #		Operator	
Bus #	Extent of Damage ☐ Major ☐ Minor		
Vehicle Towed ☐ Yes ☐ No	Operator Cited ☐ Yes ☐ No	Persons Transported to Hospital ☐ Yes ☐ No	
D.O.T. D&A Test ☐ Yes ☐ No	Hospital		
Location/Direction			
SPECIFIC DETAILS			
ALL INJURED PERSONS AND EXTENT OF INJURY (* - Pace Employees) Name Address Phone# Injury			
3202 (05-04)			
Taken by	Routed to		

WHITE-Operations GREEN-Insurance CANARY-MJM PINK-Paratransit GOLD-Communications

4. MOBILITY DEVICES

A. WHEELCHAIR DEFINITIONS ASSOCIATED WITH PACE ADA TRANSPORTATION

Broken or Damaged Wheelchair

This can be any wheelchair that is battery operated and does not have sufficient power to operate the wheelchair. This can also be any wheelchair that has sufficient damage to wheels, operation handle, seat, etc. that does not allow the wheelchair to operate properly and/or safely. Finally, this can be any wheelchair that cannot be operated properly and/or safely by the rider.

Note: In the event a rider cannot be transported, the driver should contact dispatch for immediate follow up.

B. WHEELCHAIR PROCEDURES

Pace reserves the right to deny service for a wheelchair that due to the size and weight of the wheelchair cannot be accommodated by the vehicle's equipment used in service. If a wheelchair can be loaded, but cannot be secured forward facing, Pace reserves the right to deny service. See **figure 1**

Note: Where necessary or upon request the Contractor may recommend that a wheelchair passenger transfer to the vehicle seat. The Contractor may not require the rider to transfer.

(a) side view (b) front view

Figure 1
Wheelchair or Mobility Aid Envelope

1. How to Measure a Wheelchair

- Place wheelchair on a flat or even surface.
- Measure the width of the wheelchair, from the front outside wheel to the front outside wheel on the opposite side.
- Measure the width of the wheelchair, from the rear outside wheel to the outside wheel on opposite side.
- Measure the length of the wheelchair, from the front outside wheel to the outside wheel (note this is if the foot rest is not connected to the wheelchair).
- If the foot rest is connected to the wheelchair, measure from the front of the foot rest (which should be measured 2 inches from the ground) to the back of the rear wheel.
- Be sure to record the make and model number for any wheelchair that's measured.
- Also, document any special features that are present on the wheelchair.
- All wheelchair measurements must be forwarded to Pace's Quality Assurance Department for review.

2. How to take Pictures of a Wheelchair

- Stand in front of the wheelchair and take two pictures that show the front view of the wheelchair.
- Stand in the rear of the wheelchair and take two pictures that show the rear view of the wheelchair.
- Stand on both sides of the wheelchair and take two pictures that show both side views of the wheelchair.

E-mail or send a copy of the pictures to Pace's Quality Assurance Manager for the rider's permanent file. Pace will maintain the file and use for future reference.

3. Difficulties Securing a Wheelchair

Individuals who use a wheelchair must permit his/her wheelchair to be secured. If they refuse, the driver should contact the dispatcher for instructions. These individuals are not allowed to ride. However, if the individual permits the driver to secure his/her wheelchair but they are unable to properly secure it, the individual using the wheelchair is allowed to ride. Contractors cannot deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle's securement system. In the event the driver cannot secure a wheelchair the driver and dispatcher will follow the procedures below.

- The driver must activate the vehicle drive-cam
- The driver must notify the dispatcher that he cannot secure the wheelchair and wait for dispatcher instructions.
- The dispatcher will code the trip a cancel at the door and add the appropriate tracker notes.
- The dispatcher will confirm the rider's pickup location and inform the driver the ETA of a road supervisor who will be sent to provide the trip.

- When the road supervisor arrives he/she should recommend that the individual transfer to a seat but the passenger is not required to do so. The road supervisor will deliver the passenger to their destination.

- If a road supervisor is unavailable, the dispatcher will instruct the driver to proceed with extreme caution and deliver the passenger to their destination. If seating is available and the passenger is able to do, the driver should recommend that the individual transfers to a seat but the passenger is not required to do so.

- The passenger should be referred to Pace's Quality Assurance Manager so that an alternative securement device aid can be provided to the passenger.

If the rider wants to file a complaint, the rider should be referred to Pace Customer Relations at 800-606-1282, option #2.

4. Difficulties Loading a Wheelchair

In some cases drivers maybe unable to load a wheelchair or the secure it forward facing due to the size or positioning of passengers already on board the vehicle. In the event the driver cannot load a passenger due to these type circumstances the driver and dispatcher will follow the procedures below.

- The driver must activate the vehicle drive-cam.

- The driver must notify the dispatcher that the wheelchair cannot be loaded or secured forward facing.

- The dispatcher will code the trip a cancel at the door and add the appropriate tracker notes.

- The dispatcher will confirm the rider's pickup location and inform the driver the ETA of the second vehicle being dispatched to provide the trip.

If the rider wants to file a complaint, rider should be referred to Pace Customer Relations at 800-606-1282, option #2.

5. FARE COLLECTION INFORMATION

Fares are payments for rides on Pace-funded Paratransit services. While the use of fare instruments may vary from service to service, the following general information is provided for all Paratransit services. Refer to your contract for specific guidelines and requirements, or to your Project Manager, regarding fare collection for your service.

A. GENERAL GUIDELINES

Fares can be collected three ways:

1. Cash
2. Transfers (when and where allowed)
3. Prepaid passes or tickets (when and where used)

Fares are collected as passengers board the vehicle. Passengers should pay the exact fare when boarding the vehicle. Vehicle operators are not permitted to make change or handle fares, except as noted below.

As passengers board the vehicle and pay their fares, the fare categories must be noted on the driver's log.

Attendants must pay a fare when accompanying a mobility limited passenger, except on ADA Paratransit services (see below).

Whenever there is a problem with the farebox, the vehicle operator must report it to the dispatcher immediately.

A maximum of two children six years of age and younger may ride free when accompanied by a fare paying passenger.

B. RIDERSHIP CATEGORIES

One-way passenger trips are recorded by the categories defined below. These categories are general Pace definitions. Refer to your contract for specific information on ridership categories and eligibility for your service.

- **Full Fare Passenger:** Non-disabled rider, twelve years to sixty-four years of age.
- **Non-disabled Elderly:** Any non-disabled rider, age sixty-five and older.
- **Disabled:** Any rider, regardless of age, classified as disabled per the terms of your contract.
- **Student/Children (seven and older):** All grade school children (seven years to eleven years of age) and students ages twelve to twenty traveling to or from school with a valid grade school or high school identification. Passengers who are twelve years and older, not traveling to or form school, are counted as adults.
- **Free Children:** Children six years and younger (or as described in the current service guidelines) accompanied by a fare paying passenger and going to the same destination as the fare paying passenger may ride for free. A maximum of two children accompanied by a fare paying passenger may ride free. Children six years and younger may not ride the vehicle unaccompanied at any time.

C. CASH FARE PROCEDURES PACE OWNED VEHICLES WITH A FAREBOX

Drivers operating Pace owned vehicles with fareboxes must not handle fares. Drivers must never make change.

When collecting fares, the operator must do the following:

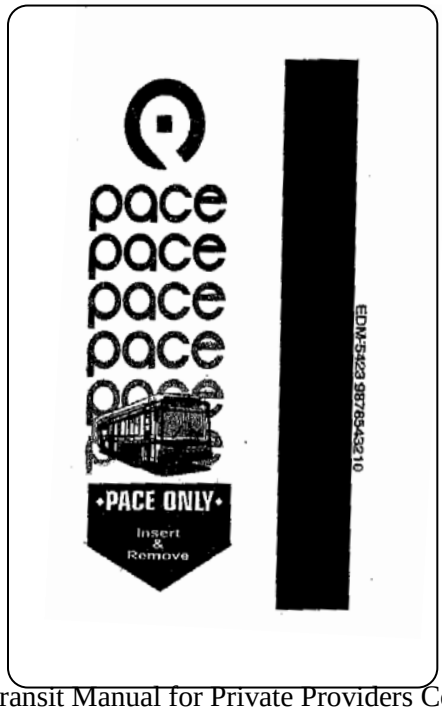
- Direct passengers to deposit money directly into the farebox.
- If a passenger pays with currency, instruct the passenger to unfold bills before depositing in the farebox (portions of bills have no value).
- After money has been deposited, checks inspection plate for correct fare.
- If the fare is correct, trip the inspection plate to clear it for the next fare. Do not let more than one fare accumulate on the inspection plate. If the fare is not correct, ask the passenger to deposit the correct fare. If the passenger is unable to deposit the correct fare, contact the dispatcher for further instructions.
- For passengers who are physically unable to deposit their fare into the farebox, the passenger may give the fare to the vehicle operator. The vehicle operator will verify the correct fare amount and will immediately deposit the fare into the farebox. If the passenger is accompanied by an attendant, the attendant, not the driver, should deposit the fare into the farebox.

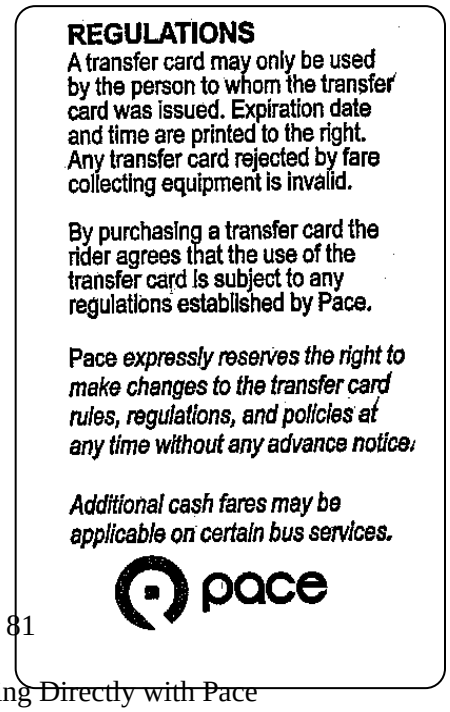
D. CASH FARE PROCEDURES FOR VEHICLES WITHOUT A FAREBOX

Drivers will collect the exact cash fare or an ADA Ride Ticket at the time of boarding and before proceeding to the next scheduled destination. Riders should have the exact fare ready at the time of boarding. If the rider cannot produce the exact fare or an ADA Ride Ticket, the driver should immediately notify dispatch for instructions. Drivers are strictly prohibited from making change.

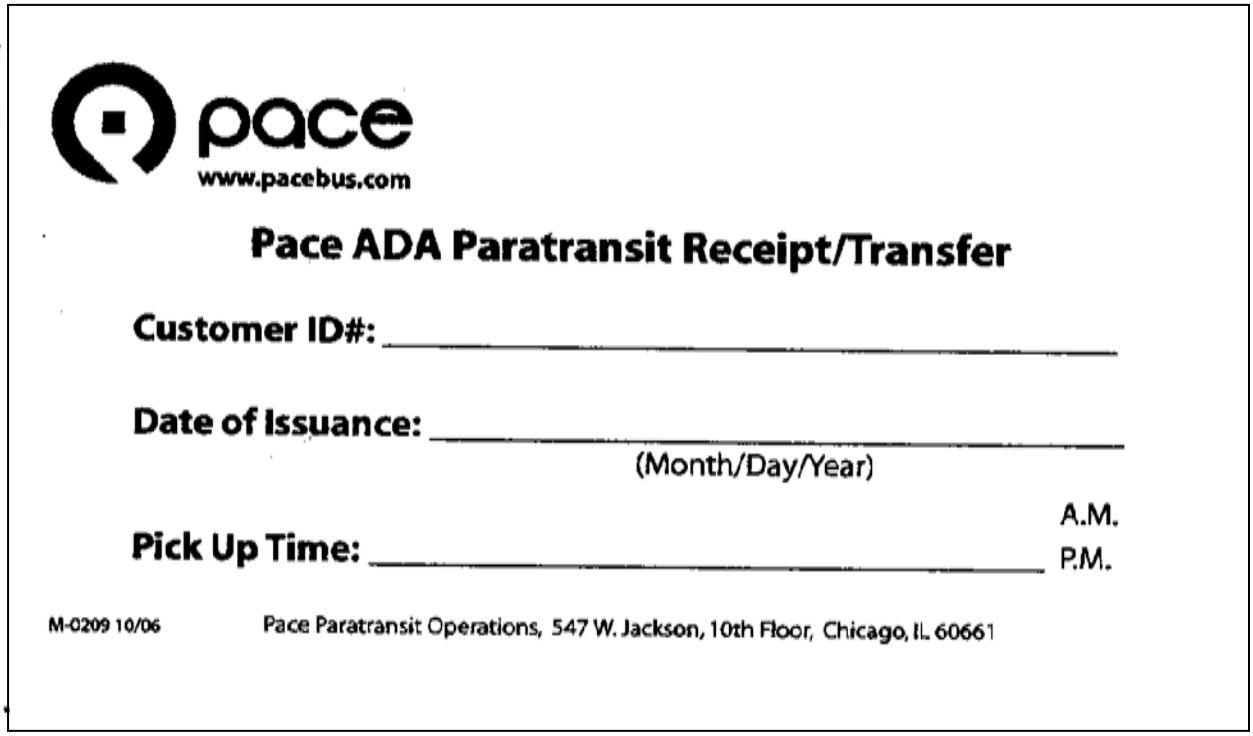
E. TRANSFERS

Transfers are tickets entitling the bearer to continue from one service or route to another in order to reach their destination, without paying an additional fare.





CHICAGO ADA PARATRANSIT TRANSFER TICKET SAMPLE



pace
www.pacebus.com

Pace ADA Paratransit Receipt/Transfer

Customer ID#: _____

Date of Issuance: _____
(Month/Day/Year)

Pick Up Time: _____ A.M. P.M.

M-0209 10/06 Pace Paratransit Operations, 547 W. Jackson, 10th Floor, Chicago, IL 60661

1. Procedures for issuing a valid transfer:

- Drivers must fill out transfer ticket completely
- The transfer must be valid (e.g. the date of the transfer is the current date).
- The transfer must have the passenger's name or ID# clearly written on it.
- The transfer must have the correct time.

2. Pace Transfer Regulations

- A transfer ticket is only valid on the date issued for a maximum of two hours between transferring vehicles.
- A transfer may be used only by the person to whom it is issued.
- A transfer is non-negotiable. It cannot be exchanged for a cash refund at any time. It is not good for a round trip on the same service.

- A transfer is valid for a two hour limit from the time issued on any Pace carrier.
- A penalty exists for fraudulent use of a transfer. Anyone using a transfer in violation of these rules is subject to the cost of the fare and suspension of service.
- Transfers are subject to all rules and regulations of Pace.

F. HANDLING OF SPECIAL SITUATIONS

1. Objects Accidently Dropped in Farebox and Over Payment

If foreign coins, jewelry, or other objects of value are accidentally dropped into the farebox:

1. Ask the passenger to complete a Courtesy Card.
2. Notify the dispatcher.
3. On the back of the Courtesy Card, enter:
    - Time
    - Date
    - Vehicle Number
    - Location of Occurrence
    - Description of Object

Instruct passenger to call the dispatcher or Pace and request the return of the object.

Turn in completed Courtesy Card to dispatcher.

If a passenger accidentally overpays the fare and/or deposits a $5 bill or larger instead of a $1 bill, the same procedure is followed, except instruct the passenger to call the dispatcher or Pace and request a refund. Drivers are not permitted to provide change or to collect fares from other passengers to provide change.

2. Farebox is Inoperable

If a farebox is inoperable or broken in such a manner that passengers cannot deposit their fares, the driver should immediately notify the dispatcher to obtain further guidance. Additionally, the contractor should immediately notify the Pace Paratransit Department if any farebox is inoperable for any reason.

3. Passenger Refuses To Pay A Fare

All passengers should pay a fare for each ride taken. If a passenger is unable or refuses to pay a fare, the driver should do the following:

- Ask the rider for the fare
- Activate the drive-cam
- Notify the dispatcher
- Wait for further instructions from the dispatcher
- An operator should never embarrass or accuse the passenger

In the event the driver calls dispatch to report a rider does not have or refuses to pay the full fare the dispatcher should do the following.

- Ensure the driver has requested the correct fare

- Ensure the driver has activated the drive-cam
- Add proper tracker notes in Trapeze to record the incident
- Make a determination if the fare will be waved and the rider transported
- Document the incident and forward to Pace Quality Assurance for follow up
- Always remember that a rider can never be stranded

Note: If a rider is not at home, Pace has a no strand policy. Therefore, the carrier will be required to transport the rider home. However, the carrier has the right to refuse transport if a rider is at home and does not have the proper fare.

4. Passenger Does Not Have Correct Fare/Change

If a passenger does not have the correct fare, the driver should contact the dispatcher for further instructions.

5. Passenger Tries to Use Invalid Method of Payment

If a passenger attempts to use an invalid method of fare payment (e.g. invalid transfer, expired pass, etc.), the driver should request that the passenger use the proper fare instrument. If the passenger is unable or refuses to present a valid fare instrument or cash, the driver should contact the dispatcher for further instructions. The driver should also complete a Pace Accident/Incident Report form.

Note: ***If the dispatcher is not sure how to address a specific situation, contact Pace's Paratransit Department for guidance.***

G. ADA PARATRANSIT FARES

1. ADA Paratransit Service

In addition to the general guidelines outlined in section 5.1, the following items apply to pace ADA Paratransit Service.

- Transfers and ADA/Special Services Tickets are the only non-cash fare instruments accepted on ADA Paratransit services.
- One attendant or companion accompanying a mobility limited passenger may ride at no fare. If space permits, additional companions may accompany the passenger for the same fare as the ADA certified passenger.

2. Definition of Riders for ADA Paratransit Service

Refer to Guidelines and Regulations for definition of riders for services other than ADA. One -way Passenger Trips

Each time a rider boards the vehicle at his pick-up point and leaves the vehicle at his drop off point, it is counted as 1 one-way passenger trip. This includes consecutive stops when riding the same vehicle. Should that same rider use the vehicle for a return trip, it is counted as a second one-way passenger trip (e.g. around trip equals two one-way passenger trips).

6. TECHNOLOGY

A. PACE MDT SERVICE GUIDELINES & TROUBLESHOOTING GUIDE

The following are general guidelines for troubleshooting Pace owned MDTs.

System Wide Issues Related to MDTs

Emergency MDT Problems –System wide issues related to MDTS must be reported immediately by calling (847) 275-1487. If a significant number of MDT's are down, if all MDT's are down, if NAK's from a majority of the MDT's at a contractor site are down, or there are problems with numerous MDT's, the issue or issues must be immediately reported regardless of time of day. Such issues indicate potential overall system problems that Pace need to be aware of immediately.

Issues Related to a Single Unit

1. **MDT Repairs for a Single Unit** – Issues related to a single MDT must be reported to Pace Paratransit Operations Support at (847) 275-1487 **during normal office hours** (8:00 a.m. – 5:00 p.m. Monday through Friday). Issues with a single unit MDT are not considered emergencies. (See Pace Owned MDT Troubleshooting Guide below).

For normal MDT issues, all appropriate Troubleshooting procedures should be completed before calling the Paratransit Operations Support number.

When calling to report issues with a single unit have the following information:

- The Pace Asset Tag number of the Ranger or BBX
- Vehicle number in which the Ranger or BBX is installed or was removed.

2. All Rangers and BBX's to be exchanged or to be returned to Pace for repairs must be brought to Pace Headquarters, 550 W. Algonquin Road, Arlington Heights, IL. A date and time must be scheduled with operations support staff.

3. When exchanging equipment assigned to a specific paratransit vehicle (i.e. rangers, BBXs, etc…) the contractor must complete a Pace Asset Transfer Form so that the equipment's location can be tracked at all times. Spare equipment will not be provided without a completed Asset Transfer Form.

B. PACE OWNED MDT TROUBLESHOOTING GUIDE

Problem: *No Pickups or Drop-offs are displaying on the MDT unit.*

Procedures for Drivers:

1. Make sure that the vehicle is not parked inside the garage.

2. Make sure that the unit is ONLINE. If the unit IS ONLINE the following message will appear at the very top of the screen (*Please note this message may differ slightly depending on which version of the Mentor Mobility software is installed on the Ranger, but it will indicate whether the unit is "online".):*

   "MOBILITY V04R01: ONLINE'.

3. If the MDT is NOT ONLINE, log off, and log back on to the unit.

4. If the unit is still NOT ONLINE after logging back in, check to see that the BBX is working correctly. The BBX is located in the compartment over the driver. If the BBX is working correctly, the lights on the BBX should be as follows:

    - USB LED – blinking green
    - STAT LED – green or blinking red
    - COV LED – solid green
    - TXD – flashes only when transmitting data
    - GPS – solid green or blinking green (it will likely blink when indoors indicating no GPS lock)

If the LED's do not match the description above, or they are flashing red, report this to the maintenance staff. (Maintenance should contact Pace Operations Support at (847) 275-1487 during normal office hours to do further remote troubleshooting and/or arrange an appointment to pick up available spare equipment at Pace Headquarters in Arlington Heights. When the call is made to Pace the caller must supply the Pace Asset Tag Number on the BBX, which lights, if any, are lit, and the vehicle number in which the BBX is installed.)

Procedures for Dispatchers:

1. Make sure that the Run is assigned to the correct vehicle. If the assigned vehicle is incorrect and a new vehicle is assigned to the Run, the driver must logoff and log back on to the MDT.

Manually mark all the unperformed trips on the run as **'UNSENT' (**in the Dispatch or Schedule Editor screen). The system should then send the trips to the MDT unit. Progress on resending the trips can be monitored as follows:

- After the trips are marked Unsent, the Send column will first display either no indicator ' ', or three dots '**…**' on the Trapeze screen.
- The three dots will change to '**TS**' as the Schedule Server processes the trip.
- The "TS" will then change to '**DM**'. The 'DM' indicates "Dispatched By MDT" and the trip or trips will appear on the driver's Ranger MDT screen.
- These status indicators appear automatically as the system processes and sends the trips.

NEVER manually mark the Send column with '**DM**'. Trips manually marked as DM will never be sent to the MDT as this means the trip has already been sent.

Make sure that the trips for the assigned run are within four (4) hours of the current time. The Ranger will only display unperformed trips that are within a window of TWO (2) hours before and FOUR (4) hours after the current time.

If the trips still do not appear on the screen and the driver has performed all of the troubleshooting procedures listed above, the dispatcher must manually dispatch the run for the remainder of the day. All trips manually dispatched/sent must be marked with 'DV' (Dispatched By Voice) and all actual trip arrivals and departs must be done manually on these trips. Report this problem to the Maintenance staff. (**Maintenance should contact Pace Operations Support during normal office hours at (847) 275-1487 to do further remote troubleshooting and/or arrange an appointment to pick up available spare equipment at Pace Headquarters in Arlington Heights. When the call is made to Pace the caller must supply the Pace Asset Tag Number on the unit, which lights, if any, are lit, and the vehicle number of the vehicle in which the BBX is installed.)**

Problem: Vehicle is Displaying "NAK" in MDT Center.

Procedures for Dispatchers:

1. If "NAK" messages are being displayed on the MDT Center screen for a vehicle having MDT problems, it means that communication between Dispatch and the vehicle is not available. This occurs for the following reasons and may be corrected as indicated:

    - Vehicle is parked in the garage or in an area which does not have wireless coverage. No wireless signal is available for the MDT to communicate. ***Recommended Action*** – Direct the driver to move to new location (may only require a few feet.) and attempt to login again.
    - Direct the driver to log in and out more than once.
    - Verify that the vehicle is assigned to proper RUN. – If not, assign the correct vehicle to the Run and ask the drive to logout and log back in. Follow the procedures under ***No Pickups or Drop-offs are displaying on the MDT unit:*** ***Procedures for Dispatchers*** described above.
    - Other vehicles are also displaying NAK's in the MDT Center Screen – This means a potential overall communication or Pace system problem exists. **IF MULTIPLE VEHICLES ARE DISPLAYING NAK'S, CONTACT PARATRANSIT OPERATIONS SUPPORT IMMEDIATELY AT (847) 275-1487 TO REPORT THE PROBLEM**.
    - The unit is not ONLINE – If the screen displays '**MOBILITY V04R01: ONLINE**' at the very top of the screen, the unit is already online. (*Please note this message may differ slightly depending on the version of the Mentor Mobility software installed on the Ranger, but it will indicate whether the unit is "online".):* If not, it is NOT online. If the MDT is NOT ONLINE, ***Recommended Action*** - Direct the driver to log off and log back on to the unit.

IF THE UNIT IS STILL NOT ONLINE AFTER a. THROUGH e. above are completed, verify the BBX is working correctly. The BBX is located in the compartment over the driver. The lights on the BBX should be as follows:

- USB LED – blinking green
- STAT LED – green or blinking red
- COV LED – solid green
- TXD – flashes only when transmitting data
- GPS – solid green or blinking green (it will likely blink when indoors indicating no GPS lock).

If the LEDs are not displayed as described, they are flashing red, or none of the other possible solutions have worked, report this to the maintenance staff. (**Maintenance should contact Pace Operations Support during normal office hours at (847) 275-1487 to do further remote troubleshooting and/or arrange an appointment to pick up available spare equipment at Pace Headquarters. When the call is made to Pace the caller must supply the Pace Asset Tag from the BBX, IP address from the BBX, if known, and which lights, if any, are lit.)**

Problem: *Some Assigned Pickups or Drop-offs are NOT displaying on the MDT unit.*

Procedures for Drivers:

1. Log off and log back on to the unit.
2. Make sure that the unit is ONLINE. If the unit IS ONLINE the following message will appear at the very top of the screen(*Please note this message may differ slightly depending on the version of the Mentor Mobility software installed on the Ranger, but it will indicate whether the unit is "online".)*:

"MOBILITY V04R01: ONLINE'.

If the unit is still not ONLINE, check to see that the BBX is working correctly. The BBX is located in the compartment over the driver. The lights on the BBX should be as follows:

- USB LED – blinking green
- STAT LED – green or blinking red
- COV LED – solid green
- TXD – flashes only when transmitting data
- GPS – solid green or blinking green (it will likely blink when indoors indicating no GPS lock)

If the LED's not displayed as described above, report this to the maintenance staff. (Maintenance should contact Pace Operations Support at (847) 275-1487 during normal office hours to do further remote troubleshooting and/or arrange an appointment to pick up available spare equipment at Pace Headquarters in Arlington Heights. When the call is made to Pace the caller must supply the Pace Asset Tag Number from the BBX and which lights, if any, are lit.)

Procedures for Dispatchers:

1. Manually mark all the unperformed trips on the run as **'UNSENT' (**in the Dispatch or Schedule Editor screen). The system should then send the trips to the MDT unit. Progress on resending the trips can be monitored as follows:

    - After the trips are marked Unsent, the Send column will first display either no indicator ' ', or three dots '**…**' on the Trapeze screen.
    - The three dots will change to '**TS**' as the Schedule Server processes the trip.
    - The "TS" will then change to '**DM**'. The 'DM' indicates that the trip appears on the MDT screen.

    These status indicators appear automatically as the system processes and sends the trips.

    NEVER manually mark the Send column with '**DM**' or '**DL**', or '**DV**.' Since these status indicators mark the trip as already sent, the trip will never be sent to the MDT unit.

Make sure that the trips for the assigned run are within four hours of the current time. The Ranger will only display unperformed trips that are within a window of TWO hours before to FOUR hours after the current time.

If the Pickups or Drop-offs are still not appearing on the screen, and the driver has performed all of the troubleshooting procedures listed above, the driver should work off of the paper manifest and the dispatcher will need to manually dispatch the run for the rest of the day. **IMPORTANT: NOTE THE 'EVID' AND THE VEHICLE NUMBER FROM THE TRAPEZE SCREEN FOR THE EVENTS THAT ARE NOT DISPLAYING. REPORT THIS INFORMATION TO PACE OPERATIONS SUPPORT STAFF.**

Problem: There is a wrong time on the MDT unit

Procedures for Maintenance:

2. The Ranger unit should be displaying the system time. It does not generate the displayed time from within the unit. Make sure that all the connections are secure. The lights on the BBX should be as follows:

    - USB LED – blinking green
    - STAT LED – green or blinking red

- COV LED – solid green
- TXD – flashes only when transmitting data
- GPS – solid green or blinking green (it will likely blink when indoors indicating no GPS lock)

NOTE: It is important to verify that the GPS light on the BBX is GREEN. Since GPS and the time displayed are linked. If the GPS light on the BBX is red, check the antenna on the roof of the vehicle to be sure there is no physical damage or it is missing. If there is damage to the antenna, please call the Operations Support number (847) 275-1487 to set up an onsite service call to repair or replace the antenna.

Try switching the Ranger unit (if a unit is available).

- If this corrects the problem, report the new equipment serial numbers by calling Paratransit Operations Support at (847) 275-1487 during normal office hours to schedule a time when the malfunctioning Ranger unit can be returned to Pace Headquarters.
- If the time is wrong on the new unit also, this suggests that there is a problem with the BBX/vehicle. Reinstall the Ranger unit which was originally in the vehicle. Contact Pace Operations Support at (847) 275-1487 for further remote troubleshooting and/or direction for resolution of the problem.

Problem: The map freezes on the MDT unit

Procedures for Drivers:

1. Normal operation of the MDT will dim the screen and not allow use of the MDT while the bus is in motion. The voice turn by turn directions will still be working. To be sure that the unit has a problem, park the bus and, if the map is still frozen, report to Maintenance.

Procedures for Maintenance

1. If a frozen map screen has been reported, verify that the map is frozen.
2. If the map screen is not working, remove and replace the Ranger with another Ranger. If this corrects the problem, report the serial number and assigned vehicle number of the new Ranger to Paratransit Operations Support at (847) 275-1487 during normal office hours and arrange delivery of the malfunctioning Ranger unit to Pace Headquarters. If a spare Ranger is required please inform Operations Support staff during the phone call to allow a spare unit to be prepared and ready for pickup, if available.
3. If problem isn't corrected, replace original Ranger unit and contact Paratransit Operations Support at (847) 275-1487 during normal office hours for further remote troubleshooting and/or direction.

Problem: The screen is totally dark on the MDT unit

Procedures for Maintenance:

1. Check the fuses in the bus.

Check that all the power and cable connections are secure.

Disconnect the power to the Ranger for a minimum of 10 minutes. This can either be done by disconnecting the cable at the rear of the unit, or taking out the fuse. Reconnect the power and see if it works.

If the unit is still not working, replace the Ranger unit with a spare unit.

- If a spare is available and installed, contact Paratransit Operations Support during normal office hours at (847) 275-1487 to report the serial number of the original and replacement Ranger, the vehicle number to which it is assigned, and to schedule an appointment for return of the Ranger to Pace Headquarters.
- If no spares are available at your site, contact Operations Support to schedule return of the old unit and assignment of a spare unit.
- If problem isn't corrected when the Ranger is replaced, contact Paratransit Operations Support during normal office hours at (847) 275-1487 to get further direction on resolving the problem.

UNDER NO CIRCUMSTANCES SHOULD ANYTHING BE INSERTED INTO ANY OF THE OPENINGS ON THE RANGER OR BBX UNITS. COST OF REPAIRING DAMAGE TO THE EQUIPMENT CAUSED BY THIS ACTION WILL BE CHARGED TO THE CONTRACTOR TO WHICH THE EQUIPMENT WAS LAST ASSIGNED.

KEEP IN MIND THAT EQUIPMENT BEING RETURNED TO PACE SHOULD BE WIPED OFF WITH A SOFT DAMP RAG (WATER ONLY).

To all Pace Paratransit Contractors who operate vehicles with Pace owned MDT's installed:

The following steps must be followed when an installed MDT is reported by Pace Paratransit Carrier staff as "down". This applies to all BBX's and Rangers assigned to a carrier site; installed or spare.

Please note that the attached Guide contains both general guidelines for troubleshooting, return, and repair of MDT's as well as more specific Troubleshooting steps which need to be completed before calling Paratransit Operations Support. Both are important. Please read both and communicate the General and Troubleshooting guidelines to your managers, dispatchers, and maintenance staff.

1. When a driver reports that the MDT will not connect and receive scheduled trips, the driver cannot login to the MDT, the MDT does not power up, or other problems which prevent the driver from using the installed MDT in service, the first step is to follow the procedures outlined in the attached ***Pace MDT Service Guidelines & Troubleshooting Guide***. Merely following these procedures may get the Ranger or BBX working and avoid having to remove the unit(s) and replace them with a spare.

If the problem remains after completing the steps in the ***Pace MDT Service Guidelines & Troubleshooting Guide*** Pace Operations Support staff should be contacted at (847) 275-1487 to do one of the following:

- If the carrier site already has a spare Ranger or BBX assigned by Pace onsite, the Paratransit Operations Support staff should be contacted at (847) 275-1487 to provide the Pace Asset Tag # of both the broken, removed unit and the unit which is being installed. In addition, if the broken unit is a BBX, Pace will need to make a change on the MDT server within the Pace Trapeze system to activate the new BBX for service. The new BBX will not receive and send data if this change is not made. **A new BBX unit should *NEVER* be installed in a vehicle without contacting the Operations Support number to alert Pace staff to the change and to allow activation of the new unit.** The Carrier shall also schedule a time and date for return of the BBX or Ranger to Pace Headquarters, 550 W. Algonquin Road, Arlington Heights, IL 60005 for testing and repair.
- If the Carrier site has no spare equipment onsite to replace the Ranger or BBX, the Paratransit Operations Support staff should be contacted at (847) 275-1487 and schedule a time and date for exchange of the problem BBX or Ranger for working equipment at

Pace Headquarters, 550 W. Algonquin Road, Arlington Heights, IL 60005. At the time of exchange of units, Carrier staff will be required to present Asset Transfer forms for the equipment being returned and sign Transfer forms for the receipt of spare equipment received. **NEVER** swap equipment between vehicles without informing Pace.

7. REPORTING REQUIREMENTS

All private contractors providing paratransit service under direct contract with Pace must comply with Pace Paratransit reporting requirements as specified in this Contract with Pace. Reports contained in this chapter may not be required for all contracts. Refer to the Contract with Pace for specific information regarding reporting requirements

Section I of Exhibit A deals with only some of the reporting requirements. Other reporting requirements are outlined in other sections of this contract. Pace reserves the right to require additional reports.

A. OPERATING DATA FORM AND INSTRUCTIONS

Section I

These questions highlight any exceptions to normal operations within the month being reported. Answer the questions regarding condition of the vehicles noting any exceptions by vehicle number.

Fareboxes and Vaults: Pace owned Paratransit vehicles must have working fareboxes and vaults. If you have a vehicle with a non-working farebox or vault, list the vehicle number and the farebox number and/or vault number.

Loaner Vehicles: Accurate records need to be kept on Pace owned loaner vehicles. If a Pace owned loaner vehicle was in your possession during the month, list the vehicle number and be sure to submit a Monthly Vehicle Summary report form for the loaner even though you may have had the vehicle for only a portion of the month.

Section II

This section cannot be completed until a **Monthly Vehicle Summary** (MVS) has been compiled for each vehicle. After a MVS has been prepared for each vehicle, summarize the information from each MVS and present the totals on this page.

The information to be provided in this section is for the following categories:

- **Odometer Reading - Pace Owned Vehicles:** For Pace owned vehicles, enter the Pace assigned vehicle number and the beginning and ending odometer readings for the month.
- **Odometer Reading - Vehicles Not Owned by Pace:** For non-Pace owned vehicles, enter the four character vehicle designation assigned by Pace and the beginning and ending odometer readings for the month.

SECTION III

Monthly Operating Total for All Vehicles

From your daily records, summarize the following information:

- Total Revenue Miles: The total number of miles driven while in revenue service for the month rounded off to the nearest mile. Revenue miles begin when drivers make their first pick-up and end when they make their last drop-off. Miles not associated with actual paratransit service should not be included in the total. Examples of the types of miles that should not be included in this total are deadhead miles (travel to the first pick-up and travel to the garage after the last drop-off), unless specifically authorized in your Contract, trips for IDOT inspections, maintenance work, travel for lunch, etc. Revenue miles will always be less than total vehicle miles.
- Total Revenue Hours: The total number of hours the paratransit project is providing revenue service each month (report to the nearest quarter hour. For example, 15 minutes is .25 hours, 30 minutes is .50 hours, and 45 minutes is .75 hours).

  Service hours begin when drivers make their first pick-up and end when they make their last drop-off. Time spent traveling from a drop-off to the next pick-up is included in this category. Hours during which drivers are not actually available for service calls should not be included. This would include deadhead time (unless specifically authorized in your Contract), lunch breaks, trips for IDOT inspections, maintenance work, etc.

  While time spent by drivers for pre-pullout checks and other activities prior to the beginning of service, and time spent to close out the vehicle and records after the end of service, are included in payroll hours, they are not included in total revenue hours.
- Total Days in Service: The total number of days the paratransit project is in service for the month.

Project: _____

Month/Year: _____

OPERATING DATA AND FUEL USAGE

Section I

During the Month:

Did you perform Preventative Maintenance on all your vehicles? **Yes** _____ **No** _____ **DNA** _____

If not, list vehicle number: _____

Are your 2-way commnucations in working order? **Yes** _____ **No** _____ **DNA** _____

If not, list vehicle number: _____

Are your fareboxes and vaults in working order? **Yes** _____ **No** _____ **DNA** _____

If not, list vehicle number: _____

Are your IDOT safety stickers current? **Yes** _____ **No** _____ **DNA** _____

If not, list vehicle number: _____

Did you have any loaner vehicles this month? **Yes** _____ **No** _____ **DNA** _____

If yes, list vehicle number: _____

Section II

From the monthly vehicle summary reports. Record the Odometer Readings for each vehicle.

Pace Vehicles

Odometer Reading

Vehicle Number	Beginning Reading	Ending Reading	Total Mileage	Total Gallon Fuel	Miles Per Gallon
Total					

Non-Pace Vehicles

Odometer Reading

Vehicle Number	Beginning Reading	Ending Reading	Total Mileage	Total Gallon Fuel	Miles Per Gallon
Total					

Monthly Operating Total for All Pace Owned Vehicles: Summerize the following information from daily log sheets and enter the totals below.

Total Vehicle Miles _____ Total Service Miles _____

Gallons of Diesel Fuel _____ Total Service Hours _____

Average Miles Per Gal _____

Monthly Equipment Repair

Major Mechnical System Failures* _____

Other Mechanical System Failures** _____

This Information is true and accurate to the best of my knowledge.

Prepared By: _____

Major Mechanical System Failures*

Any failure that prevents vehicle from completing its scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns. Examples: breakdowns due to brakes, doors, engine cooling system, steering/front axle, rear axel, suspnesion and torque converters. Pace has further defined this as **any failure that require or would require the vehicle to be towed to be moved.**

Other Mechanical System Failures**

Any failure other than mecahnical element of the revenue vehicle that because of local agency policy, prevents the revenue vehicle from completeing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. Examples include: breakdown of fareboxes, wheelchair lifts, heating, ventiliation and air conditioning (HVAC) systems and other problems not included as a major mechanical system failure (see above).

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Pace Paratransit Manual for Private Providers

B. MONTHLY VEHICLE SUMMARY FORM (MVS) AND INSTRUCTIONS

1. Vehicle Information Section

Pace-assigned Vehicle Number: Pace owned vehicles will have an assigned four digit number. Non-Pace vehicles will have an assigned four character designation.

Vehicle Type: Champion, Eldorado, Dodge Caravan, Ford E350, Toyota Prius, etc.

Possession of Vehicle: Indicate whether or not the vehicle was in your possession all month. If not, indicate starting and ending dates. Even if the vehicle was not in your possession the entire month, you must submit a MVS for the number of days the vehicle was at your property.

2. Odometer Mileage Section

From your daily records, enter the ending mileage from the end of the last day of service for the month.

Also from your records, enter the beginning mileage from the start of the first day of service for the month. If the vehicle was in your possession all month, the beginning reading you report must always be the same as the previous month's ending reading.

If reporting on a loaner vehicle that was not in your possession all month, enter the ending mileage from the end of the last day of service at your property. The beginning mileage for a loaner vehicle must be the beginning mileage recorded on the date the vehicle arrived at your property.

Enter the total cumulative miles for the month by subtracting the beginning odometer reading from the ending odometer reading.

3. Monthly Fuel And Oil Usage Section

From your daily records, enter the total gallons of fuel used in the month. Also, total and enter the total quarts of engine oil added, the total quarts of engine oil changed, and the total transmission oil added during the month.

4. Monthly Equipment Repair Section

Information for this section must be summarized from work orders or bills for vehicle service during the month. Do not attach the work orders or bills to the MVS. Keep these in your vehicle file folder for your records. Summarize and report all work performed on each vehicle during the month, including preventative maintenance (PM). Enter information into the appropriate column on the forms as follows:

- **Date:** Enter the date the work was performed.
- **System Code:** Enter one of the twelve system codes listed at the bottom of the MVS. A detailed breakdown of components that fall under each system code has been provided, beginning on page 1-9. Contact your paratransit project manager if you have any questions about which system code to use.
- **Accident Related:** If the work performed was a result of an accident, place a check in the column labeled A/R. (Authorization from Pace Paratransit Department must be received prior to conducting any A/R work on Pace owned vehicles. See Chapter 2, Maintenance.)
- **Under Warranty**: If the work performed was done under warranty, place a check in the column labeled U/W. A copy of the Warranty Claim Form must be submitted with your Monthly Report. (See Chapter 2, Maintenance.)

- **Total Cost:** Enter the total cost (parts and labor) of the work performed. If more than one system was worked on, enter the cost for each system. If it is not possible to break down costs by system, enter the total cost for all work performed.
- **Brief Description of Work Performed**: Enter a brief description of the work performed for each system. For example, if preventative maintenance was performed, it would be system code 01 and the description would indicate "PM." If you had the brakes relined during the month, it would be system code 07 and the description would indicate "Front brakes relined" or "Back brakes relined."

Report the actual date and mileage of repairs that are listed on the bottom of the PM Form when these items are repaired and a full PM is not completed.

An example of a completed MVS form is included in this section.

PROJECT: _____

MONTH/YEAR: _____

MONTHLY VEHICLE SUMMARY

PLEASE SUBMIT ONE SUMMARY FOR EACH PACE OWNED VEHICLE, INCLUDING LOANERS AND NON-PACE VEHICLES

VEHICLE INFORMATION

Pace Assigned Vehicle Number _____ Vehicle Type _____

Was vehicle in your possession all month?

If no, what dates was it in your possession?

ODOMETER MILEAGE (No Tenths)		MONTHLY FUEL AND OIL TOTAL	
Ending reading		Gallons of Gasoline Fuel	
Beginning reading		Gallons of Diesel Fuel	
Total miles	0	Engine Oil:	
(subtract beginning miles from ending miles)		Quarts of Oil Added	
		Quarts of Oil Changed	
		Transmission Oil	

MONTHLY EQUIPMENT REPAIR

DATE	SYSTEM CODE	A/R*	U/W**	TOTAL COST	BRIEF DESCRIPTION OF WORK PERFORMED	Mileage

Attach Page 2, if needed

System Codes

01 Preventative Maintenance	04 Chasis/Body/Frame	07 Brakes	10 Fuel System
02 Engine	05 Electrical	08 Steering/Suspenension	11 Wheelchair Lifts
03 Drive Assembly	06 AC/Heating/Ventilating	09 Tires	12 Other

*A/R = Accident Related

** U/W = Under Warranty

This information is true and accurate to the best of my knowledge.

Prepared By: _____

Project: _____

Month: _____

Vehicle Number: _____

MONTHLY VEHICLE SUMMARY CONTINUED

DATE	SYSTEM CODE	A/R*	U/W**	TOTAL COST	BRIEF DESCRIPTON OF WORK PERFORMED

* Accident Related
** Under Warranty

SYSTEM CODE

01 Preventive Maintenance	05 Electrical	09 Tires
02 Engine	06 AC/Heating/Ventilation	10 Fuel System
03 Drive Assembly	07 Brakes	11 Wheelchair Lift
04 Chassis/Body/Frame	08 Steering/Suspension	12 Other

5. System Codes

01 PREVENTATIVE MAINTENANCE

Indicate that a PM was performed by using the code PM. If work is performed that is not part of the standard PM procedure, that work must be noted separately under its appropriate system code.

02 ENGINES

Engine: Basic engine components only (i.e. block, pistons, crankshaft, camshaft, heads, oil pumps, governors, flappers, throttle, vortex - fast idle.)

Cooling System: Radiator assembly, fan, water pump, thermostats, and all related fittings, hoses and hardware.

Exhaust System: All exhaust pipes, manifold, mufflers, clamps.

03 DRIVE ASSEMBLIES

Transmission: Complete transmission assembly including gears, lines, filters, breathers, electric units, F.I.P.L. sensor, neutral safety switch.

Propeller Shafts: Includes the drive shaft, yokes, u-joints, and differential.

04 CHASSIS/FRAME/BODY

Body and Frame: All bulkheads, sheet metal, fiberglass, supports, struts, channels, frames, wheel, wheel wells, bumpers.

Interior: Seats, grab rails, interior mirror brackets, flooring, wall coverings.

Glazing. All glass, mirrors, and window moldings.

Doors, Door Operation: Door mechanisms - including door control valve, motors and emergency exits.

05 ELECTRICAL

Electrical and Lighting: Interior and exterior lights, lenses, and related wiring. Battery, alternators, generators, regulators, relays, switches, terminal blocks, and solenoids not included in other parts. Horns and flashers.

Instruments and Gauges: All gauges, corresponding units and sensors.

Ignition System: For gasoline engine vehicles only. Spark plugs, PCV valve, PCV system.

06 AC/HEATING/VENTILATION

Air Conditioner: A/C clutch, compressor, condenser, evaporator, heat exchanger, A/C generator, hoses, A/C propeller shaft, condenser fan/motor, filters, blowers, and related items.

Heater/Vent Systems: Heater cores, hoses, motors, filters and related electrical system.

Defroster: Defroster cores, hoses, motors, filters and related electrical equipment.

07 BRAKES

Brakes: Drums, lining, pins, bushings, wheel cylinders, rotors, calipers, and all components directly related to brakes.

Pneumatic/Hydraulic: Air lines and necessary tanks, fittings, valves, air dryer, compressor. Not low air gauge.

08 STEERING/SUSPENSION

Front Axle and Suspension: Front axle assembly, all suspension parts, front radius rods, kingpins, draglink, strut rod bushings.

Steering: All steering related items - steering gears, gear housing, drag links, hydraulic pump, propeller shaft, pitman, shafts, steering wheel and column, all related u-joints and yokes, and constant velocity (CV) boots.

Rear Axle and Suspension: Rear axle assembly (axle shafts, differential, gears, housing) and all rear suspension parts, sway bar link, rear radius rods.

09 TIRES

Any work relating to tires, including tire changes and retorqueing lug nuts.

10 FUEL SYSTEM

Fuel filter, fuel lines, fuel pump, injectors, fuel tank, fuel vapor system, glow plugs and associated items.

11 WHEELCHAIR LIFTS

All associated lift parts including hydraulic electrical systems, hydraulic cylinder, hydraulic hoses, SAF-T barrier, hand control assembly.

12 OTHER

Radio: Radio, antenna, and necessary wiring.

Farebox: All farebox parts including vaults.

Miscellaneous Accessories: Wipers, wiper motors, destination signs, Q-Straints.

Safety Inspections (IDOT): Semi-annual IDOT safety inspections.

PROJECT: GREAT SERVICE TRANSPORTATION
MONTH/YEAR: January 1, 2012

MONTHLY VEHICLE SUMMARY

PLEASE SUBMIT ONE SUMMARY FOR EACH VEHICLE, INCLUDING LOANERS AND NON-PACE VEHICLES

VEHICLE INFORMATION

Pace Assigned Vehicle Number **9250** Vehicle Type **Paritransit Bus**
Was vehicle in your possession all month?
If no, what dates was it in your possession?

ODOMETER MILEAGE (No Tenths)		MONTHLY FUEL AND OIL TOTAL	
Ending reading	78,923	Gallons of Gasoline Fuel	
Beginning reading	77,756	Gallons of Diesel Fuel	142.2
Total miles	1167	Engine Oil:	
(subtract beginning miles from ending miles)		Quarts of Oil Added	0
		Quarts of Oil Changed	16
		Transmission Oil	

MONTHLY EQUIPMENT REPAIR

DATE	SYSTEM CODE	A/R*	U/W**	TOTAL COST	BRIEF DESCRIPTION OF WORK PERFORMED	Mileage
01/12/2012	01			$193.34	PM SVC AND INSPECTION REPLACE OIL AND FILTER	77930
	12				REPLACE ONE EXHAUST CLAMP	
01/17/2012	12			$128.52	REPLACE SHIFTER DAMPNER, TUBE BUSHINGS AND PLUNGER	78150
			TOTAL	$321.86		

Attach Page 2, if needed

System Codes

01 Preventative Maintenance	04 Chasis/Body/Frame	07 Brakes	10 Fuel System
02 Engine	05 Electrical	08 Steering/Suspenension	11 Wheelchair Lifts
03 Drive Assembly	06 AC/Heating/Ventilating	09 Tires	12 Other

*A/R = Accident Related
** U/W = Under Warranty

This information is true and accurate to the best of my knowledge.

Signed By: *BRUCE DICKENSON 02/03/12*

D. INSTRUCTIONS FOR THE FTA NATIONAL TRANSIT DATABASE SURVEY

Vehicle Trip Sheet

This form is used by Pace to calculate various passenger and trip statistics for the annual Federal Transit Administration (FTA) report.

In order to compile this data, Pace requires periodic samplings throughout the year. Every quarter, a computer generated random sample is selected to do a daily survey. You will be notified about the specific day and vehicle that are to be surveyed.

If the specified vehicle is out of service on the scheduled day, or if for any other reason the survey cannot be completed as assigned, call Pace Paratransit Department to arrange to substitute a different vehicle or to make up the survey on a different day.

Vehicle Trip Sheet must be used for each driver of the survey vehicle for the day. If more trips are taken than can fit on one Vehicle Trip Sheet, additional Vehicle Trip Sheets should be used, and the page numbers should be written in the upper right hand corner. Drivers should be supplied with extra Vehicle Trip Sheets in the event that this is necessary.

Use the following instructions to complete the form:

Driver Instructions: It is important to complete this form as accurately as possible. Fill out the non-shaded portions of the form. Please print neatly.

- **Service:** Enter the name of the paratransit project for which this survey is being completed.
- **Driver:** Enter the name of the paratransit driver. If more than one driver uses the vehicle during the survey day, each driver must prepare a separate Vehicle Trip Sheet.
- **Survey Date:** Enter the date in this order - Month/Date/Year - then circle the correct day ("M" for Monday, "T" for Tuesday, etc.).
- **Survey Vehicle:** Enter the number of the vehicle designated for this survey.
- **Vehicle Capacity:** Enter the maximum seating capacity including the driver.

Deadhead Data Section: This section provides data on the miles and hours when a vehicle is not in revenue service such as time and miles for travel from the garage to the first pick-up and from the last drop-off to the garage, and time and miles for out of service travel for fueling, maintenance, and other non-revenue activities.

Line 1 **Beginning Odometer Reading:** Enter the odometer reading each time the bus goes into service. For example, enter the odometer reading when leaving the garage at the start of the shift, and when returning to service after lunch, fueling, maintenance, or other out of service activities.

Line 2 **Beginning Time:** Enter the time whenever the bus goes into service. For example, when leaving the garage at the start of the shift, and when returning to service after lunch, fueling, or other out of service activities.

Line 3 **Odometer Reading @ First Pick-up:** Enter the odometer reading at the first pick-up of the shift and the odometer reading at the first pick-up after returning to service from out of service activities.

Line 4 **Time @ First Pick-up:** Enter the time of the first pick-up of the shift, and the time of the first pick-up after returning to service from out of service activities.

Line 7 **Odometer Reading @ Last Drop-off:** Enter the odometer reading at the last drop-off prior to going out of service for lunch, fueling, maintenance, or other out of service activities and the last drop-off at the end of the shift.

Line 8 **Time @ Last Pick-up:** Enter the time of the last drop-off prior to going out of service for lunch, fueling, maintenance, or other out of service activities and the last drop-off at the end of the shift.

Line 9 **Ending Odometer Reading:** Enter the odometer reading when returning to the garage at the end of the shift, and when arriving at the destination for lunch, fueling, or maintenance, or other destination for out of service activities.

Line 10 **Ending Time:** Enter the time of arrival at the garage at the end of the shift, and the time of arrival at the destination for lunch, fueling, maintenance, or other destination for out of service activities.

Revenue Data Section: This section provides data on the miles and hours when a vehicle is in revenue service.

Line 15 **Number of Passengers:** Enter the number of passengers riding from the pick-up address to the drop-off address. If more than one passenger boards the bus at the same pick-up address, but they travel to different drop-off address, then each trip to a different drop-off address should be recorded on a separate line.

Line 16 **Pick-up Address:** Enter the address where the passenger(s) is picked-up.

Line 17 **Pick-up Odometer Reading:** Enter the odometer reading when the passenger(s) is picked-up.

Line 18 **Time of Pick-up:** Enter the time that the passenger(s) boards the bus.

Line 19 **Drop-off Address:** Enter the address where the passenger(s) is dropped off.

Line 20 **Drop-off Odometer Reading:** Enter the odometer reading when the passenger is dropped-off.

Line 21 **Time of Drop-off:** Enter the time that the passenger(s) departs the bus.

Completed surveys should be returned to the supervisor/dispatcher at the end of the shift.

Supervisor/Dispatcher Instructions: Calculate the data in the shaded columns and enter totals as soon as possible after the survey is completed. Calculate and enter the information according to the following directions:

Start of Service - Deadhead Totals

Line 5 **Deadhead Miles:** Subtract Line 1 (Beginning Odometer Reading) from Line 3 (Odometer Reading @ First Pick-up) and enter the result on Line 5. Add the numbers in Column 5 and enter the result on Line 5 Total.

Line 6 **Deadhead Time:** Calculate the minutes from Line 2 (Beginning Time) until Line 4 (Time @ First Pick-up) and enter the result on Line 6. Add the numbers in Column 6 and enter the result on Line 6 Total.

End of Service - Deadhead Total

Line 11 **Deadhead Miles:** Subtract Line 7 (Odometer Reading @ Last Drop-off) from Line 9 (Ending Odometer Reading) and enter the result on Line 11. Add the numbers in Column 11 and enter the result on Line 11 Total.

Line 12 **Deadhead Time:** Calculate the minutes from Line 8 (Time @ Last Drop-off) until Line 10 (Ending Time) and enter the result on Line 12. Add the numbers in Column 12 and enter the result on Line 12 Total.

Line 13 **Total Deadhead Miles:** Add the number on Line 5 Total and the number on Line 11 Total and enter the result on Line 13.

Line 14 **Total Deadhead Time:** Add the minutes on Line 6 Total and the minutes on Line 12 Total, and enter the total minutes on Line 14.

Revenue Service Data

Line 22 **Trip Distance:** Subtract Line 17 (Pick-up Odometer Reading) from Line 20 (Drop-off Odometer Reading) and enter the result on Line 22.

Line 23 **Passenger Miles:** Multiply Line 15 (# of Passengers) times Line 22 (Trip Distance) and enter the result on Line 23.

Line 24 **Time of Trip:** Calculate the minutes from Line 18 (Time of Pick-up) from Line 21 (Time of Drop-off) and enter this on Line 24.

Totals

Line 25 **Total Passengers in Sample:** Add the column of numbers in Line 15 (# of Passengers) and enter the total on Line 25.

Line 26 **Total Vehicle Trips:** Count the number of trips (not passengers) taken by counting each line with an entry. The total Vehicle Trips will be equal to the total number of lines completed in the Revenue Service Data Section. Enter this number on Line 26.

Line 27 **Total Trip Distance:** Add the column of numbers in Line 22 (Trip Distance) and enter the total on Line 27.

Line 28 **Total Passenger Miles:** Add the column of numbers in Line 23 (Passenger Miles) and enter the total on Line 28.

Line 29 **Time of Trip:** Add the minutes in Line 24 (Time of Trip) and enter the total on Line 29.

Mail the completed survey to Pace Paratransit Department within one week of the survey date.

Service	Driver	Survey Date	Day of Week	Survey Vehicle #	Vehicle Capacity

Start of Service				Deadhead Totals		End of Service				Deadhead Totals	
Beginning Odometer Reading (1)	Beginning Time (2)	Odometer Reading @ First Pick-up (3)	Time @ First Pick-up (4)	Deadhead Miles = (3) - (1)	Deadhead Time = (4) - (2)	Odometer Reading @ Last Drop-off (7)	Time @ Last Drop-off (8)	Ending Odometer Reading (9)	Ending Time (10)	Deadhead Miles = (9) - (7)	Deadhead Time = (10) - (8)
			Total:	0	0.00					0	0.00
				(5)	(6)					(11)	(12)
									Total:	0	0.00
										(13) (5) + (11)	(14) (6) + (12)

REVENUE DATA

# Of Passengers (15)	Pick-up Address (16)	Odometer Reading (17)	Time of Pick-up (18)	Drop-off Address (19)	Odometer Reading (20)	Time of Drop-off (21)	(22) Trip Distance = (20) - (17)	(23) Passenger Miles = (15) x (22)	(24) Time of Trip = (21) - (18)
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
							0	0	
0	**Total Passengers in Sample**		**0**	**Total Vehicle Trips**		**Total:**	**0**	**0**	**0**
(25)			(26)				(27)	(28)	(29)

E. REVENUE VEHICLE INVENTORY FORM (A-30) AND INSTRUCTIONS

Overview

The purpose of the A-30 form is to detail the characteristics of all vehicles in the revenue vehicle inventory at the end of the fiscal year.

Approach

The reported data represents the inventory of all revenue vehicles (i.e., those used to transport passengers) used to provide public transportation at the end of the fiscal year. For commuter rail (CR), both passenger cars and the locomotives used to pull or push them are included in the inventory.
This inventory identifies the vehicles in total fleet. You should include all revenue vehicles in the inventory:

- Vehicles in operation, (i.e., providing revenue service)
- Spare vehicles
- New vehicles purchased and delivered (but not yet put into revenue service)
- Vehicles out for long term repair
- Vehicles in storage
- Vehicles in a Federal Transit Administration (FTA) approved emergency contingency plan
- Vehicles awaiting sale.

The inventory includes only revenue vehicles at the fiscal year end (FYE). Vehicles in total fleet do not include vehicles that were in use part of the year but were sold or scrapped, and therefore, do not appear on the transit agency books at the FYE.

Non-Dedicated Vehicles

When the seller of PT service uses non-dedicated vehicles under the agreement (i.e., the vehicles are not used exclusively for the services under contract), you should report data for a representative subset (or sample) of the vehicles. The subset should be large enough to include the number of vehicles operated in annual maximum service (VOMS) and spare vehicles.
For example, a PT agreement is for 20 vehicles for annual maximum service and two spare vehicles. However, the seller used 50 different vehicles at various times throughout the reporting year to satisfy the agreement. You should report data for 22 vehicles that represent the type, age, and manufacturer of the vehicles predominantly used and that are still part of the vehicle inventory at the FYE.
There are reduced reporting requirements for non-dedicated vehicles including demand response –taxi mode (DT/PT).
Taxicab operations are unique in NTD reporting. Typically vehicles are independently owned by the driver. Not all of the vehicle characteristics apply, so the form will automatically classify vehicles for the DT/PT mode as non-dedicated. Also, it would be unusual to have inactive vehicles (e.g., vehicles in storage or awaiting sale) or vehicles purchased with public funding.

- Number of vehicles in total fleet
- Vehicle type code
- Ownership code
- Funding source
- Number of active vehicles in fleet
- Number of Americans with Disabilities Act of 1990 (ADA) accessible (lift-equipped and low floor, with ramp) vehicles in fleet
- Fuel type code
- Seating capacity.

Grouping Vehicles by Like Characteristics (Sub-Fleet)

You should group all dedicated transit revenue vehicles in the transit agency's total fleet at the end of the fiscal year, by mode and TOS, according to identical characteristics for the following:

- Vehicle type
- Ownership
- Funding source
- Year of manufacture
- Year of rebuild
- Manufacturer
- Model number
- Fuel type
- Vehicle length
- Seating capacity
- Standing capacity.

You report data for each group of vehicles on one row.

Detailed Instructions

Number of Vehicles in Total Fleet

You should report the number of vehicles in the total fleet at fiscal year end (FYE) for the group of vehicles. Total vehicles include both active vehicles and inactive vehicles held at the end of the fiscal year, including those in storage, emergency contingency and awaiting sale.

Active vehicles are the vehicles available to operate in revenue service. Active vehicles include spare vehicles and vehicles temporarily out of service for routine maintenance and minor repairs. Often the number of active vehicles equals or is very close to the number of vehicles available for annual maximum service reported on the Service form (S-10).

Inactive vehicles are either not readily available to be used in revenue service, (i.e. vehicles in storage, emergency contingency vehicles, and vehicles out of service for an extended period of time for major repairs). Inactive vehicles also include vehicles that have been pulled from the active fleet and are awaiting sale.

Dedicated Fleet

Dedicated fleet is applicable only to PT services. You should use the **Dedicated Fleet** drop-down menu to indicate that the fleet is dedicated: "Yes", i.e., the vehicles are used exclusively, for the service, otherwise, select "No".

Vehicle Type

You should select the vehicle type from the **Vehicle Type** drop-down menu.

2011 Annual Reporting Manual 184 — Revenue Vehicle Inventory form (A-30) Detailed Instructions

Except for mileage data, Internet Reporting pre-fills the Revenue Vehicle Inventory form (A-30) from the prior year NTD.

You should edit the pre-filled data as necessary and enter the required data for each group of vehicles. You should use the **Add Vehicle Fleet** button at the bottom of the form to enter data for a new group of vehicles. You should use the **Delete Vehicle Fleet** check box at the end of a row of pre-filled data to delete the row of data for a group of vehicles.

Number of Vehicles in Total Fleet

You should report the number of vehicles in the total fleet at fiscal year end (FYE) for the group of vehicles. Total vehicles include both active vehicles and inactive vehicles held at the end of the fiscal year, including those in storage, emergency contingency and awaiting sale.

Demand response-taxi (DT/PT) is a new mode beginning in the 2010 Report Year. Previously, taxicabs were part of the demand response mode. You must delete this information from DR vehicle inventory and re-enter under DT/PT mode with any edits.

Active vehicles are the vehicles available to operate in revenue service. Active vehicles include spare vehicles and vehicles temporarily out of service for routine maintenance and minor repairs. Often the number of active vehicles equals or is very close to the number of vehicles available for annual maximum service reported on the Service form (S-10).

Inactive vehicles are either not readily available to be used in revenue service, (i.e. vehicles in storage, emergency contingency vehicles, and vehicles out of service for an extended period of time for major repairs). Inactive vehicles also include vehicles that have been pulled from the active fleet and are awaiting sale.

Dedicated Fleet menu selections:

Yes
No

Dedicated Fleet

Dedicated fleet is applicable only to PT services. You should use the **Dedicated Fleet** drop-down menu to indicate that the fleet is dedicated: “Yes”, i.e., the vehicles are used exclusively, for the service, otherwise, select “No”.

Vehicle Type

You should select the vehicle type from the **Vehicle Type** drop-down menu.

Vehicle Type menu selections: AB Articulated bus
AG Automated guideway vehicle
AO Automobile
BR Over-the-road bus
BU Bus
CC Cable car
DB Double decked bus
FB Ferryboat
HR Heavy rail passenger car
IP Inclined plane vehicle
LR Light rail vehicle
RL Commuter rail locomotive
RP Commuter rail passenger coach
RS Commuter rail, self-propelled passenger car
SB School bus
TB Trolleybus
TR Aerial tramway
TS Taxicab sedan
TV Taxicab van
TW Taxicab station wagon
VN Van
VT Vintage trolley / streetcar

Ownership Code selections:

1. LPPA – Leased under lease purchase agreement by a public agency
2. LPPE – Leased under lease purchase agreement by a private entity
3. LRPA – Leased or borrowed from related parties by a public agency
4. LRPE – Leased or borrowed from related parties by a private entity
5. OOPA – Owned outright by public agency (includes safe harbor leasing agreements where only the tax title is sold)
6. OOPE – Owned outright by private entity (includes safe harbor leasing agreements where only the tax title is sold)

7. TLPA – True lease by a public agency
8. TLPE – True lease by a private entity
9. OR - Other

Funding Source Code selections:

1. UA – Urbanized Area Formula Program
2. OF – Other Federal funds
3. NFPA - Non-Federal public funds
4. NFPE - Non-Federal private funds

Year of Manufacture

You should report the year of manufacture for the vehicles. This is when the vehicles were originally built.

Year of Rebuild

If applicable, you should report the year of rebuild for the vehicles. This is for work done to vehicles to increase their useful lives so that they will operate longer at an acceptable level of reliability.

Manufacturer

You should report the original manufacturer of the vehicle. The manufacturer of the vehicle body (final vehicle manufacturer) is defined as the manufacturer (e.g., National Coach Corporation (NCC) is the manufacturer of a vehicle with an Escort chassis, but manufacture by NCC). For vehicles manufactured by Flxible Corporation, use the choice FLX – Flxible Corporation.

AAI	Allen Ashley Inc.	EDN	ElDorado National (formerly El Dorado/EBC/National Coach/NCC	NEO	Neoplan - USA Corporation
ABI	Advanced Bus Industries	EII	Eagle Bus Manufacturing	NFA	New Flyer of America
ACF	American Car and Foundry Company	ELK	Elkhart Coach (Divison of Forest River, Inc.)	NOV	NOVA Bus Corporation
ACI	American Coastal Industries	FDC	Federal Coach	OBI	Orion Bus Industries Ltd. (formerly Ontario Bus Industries)
AEG	AEG Transportation Systems	FIL	Flyer Industries Ltd (also known as New Flyer Industries)	OCC	Overland Custom Coach Inc.
AII	American Ikarus Inc.	FLT	Flxette Corporation	OTC	Oshkosh Truck Corporation
ALL	Allen Marine, Inc.	FLX	Flxible Corporation	PCI	Prevost Car Inc.
ALX	Alexander Dennis Limited	FRC	Freightliner Corporation	PLY	Plymouth Division-Chrysler

					Corporation
AMD	AMD Marine Consulting Pty Ltd	FRD	Ford Motor Corporation	PST	Pullman-Standard
AMG	AM General Corporation	FRE	Freeport Shipbuilding, Inc.	PTE	Port Everglades Yacht & Ship
AMT	AmTran Corporation	FSC	Ferrostaal Corporation	RIC	Rico Industries
ARB	Arboc Mobility LLC	GCC	Goshen Coach	SBI	SuperBus Inc.
ASK	AAI/Skoda	GCA	General Coach America, Inc.	SHI	Shepard Brothers Inc.
ATC	American Transportation Corporation	GEO	GEO Shipyard, Inc.	SCC	Sabre Bus and Coach Corporation (formerly Sabre Carriage Comp.)
AZD	Azure Dynamics Corporation	GIL	Gillig Corporation	SPC	Startrans (Supreme Corporation)
BBB	Blue Bird Corporation	GIR	Girardin Corporation	SPC	Supreme Corporation
BFC	Breda Transportation Inc.	GLF	Gulf Craft, LLC	SPR	Spartan Motors Inc.
BIA	Bus Industries of America	GLH	Gladding Hearn	SSI	Stewart Stevenson Services Inc.
BLN	Blount Boats, Inc.	GLV	Glaval Bus	STE	Steiner Shipyards, Inc.
BOM	Bombardier Corporation	GMC	General Motors Corporation	STR	Starcraft
BOY	Boyertown Auto Body Works	GML	General Motors of Canada Ltd.	SUB	Name? Subaru of America or Fuji Heavy Industries Ltd.
BRA	Braun	GOM	Gomaco	SUL	Sullivan Bus & Coach Limited
BRX	Breaux's Bay Craft, Inc.	HMC	American Honda Motor Company, Inc.	SVM	Specialty Vehicle Manufacturing Corporation
CBC	Collins Bus Corporation (formerly Collins Industries Inc./COL)	HSC	Hawker Siddeley Canada IKU - Ikarus USA Inc.	TBB	Thomas Built Buses
CBW	Carpenter Industries LLC (formerly Carpenter Manufacturing Inc.)	INT	International	TEI	Trolley Enterprises Inc.
CCC	Cable Car Concepts Inc.	IRB	Name? Renault & Iveco	TMC	Transportation Manufacturing Company

CCI	Chance Bus Inc. (formerly Chance Manufacturing Company/CHI)	KIA	Kia Motors	TOU	Tourstar
CEQ	Coach and Equipment Manufacturing Company	KKI	Krystal Koach Inc.	TOY	Toyota Motor Corporation
CHA	Chance Manufacturing Company	MAN	American MAN Corporation	TRN	Transcoach
CHR	New Chrysler	MBZ	Mercedes Benz	TRT	Name? Transteq
CMC	Champion Motor Coach Inc.	MCI	Motor Coach Industries International (DINA)	TRY	Name? Trolley Enterprises
CMD	Chevrolet Motor Division - GMC	MDI	Mid Bus Inc.	TTR	Terra Transit
CVL	Canadian Vickers Ltd.	MER	Ford or individual makes	TTT	Turtle Top
DAK	Dakota Creek Industries, Inc.	MNA	Mitsibushi Motors; Mitsubishi Motors North America, Inc.	VAN	Van Hool N.V.
DER	Derecktor	MOL	Molly Corporation	VOL	Volvo
DIA	Diamond Coach Corporation (formerly Coons Manufacturing Inc./CMI)	MTC	Metrotrans Corporation	VTH	VT Halter Marine, Inc. (includes Equitable Shipyards, Inc.)
DKK	Double K, Inc. (formerly Hometown Trolley)	NAB	North American Bus Industries Inc. (formerly Ikarus USA Inc./IKU)	WCI	Wheeled Coach Industries Inc.
DMC	Dina/Motor Coach Industries (MCI)	NAT	North American Transit Inc.	WDS	Washburn & Doughty Associates, Inc.
DTD	Dodge Division - Chrysler Corporation	NAV	Navistar International Corporation (also known as International/INT)	WOC	Wide One Corporation
DUC	Dutcher Corporation	NBB	Nichols Brothers Boat Builders	WTI	World Trans Inc. (also Mobile-Tech Corporation)
DUP	Dupont Industries	NBC	National Mobility Corporation	WYC	Wayne Corporation (formerly Wayne Manufacturing

					Company/WAY)
EBC	ElDorado Bus (EBC Inc.)	NCC	National Coach Corporation	ZZZ	Other (Describe)
EBU			Ebus, Inc.		

Model Number

You should report the model number of the vehicle as used by the manufacturer. You should not use any spaces, dashes, or other punctuation when you enter the model number.

Number of Active Vehicles in Fleet

You should report the number of active vehicles in fleet, which are vehicles used in revenue service during the year and still active at fiscal year end (FYE). These include spares and vehicles that are in for scheduled preventive maintenance and minor repairs. Active vehicles do not include emergency contingency vehicles.
If vehicles reported were not active at the fiscal year end (FYE) but remained in the fleet because they had not been disposed of, you should report the number of active vehicles as zero. When reporting zero active vehicles for a fleet, the number of Americans with Disabilities Act of 1990 (ADA) accessible vehicles, the total miles on active vehicles during the period and the average lifetime miles per active vehicle should also be reported as zero.

ADA Accessible Vehicles

You should report active vehicles that meet Americans with Disabilities Act of 1990 (ADA) requirements for accessibility. There are two types of vehicle design for accessibility:
1. Lift-equipped vehicles
2. Ramp / low floor vehicles.

Lift-equipped vehicles use wheelchair lifts. Low floor vehicles do not have stairs inside the front or rear doors. They are equipped usually with a front door accessible ramp and a kneeling feature. This allows easier access for persons with mobility aids, or who have difficulty climbing steps or who may use a wheelchair.

Number of Emergency Contingency Vehicles

You should report the number of vehicles in an approved Federal Transit Administration (FTA) Emergency Contingency Plan. These are vehicles that FTA normally requires your agency to dispose of when they are replaced by vehicles funded through FTA. However, FTA can permit your transit agency to keep the vehicles in an inactive fleet to be used in the event of energy and other local emergencies that requires more vehicles than are available in the active fleet.

Your agency must request FTA approval of its Emergency Contingency Plan for keeping replaced vehicles in an inactive fleet. If your agency makes substantial changes to an Emergency Contingency Plan (10 percent or more of the vehicles), it must request re-approval of the plan by FTA

Fuel Type Code selections:
BD Bio-diesel
BF Bunker fuel (low grade of diesel fuel often used in ferryboat operations)
CN Compressed natural gas (CNG)
DF Diesel fuel
DU Dual fuel
EB Electric battery
EP Electric propulsion
ET Ethanol
GA Gasoline
GR Grain additive (typical in Midwestern parts of the US)

HD Hybrid diesel
HG Hybrid gasoline
KE Kerosene
LN Liquefied natural gas (LNG)
LP Liquefied petroleum gas (LPG)
MT Methanol

OR Other fuel (Describe)

Vehicle Length

You should report the total length of the vehicles in feet (e.g. 30, 35, 40, 44, and 60).

Seating Capacity

You should report the seating capacity of the vehicle. This is the actual number of seats on-board the vehicle and generally is cited in the specification used in manufacturing the vehicle.

Standing Capacity

You should report the standing capacity of the vehicle. This is the number of standees allowed by transit agency policy. If local policy prohibits standing, you should report zero. If there is no local policy on the maximum number of standees, you should report the manufacturers rated standing capacity.

Total Miles on Active Vehicles and Average Lifetime Mileage per Active Vehicle

Two statistics are reported:
1. Total miles on active vehicles during period
2. Average lifetime mileage per active vehicle.

Total Miles on Active Vehicles during Period

You should report the total miles accumulated by revenue vehicles in the active fleet during the fiscal year.
Total miles on active vehicles during the period are only for mileage operated by the active vehicles during the current fiscal year that are in the revenue fleet at fiscal year end (FYE). The total miles operated includes: 1) the actual vehicle miles reported on the Service form (S-10) and: 2) other miles operated during the reporting period such as mileage accumulated in operator training when the vehicle is not in revenue service, and mileage accumulated moving vehicles between and within maintenance facilities / garages.
For vehicles with working odometers / hubodometers, you should calculate the total miles by subtracting the odometer / hubodometer readings from the beginning of the fiscal year from those at the end of the fiscal year. If vehicles have damaged or defective odometers / hubodometers you should estimate total vehicle mileage from available records. You can start with mileage from schedules, subtract mileage for missed trips and add mileage for extra service that was operated and was not on the schedule. For non-scheduled services, you can use trip logs to estimate mileage.

Average Lifetime Mileage per Active Vehicle

You should report the average mileage on the vehicles at the end of the fiscal year.
Average lifetime mileage per active vehicle is average mileage, since the date of manufacture, on active vehicles that are in the revenue fleet at FYE. You should calculate the average lifetime mileage per active vehicle by dividing the cumulative mileage on the active vehicles at the end of the fiscal year by the number of active vehicles at the end of the fiscal year.
For rebuilt vehicles, average lifetime mileage does not re-start at the year of rebuild. Average lifetime mileage always begins with the original date of manufacture.
For vehicles with working odometers / hubodometers, you should calculate cumulative mileage by summing the odometer / hubodometer readings, from the date of manufacture through FYE, for all active vehicles. If vehicles have damaged or defective odometers / hubodometers you should estimate total vehicle mileage from available records.

Supports Another Mode

You should use the **Supports Another Mode** drop-down menu to indicate that all of the active vehicles are used to provide service on another mode of service. You should select only one mode. You should report a fleet group shared between modes on both A-30 forms for each mode for which it is used. All fields, for shared vehicles, should be identical on the A-30

forms for each applicable mode. You should only report this for vehicles that are used to provide service on both modes. If you use your buses to provide a bus bridge between rail stations during breakdowns or constructions, these buses are not reported as supporting the rail mode as the service they are providing is bus service, not rail.If only some of the active vehicles are used for other modes, you should report the grouped characteristics on two lines (rows). For example, one grouping of vehicles has twenty vehicles with the same characteristics, except five of the vehicles are used for both MB and DR mode. You should report the vehicles on two lines — one with fifteen vehicles and the other with five vehicles.

Revenue Vehicle Inventory A-30 Form

nventory (A-30) Mode: DR Service: PT

Number of Vehicles in Total Fleet	Dedicated Fleet	Vehicle Type Code	Ownership Code	Funding Source	Year of Manufacture	Year of Rebuild	Manufacturer Code	Model Number	Number of Active Vehices in Fleet	Number of Americans with Disabilities ACT of 1990 (ADA) Accessible Vehicles	Number of Emergency Contingency Vehicles	Fuel Type Code	Vehicle Length (in feet)	Seating Capacity	Standing Capacity	Total Miles on Active Vehicles During the Period	Average Lifetime Miles per Active Vehicle	Supports Another Mode
46	YES	VN	OOPE	NFPE	2010	0	CMD	UPLANDER	46	38	0	GA	16	6	0	1,293,721	100,473	NO
20	YES	AO	OOPE	NFPE	2011	0	TOY	SCION	20	0	0	GA	13	4	0	564,337	75,450	NO
75	YES	VN	OOPE	NFPE	2010	0	DTD	CARAVAN	75	50	0	GA	16	6	0	1,830,234	34,619	NO
33	YES	VN	OOPE	NFPE	2009	0	DTD	CARAVAN	33	33	0	GA	16	6	0	1,137,630	127,314	NO
32	YES	VN	OOPE	NFPE	2007	0	DTD	CARAVAN	32	0	0	GA	16	6	0	844,863	71,863	NO
78	YES	VN	OOPE	NFPE	2008	0	FRD	E450	78	78	0	DF	23	12	0	2,195,337	43,958	NO

RFP 415574 McHenry County Transportation and Call Center Services

EXHIBIT B

[8/27/15]

EXHIBIT B

REQUEST FOR PROPOSAL 415574
MCHENRY COUNTY PARATRANSIT SERVICES
SCOPE OF WORK

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REQUEST FOR PROPOSAL 415574
MCHENRY COUNTY PARATRANSIT SERVICES
SCOPE OF WORK

DEFINITIONS

Americans with Disabilities Act (ADA): Public Law 336 of the 101st Congress, enacted July 26, 1990 (42 U.S.C. 12101 et seq.). The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

ADA Paratransit: It is the demand response service required to provide comparable transportation service in accordance with ADA transportation regulations for individuals with disabilities who are not able to access the fixed route system. This service is to be comparable to the fixed route system in the service area.

Demand Responsive System: Any non-fixed route system of transporting individuals that requires advanced scheduling including services provided by public entities, non-profits, and private providers. An advance request for service is a key characteristic of demand responsive service.
Dispatch: This is the communication of trip information to designed transportation vehicles and or service providers and monitoring for proper service delivery. This also includes passenger assistance with trip status, modifications or cancellations.

Facilitate: This is the comprehensive management of passenger trips provided by service providers. Facilitating includes dispatching, monitoring, providing service provider oversight for compliance with Pace guidelines, coordinating service providers for seamless service when transfers are part of the passenger itinerary and assistance passenger to accomplish eligible travel plans as requested.

Fixed Route System: Public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

Human Service Transportation: Transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, older adults, and people with low incomes.

Individual With a Disability: An individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5).

Job Access and Reverse Commute Program (JARC): FTA formula grant program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. 49 U.S.C. 5316.

Mobility Management: Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include: The operation of transportation brokerages to coordinate providers, funding agencies and customers; Travel coordination activities such as coordinating individualized trip or travel planning activities for customers; The operation of one-stop transportation Call Centers to coordinate

transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs..

Non-profit Organization: A corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization.

Operator: A service provider under contract with Pace to provide transportation services. This includes drivers employed by the service provider.

Paratransit: A mode of transportation provided in accessible and non accessible vehicles on a demand response basis.

Reservation: The processing of a trip request by eligible customers for paratransit demand response service.

Service Provider/Contractor: A transportation carrier under contract with Pace to provide transportation services. This includes but is not limited to Taxi Independent providers, Taxi Affiliations, Companies in Livery service and Paratransit bus or van providers.

Sponsor: A local jurisdiction or human service agency that sponsors paratransit service provided by Pace.

Taxi/Accessible Taxi: A taxi is a vehicle that is used by a private provider of on-demand transportation service to the public that is regulated and licensed for such use by the municipality, county or other government entity. An accessible taxi is one which has the capacity to accommodate a passenger who uses a "common wheelchair" as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meets the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.

Trip Broker: The feature in the Trapeze system to process the distribution of trip information for service delivery to the appropriate and cost effective service provider.

ACRONYMNS

ADA:	Americans with Disabilities Act
CCO:	Call Center Operator
CMMC:	Cook County Mobility Management Call Center
DOT:	Department of Transportation
FTA:	Federal Transit Administration
NDV:	Non-dedicated vehicle
NTD:	National Transit Database
NMMCC:	North Mobility Management Call Center
RMMCC:	Regional Mobility Management Call Center
RTA:	Regional Transportation Authority
SP:	Service Provider
NMMCC:	North Mobility Management Call Center

INTRODUCTION

Pace Suburban Bus, the Suburban Bus Division of the Regional Transportation Authority, invites proposals in response to the ***Request for Proposal (RFP) No. 415574.*** This RFP is for the procurement of:

1. The operation of fixed route and paratransit transportation services in McHenry County and
2. The operation of the North Mobility Management Call Center (NMMCC) serving McHenry and Lake Counties.

Contracted services will operate from a Pace owned facility located at 5007 Prime Parkway McHenry, IL.

The Contract will run from **June 1, 2016** to **May 31, 2026**.

All documents required and described in **each** exhibit of the RFP must be submitted in response to this proposal. This includes detail on the firms experience, certification documents, and itemized cost sheets for each proposed rate. Reference **Exhibit F** for bid submission instructions.

BACKGROUND

Pace Suburban Bus, is the public transit operator for the six county suburban areas surrounding the city of Chicago and the ADA paratransit service in Chicago. Pace operates the second largest paratransit transit system in the United States. Pace provides Americans with Disability Act (ADA) complementary paratransit, vanpool and other coordinated paratransit service in Cook, DuPage, Kane, Lake, McHenry and Will counties. This includes the city of Chicago. Dial-a-ride services in suburban areas are provided in partnership with municipalities and some human service agencies; each sponsoring entity sets its own rules for eligibility, fares, advance reservations, and service area. Additional agency information is available on the Pace website: www.pacebus.com .

Pace currently contracts with thirteen (13) paratransit operators (Contractors) and five (5) taxi companies for services in the six county regions. In addition Pace has eight (8) contracted paratransit call centers that take calls from customers, schedule trips, and dispatch vehicles. There are three (3) of these call centers serving Chicago and five (5) serving suburban areas. With two exceptions, the call center Contractors also operates vehicles and are responsible for all aspects of service operation (these are “turnkey” contracts). The Regional Mobility Management Call Center (RMMCC) Contractor does not operate vehicles. The RMMCC is responsible for reservations, scheduling, and day-of-service facilitation for DuPage, Kane, and Will counties and one operator serving Chicago. The North Mobility Management Call Center (NMMCC) Contractor operates vehicles for McHenry services only. The NMMCC is responsible for reservations, scheduling, and day-of-service facilitation for McHenry and Lake Counties.

Pace has been a leader in demonstrating innovative methods to coordinate paratransit services in the six county service areas. Pace first began coordinating paratransit service delivery in the mid-1980s in four of the six counties. Multiple paratransit operations in these four counties were pulled into one service contract per county, each with one call/dispatch center. Pace took these coordination efforts to a new level with the implementation of Ride DuPage in 2004, Ride in Kane in 2008, MCRide in 2010 and Will Ride in 2013. Pace contracted for centralized mobility management centers for service access to the constituents of entities purchasing demand response service. Riders call one number to access service in their respective county to access a myriad of services. Trips are assigned to a low cost paratransit, taxi or livery provider, operating under contract with Pace. In 2008, the mobility management functions for DuPage and Kane Counties were consolidated in a single Regional Mobility Management Call Center (RMMC). In 2012, this call center also assumed responsibilities for mobility management functions in Will County. In 2013 mobility management functions for McHenry and Lake Counties were consolidated into the North Mobility Management Call Center (NMMC) operated by the McHenry County transportation Contractor. This service is provided at a Pace owned facility in McHenry County.

The Trapeze PASS automated program is used for scheduling, dispatching and to maintain a database of all paratransit service information.

SUMMARY

Request for Proposal (RFP) No. **415574** is for the procurement of a service provider (referred to as the ***Contractor***) to provide the following transportation services in McHenry County:

1. ADA origin to destination, demand response paratransit service for people with disabilities,
2. Fixed Route services,
3. Local Dial a Ride (DAR) Paratransit services,
4. MCRide Coordinated Paratransit services,
5. Regional Transportation Authority (RTA) Certification Transportation services,

In addition, RFP No. **415574** is for the procurement of services to operate the North Mobility Management Call Center (***NMMCC)*** serving McHenry and Lake County (the NMMCC may be expanded to incorporate other Pace service areas).

ADA Paratransit services under this Contract shall be provided to and from an origin and destination that lie within an area 3/4 of a mile on either side of existing Pace fixed routes in the McHenry County service area during the hours and days the fixed route service operates and in areas designated by Pace. The McHenry County ADA Paratransit service is available to people registered for ADA service. The Contractor shall be compliant with all Federal Transportation Authority (FTA) laws during the term of the Contract.

Local DAR services are operated within limited designated service areas. The MCRide program operates within McHenry County and the surrounding RTA service areas (various municipalities and townships sponsor the MCRide program). The RTA Certification Transportation program provides transportation to assessment sites for the purpose of ADA certification. Paratransit service includes but is not limited to scheduling and dispatching of vehicles in accordance with Pace policy and procedures.

Pace currently employs the Trapeze scheduling and routing database for managing all services.

I. GENERAL DESCRIPTION OF SERVICE

The Contractor is responsible for the delivery of paratransit bus services in McHenry County as described in Component I through X. This includes scheduling and dispatching of vehicles, window dispatching, and management of daily paratransit bus operations for efficient service delivery and vehicle maintenance according to Pace policy and procedures. In addition, the Contractor shall operate the **North Mobility Management Call Center** (**NMMCC**) currently serving McHenry and Lake Counties.

The **North Mobility Management Call Center (NMMCC)** provides Mobility Management functions including travel planning, passenger registration, trip reservations, service provider monitoring, service optimization, and performance measure assessments. Various service providers, including taxi providers, may be utilized by the NMMCC for service delivery to eligible passengers. The Contractor will coordinate transfers with adjacent Pace funded services and other public transportation services within the area and in the surrounding areas, whenever feasible.

COMPONENT I: North Mobility Management Call Center (NMMCC) Service

Pace has established the North Mobility Management Call Center (NMMCC) to provide Mobility Management functions including travel planning, passenger registration, trip reservations, trip monitoring, service optimization, performance measure assessments and other required coordinating tasks. Various service providers including taxi providers may be utilized by the NMMCC to deliver demand response service to eligible passengers.

The Contractor shall operate the NMMCC currently serving McHenry and Lake Counties.

COMPONENT II: McHenry County ADA Paratransit Service

The Contractor shall provide origin-to-destination, demand response paratransit service for people with disabilities. Service shall be provided to persons with disabilities whose trip origin and destination lie within an area approximately three-fourths (3/4) of a mile from existing Pace fixed-routes in McHenry County. Service shall be provided during the hours and days fixed-route service operates and in areas designated by Pace. Contractor shall be responsible for coordination of ADA services with other paratransit services as directed by Pace. This component of service is limited to persons with disabilities who are certified by the Regional Transportation Authority (RTA) and have an identification number issued by the RTA beginning with the letter “P” or possess an RTA ADA reduced paratransit fare permit with an identification number beginning with the letter “P”.

COMPONENT III: Fixed Route Service

The Contractor shall provide scheduled fixed route service during peak periods (rush hour) between Crystal Lake and Fox Lake, McHenry and Woodstock, and Crystal Lake and Harvard, Fox Lake Metra Commuter route and daily service from the Village of Algonquin to the City of McHenry along Randall Road. Service shall be provided during the hours and days fixed-route service operates. This component of service will be open to the general public. Current fixed routes include: 806, 807, 808 and 809. Route 550 is operated by Pace River Division. The Contractor shall provide ADA paratransit service, as required by FTA, for the McHenry service area of Route 550.

COMPONENT IV: MCRide Project

The MCRide Project is a coordinated Paratransit service designed to give passengers easy access to Paratransit services for various transportation programs from one centralized call center. The MCRide program is sponsored by various municipalities and townships. The current participating Sponsors include Dorr Township, McHenry Township, Nunda Township, Grafton Township, Marengo Township, Riley Township,

Greenwood Township, the City of Crystal Lake, the City of McHenry, Village of Lakewood, Village of Huntley, City of Marengo, City of Harvard, Village of Johnsburg, Village of Ringwood, the City of Woodstock and Pace Suburban Bus Co. The MCRide program operates within McHenry County and the surrounding RTA service areas.

The Contractor shall provide curb to curb paratransit bus services within the boundaries of McHenry County and or into surrounding areas to eligible MCRide clients as defined by the MCRide Sponsors. The Contractor shall provide Call Center services for McHenry Township as part of the MCRide Project. Trip reservations for McHenry Township shall be processed for **services to be provided directly by McHenry Township**. The service area may extend outside of the boundaries of McHenry County as directed by Pace to meet the goals of the MCRide Project.

COMPONENT V: Route 805 Demand Response Service

The Contractor shall provide curb-to-curb demand response service within and between the City of Crystal Lake, the Village of Algonquin, the portion of the Village of Lake-in-the-Hills that is east of Frank Rd. and Spring Hill Mall.This component of service will be open to the general public.

COMPONENT VI: Southeast McHenry Dial-A-Ride Service

The Contractor shall provide curb-to-curb dial-a-ride service within and between the cities of Crystal Lake, Algonquin, Lake-in-the-Hills, Cary, Fox River Grove, Oakwood Hills, Island Lake, and the Burton's Bridge and Lake Griswold area. This component of service will be open to the general public.

COMPONENT VII: Barrington Area Dial-A-Ride Service

The Contractor shall operate curb-to-curb dial-a-ride service in the Barrington area, which is defined as the area of the Village of Barrington, Barrington Township, Cuba Township, that portion of the Village of Deer Park lying south of Long Grove Road, west of Deerpath, north of County Line Road, and east of Ela Road, and the portion of unincorporated Palatine Township lying south of County Line Road/Main Street, west of the Deer Grove Forest Preserve, north of Deer Grove Forest Preserve and Thunderbird Golf Club and east of the Village of Barrington, and to and from selected shopping areas of Lake Zurich. Service will also operate in the portion of Lake Barrington that extends into Wauconda Township. Service will also be provided to the area surrounded by Route 22, Route 14, and Kelsey Road, including the north side of Route 22. During the course of the contract, Pace may authorize dial-a-ride service in additional areas in close proximity to the Barrington area. This component of service will be open to senior citizens age 60+ and persons with a disability. To be eligible, riders must obtain an RTA Reduced Fare Card.

COMPONENT VIII: Pioneer Center of McHenry County Subscription Service

The Contractor shall provide curb-to-curb Subscription Service for people with developmental disabilities who attend the Pioneer Center on a prearranged schedule. Service is provided within McHenry County.

COMPONENT IX: Regional Transportation Authority Certification Transportation

The Contractor shall be responsible for providing on-time, origin-to-destination, demand response paratransit service for people with disabilities to and from designated certification interview sites. All trips provided under this component shall be booked by Pace and scheduled by the Contractor. This component of service is limited to persons who are applying for service under the RTA. All trips provided under this component shall first be authorized by Pace.

COMPONENT X: Additional Service to Meetings and Hearings

During the term of this Contract, Pace may require the Contractor to provide service to and from meetings, public hearings, and other events as specified by Pace.

Pace may require the Contractor to add other service components during the life of the Contract at the stated hourly rate. The Contractor shall be capable of expanding dispatch, maintenance, and vehicle storage capabilities to accommodate added service components.

II. DETAILED DESCRIPTION OF SERVICE

The service requirements below apply to each Component unless otherwise specified. Pace reserves the right to adjust the boundaries of the service areas described in this Contract at any time. Pace will provide the Contractor with specific information detailing any boundary changes.

Holidays are run as Sunday service days (unless otherwise described in the Component). Where the term ***"holidays"*** is used, it is defined to mean the day of observation for the following holidays (unless otherwise specified in each component):

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

Pace may determine which day, if any, will be observed as the holiday.

Pace reserves the right to increase or decrease the hours of service upon written notice to the Contractor. The Contractor shall be given no less than 14 days notice of such changes.

Pace reserves the right to modify service guidelines for implementation by the Contractor upon providing written notice. The Contractor shall be given no less than 14 days notice of such changes.

Pace may require the Contractor to add other service components during the life of the contract at the contracted hourly cost for the rates quoted in the Price Schedules attached to this Contract. The Contractor must be capable of expanding dispatch, telephone, maintenance, and vehicle storage capabilities to provide added service components in compliance with Contract service guidelines.

Pace reserves the right to modify the service guidelines described below for any or all Service Components covered by this Contract, including the defined service area, hours of operation, fares, eligibility guidelines, subscription definition, reservation guidelines, and, in general, any guideline applicable to an individual service component or all service components collectively. The Contractor will be given as much notice of such changes as possible, but will be given no less than 14 days notice.

The Contractor shall coordinate transfers with adjacent Pace funded services and other public transportation services within the service area and in the surrounding region whenever required by Pace. The Contractor shall honor all Pace fare instruments as directed by Pace and shall follow the requirements contained in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)***.

The actual number of revenue hours and trips for all components of service shall depend on actual demand and on Pace's budget. Trips assigned to Contractors shall be at the discretion of Pace. Pace reserves the right

to increase or decrease the number of daily trips. Daily trips stated in each section are only included to give proposers a historical perspective of past service levels. A summary of recent historical performance is included at the end of this ***Exhibit B as B 1-A, B 1-B.***

The Contractor shall be flexible in the deployment of vehicles and vehicle revenue hours throughout the day. The Contractor shall schedule rider trips and deploy vehicles to provide service to meet as much of the demand for service as possible in the most efficient manner possible.

Where necessary, the Contractor shall be prepared to employ split shifts to provide more service during peak hours and be prepared to deploy a vehicle to provide a single trip, if necessary. Pace may give the Contractor direction regarding deployment of vehicle hours throughout the day.

The Contractor shall deploy vehicles and schedule trips to maximize the efficiency of all services to meet as much demand as possible on all services.

The Contractor shall monitor service in real-time and monitor Contract performance levels during all hours of operation. The Contractor shall have a constant knowledge of their compliance with required performance measures for all aspects of the Contract including but not limited to: service on the street, dispatch, reservations, window dispatching, and vehicle maintenance.

The Contractor shall maintain a record keeping system to identify trips by each component of service and type of trip. Pace will provide guidance to the Contractor to develop a record keeping system which will provide the information required by Pace and other funding sources. This includes such information as vehicle hours, trips, and other service data by component of service. Contractor shall reconcile data daily.

The Contractor shall not subcontract the direct operations of the dispatch functions or delivery of the service. The Contractor shall employ staff used in Pace service.

The Contractor shall be flexible in the methods of operation and assignment of staff. Furthermore, the Contractor shall have the ability to increase or decrease scheduling and dispatch personnel as needed, and have the expertise to employ innovative techniques and technology to effectively provide service as required by Pace. Where necessary, the Contractor must be prepared to employ split shifts to provide more service during peak hours and/or be prepared to deploy a vehicle to provide as little as one trip. Pace may give the Contractor direction regarding deployment of vehicle hours throughout the day.

The Operator is required to honor all Pace transfers, passes, and tickets, as directed 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)*** and in this ***Scope of Work (Exhibit B)***.

Contractor personnel shall be familiar with and abide by the operating standards set forth in ***Exhibits A and B.*** In addition, personnel performing the delivery of service shall fully understand Pace's overall goals and policies as defined in this Contract when carrying out their responsibilities. In the event of a conflict between the policies and procedures as defined in ***Exhibits A*** and ***B, Exhibit B*** shall take precedence.

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.

Daily trips stated in this section are only included to give proposer's a historical perspective of past service levels. A summary of historical demand is included in Attachment B-1A – 1B.

Details specific to each Component are listed below.

A. COMPONENT I: NORTH MOBILITY MANAGEMENT CALL CENTER SERVICE

The Call Center Operator (CCO) operating the NMMCC would provide mobility management functions for all fixed route and paratransit services in McHenry County and for paratransit services in Lake County. This would include communication and coordination between other Call Centers to provide consumers with seamless transportation throughout the region and efficient transferring between service areas.

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

Pace has procured the services of SPs through separate procurements. Any CCO proposer that is a SP must provide a plan and commitments for how they will maintain strict separation of functions and management so that the CCO is not influenced by the business interests of the firm in its role as SP. Ability to maintain this separation will be part of the evaluation criteria.

1. DIVISION OF RESPONSIBILITIES

Pace is currently responsible for policy setting, contracting, oversight, customer service, maintaining an ADA eligibility database for use by providers, Trapeze software, and the associated hardware and networking with Pace servers. In suburban areas, Pace also provides vehicles. In addition, Pace shall provide the facility for the call center and the operations of the McHenry transportation services.

The CCO will be responsible for:

a) Paratransit trip reservations
b) Trip scheduling
c) Trip eligibility for ADA and DAR services as designated by Pace
d) Client registration for DAR services
e) Maintenance of client registration information
f) Management of subscription service requests
g) Track trip information by funding source
h) Update the database to maintain current trip, client and funding source information
i) Assignment of trips to the appropriate service provider according to Pace guidelines
j) Creating and optimizing vehicle/run schedules
k) Communicate with providers and assist with service issues
l) Batch and adjust run schedules to meet or exceed Pace productivity requirements

m) Same-day customer issues (no-shows, cancellations, where's my ride)
n) Assist customers with travel plans between service areas
o) Facilitate / dispatch functions to monitor and achieve service performance as required by Pace
p) Facilitate taxi and or livery trips to assure service delivery as required by Pace
q) Provide Pace with service reports on a daily, weekly, monthly and annual basis

Services are to be provided to ADA eligible passengers, people with disabilities and elderly who may or may not be ADA eligible or registered. Client service eligibility for none ADA passengers are at the discretion of the funding source or sponsor.

Actual on-the-street operation of vehicles and drivers employed in these services shall be provided by multiple service providers under contract with Pace. The Call Center Operator will facilitate and monitor services provided by the various service providers included but not limited to taxi, livery, and paratransit bus provider utilizing a mixed fleet of lift equipped and non lift equipped vehicles.

The SPs will be responsible for:

a) Hiring and managing a driver work force
b) Scheduling drivers to cover the vehicle runs designed by the CCO
c) Garaging and maintenance of vehicles
d) Providing all taxi vehicles (applicable to taxi providers)
e) Providing and maintaining in-vehicle mobile communications compatible with Trapeze PASS for some vehicles
f) Dispatch functions including window dispatching and direct communication with drivers

Services are to be provided by using technologies for efficient service management. This includes:

a) A phone system with automatic answering capabilities to be provided by the CCO
b) Trapeze automated scheduling/dispatching system provided by Pace
c) Mobile data computers (MDC) provided by service providers
d) Automatic vehicle locators (AVL) communicated through Trapeze
e) Global Positioning System Technology (GPS) on MDC
f) Voice logger recording systems provided by the CCO

Pace will assign computer hardware, scheduling and dispatching software, and various other technology resources to manage, schedule, and/or dispatch services through the Call Center.

Trapeze paratransit software will be utilized in this service. Pace also has MDC/AVL equipment and software in Pace vehicles assigned to service in these counties which interface with Trapeze to automate the scheduling and dispatch functions as much as possible. The software system is interfaced with Pace's ADA registration files, ADA service area maps and is accessed through the Pace network.

The CCO should keep in mind that the needs of this Contract requires flexibility in methods of operation and assignment of staff, the capability to increase scheduling/dispatch personnel as needed to meet the demands of the service handled by the Call Center, and the knowledge and expertise to employ innovative scheduling techniques and utilize new technology to manage the service.

2. COORDINATION/INTEGRATION OF SERVICE

The Contractor is responsible for coordinating and communicating with Pace service providers to achieve proficient service delivery to passenger and project Sponsors. This includes but is not limited to managing transfers between service areas, coordination of the various funding sources and or programs to provide a travel plan that best benefits the passenger, coordination of service provider geographic service area, hours of service, fleet type and service cost. The CCO will also be responsible for coordinating the application of multiple funding sources to service provision using rules established by

Pace and local sponsors.

The following are requirements for coordination and or integration of service:

Multiple Providers –Additional providers of service, both paratransit and taxi, may be added over the term of the contract based on additional need for capacity or changes in service provided for the service Components herein.

It is the responsibility of the CCO to take reservations for the Component herein and assign/schedule trips with the appropriate provider. Pace will provide the software/computer hardware to assist the Contractor with scheduling and dispatching trips to the appropriate providers of service.

Integrated Service Functioning – The Contractor shall make every attempt to coordinate service provided for the service components covered by this Contract and shall make every effort to increase service efficiency and capacity through full utilization of resources provided by Pace, including automated scheduling and dispatching software and equipment. Wherever possible, within the guidelines of this Contract, the Contractor's goal shall be to schedule rides with the provider and on the component of service best suited to providing the trip, taking into consideration the factors of efficiency, total trip cost, cost to the rider, and availability of appropriate vehicles. The Contractor shall follow guidelines established by Pace concerning efficient and "low-cost" scheduling, when available.

Current providers in Pace service include:

Chicago
SCR Medical Transportation
CDT (Cook-DuPage) Transportation
MV Transportation Chicago Location
First Transit Chicago Location

Suburban Cook County
MV Transportation Alsip location (western and southern Cook Co. areas)

DuPage County
First Transit – Glen Ellyn Location
303 Taxi
Freedom First Taxi
Alliance Taxi
1st Choice Taxi
DLK Taxi

Kane County
Ride Right Transportation
Aurora Township
Pace River Division
303 Taxi
Freedom First Taxi
1st Choice Taxi
DLK Taxi

Lake County
First Transit – Grayslake Location

McHenry County
First Transit – McHenry Location (out to bid)

North County
MV Transportation– Niles Location

Will County
First Transit – Joliet Location

The CCO Contractor shall provide the call center functions described under Division of Responsibilities for all of the SPs designated by Pace. More detail is provided in the balance of this RFP.

3. FACILITY, EQUIPMENT AND SERVICES PROVIDED BY PACE

3.1 OFFICE SPACE AND FURNTIURE

Pace will provide office space for the NMMCC including climate control, wiring, a security system, and sufficient space for Pace and CCO staff. The office space is located at 5007 Prime Parkway McHenry, IL. ***See Exhibit G.***

Pace will provide at no cost to the CCO all of the workstations necessary for the use of Trapeze by the CCO's staff, as well as the display monitor for these workstations, and any printers that are connected to Trapeze. Pace will also install all necessary Trapeze software on these workstations. In addition, Pace will be responsible for installing a local area network in the call center that connects these Pace-provided workstations to the Trapeze server.

3.2 OTHER EQUIPMENT

Pace will provide a generator as a backup power supply in the event of a power outage.

Pace will provide at no cost to the CCO equipment to monitor call center and service performance using dashboard displays. This includes large monitors mounted to the wall for real time monitoring of provider performance, if needed. The CCO shall provide equipment to monitor call center and service performance using dashboard displays. This includes large monitors mounted to the wall for monitoring call/hunt groups.

3.3 TRAPEZE COMPUTERIZED SCHEDULING/DISPATCH SYSTEM

Pace shall install Pace-owned computer equipment and scheduling/dispatching software in the Call Center offices and shall have MDCs installed in the Pace owned vehicle fleet assigned to the projects described herein. All Call Center equipment and installation of this equipment shall be at Pace's expense. The computer hardware, software, and MDCs shall be used by the CCO to assist in scheduling and dispatching trips, tracking trips, tracking vehicles, and record keeping. Pace currently utilizes **Trapeze Group's PASS software version 14** for scheduling and dispatching trips and Mentor Engineering's Ranger MDT's in Pace owned vehicles to provide electronic manifests to drivers assigned to these vehicles. Taxis and contractor owned vehicles which may be assigned to provide service may not be equipped MDT equipment.

Pace employs a centralized server system to deploy Trapeze software to the Call Center offices and which manages the MDCs installed in Pace owned vehicles. The CCO shall access Trapeze via T1 lines and Citrix installed by Pace. The CCO shall have access to the centralized eligible rider database, including eligible ADA Paratransit and all eligible clients under the Components herein, centralized reports, and all features and functions in Trapeze required to perform the Call Center functions. Pace periodically updates Trapeze, Mentor, Citrix, operating system, and other associated software as required to keep the system up to date and operating as designed and required.

Pace will provide onsite Trapeze software, MDC hardware and software (for Pace owned MDC equipment), and office computer hardware (for Pace owned computer hardware) support.

The CCO should be aware that the Trapeze system should not be considered a replacement for call-taker, scheduler, or dispatcher knowledge of the service guidelines, service areas, and riders. While Pace staff will endeavor to create and maintain whatever features are necessary to operate the

NMMCC, the CCO will remain responsible for the day to day knowledge of the service area to assist riders whenever needed and/or whenever the automated system cannot supply the necessary information. All CCO personnel whose responsibilities include the functions of call taking, scheduling, and/or dispatching of service under this Contract, as well as the management of CCO staff performing these functions, will be required to have sufficient knowledge of service guidelines and Trapeze/MDC software use to perform their assigned functions and schedule/dispatch trips in the absence of regular staff assigned to these duties.

The CCO is responsible for all training of the CCO's personnel in the use of the system. It shall be the responsibility of the Contractor to maintain sufficient trained personnel to operate the system. Additionally, the Contractor must have at least one person on-site who will serve as the system supervisor, with the ability to train and support other CCO personnel in the use of the system. Pace will provide general maintenance to the hardware assigned and installed software.

The hardware and software assigned to this project for the scheduling and dispatching of vehicles under this Contract is the property of Pace or Trapeze Software Group, Inc., who has granted the usage of this product through proper contractual arrangement. The Contractor shall use this hardware and software only for the scheduling and dispatch of service under this Contract. All terms and conditions regarding the CCO's responsibility for Pace-issued equipment as stated in **Paragraph 16 Exhibit D** shall apply to the equipment issued to the CCO for the scheduling and dispatching system. Pace will pay for the maintenance and upkeep of the hardware and software. Pace reserve the right to augment, discontinue and or replace hardware and software as necessary to meet the goals of Pace paratransit services.

The Contractor will be required to have the capability to manually schedule and dispatch trips, and collect service data, in the event of a failure of the Pace provided computer system.

3.4 OTHER SOFTWARE

Pace may provide paratransit run-cutting software to support ongoing analysis of the run structure. The CCO will work with Pace to use this software and/or its own software to: ensure that the run structure is matched to demand and that the run structure is as efficient as possible within the limits of possible driver schedules, taking advantage of non-dedicated vehicles; help set optimal start and end times of runs; assist in determining the optimal mix of full-time, part-time and split runs within the limits of SP contracts; and assist in analyzing optimal use of taxi services to help meet peak demand, and to provide cost-effective service during low productivity time periods.

In addition, Pace shall provide the customer complaint system software used for response to customer complaints. This software is internet based and required the CCO to have an efficient internet connection.

3.5 ADMINISTRATION, MANAGEMENT, AND OVERSIGHT

Pace will be responsible for establishing service parameters and policies, including but not limited to fares, hours of operation, advance reservation policies, service area, passenger assistance, personal care attendants and companions, subscriptions, and customer no-show policies. Pace will endeavor to provide the CCO with timely notice of any planned policy changes. Pace will review and approve all operating procedures developed by the CCO to implement the objectives and standards set out in this RFP. In addition:

a) Pace will be responsible for all contracts with SPs.
b) Pace will establish service hour limits or ranges for dedicated vehicle service.
c) Pace will work cooperatively with the CCO and the SPs to set these limits, and will endeavor to provide timely notice of any changes, but reserves the right to increase or decrease the limits at any time.

d) Pace will be responsible for all communication with customers and other members of the public except regarding specific trips.
e) Pace will be responsible for receipt of, logging, and response to customer comments, and maintaining a database of customer comments.

3.6 ELIGIBILITY

ADA eligibility assessment and certification for the entire North East Illinois region is the responsibility of the Regional Transportation Authority (RTA). Non-ADA service eligibility shall be determined by the program sponsor(s). As it does now, Pace will interface with RTA to obtain and update customer ADA paratransit eligibility data and with local sponsors to obtain and update other customer eligibility data. ADA eligibility files will be available to the CCO in Trapeze or other software maintained by Pace. Eligibility data from local sponsors will be provided to the CCO to enter into Trapeze for use in providing non-ADA service.

Pace is planning to implement trip-by-trip eligibility screening for conditionally eligible riders. It is expected that Pace staff will determine individual conditions based on review of eligibility data from RTA, customers' records of trip making, and, where necessary, field inspection of locations and paths of travel. A schedule for implementing trip-by-trip eligibility has not yet been established, but, once this program has been implemented, Pace will supply specific conditions for individual customers to the CCO for use in the reservations process.

3.7 VEHICLES

Pace currently supplies all vehicles used for carrying Pace Paratransit passengers in the suburban areas, including suburban Cook County. Pace intends to continue this practice. This includes the installation of the Ventra faring system for use in fixed route service. SPs shall provide all mobile communications equipment used in vehicles following a specification that will ensure compatibility with Trapeze PASS. Pace and the SPs will be responsible for integrating MDTs with Trapeze.

4. TELEPHONE SYSTEM AND PERIPHERAL EQUIPMENT/SERVICES

The CCO is responsible equipment and or services to achieve continual communication between passengers and service providers. This includes but is not limited to internet, voice, telegraphic, video and or other accommodating alternate communication mechanism.

Prior to award of the Contract, the CCO shall provide a demonstration of the telephone system technologies and system features; evidence of experience in using these technologies (sample projects); customer references for which the CCO has or is providing service using the demonstrated telephone system; vendor contact information for the telephone system proposed, this includes vendors for maintenance and customized reports if applicable.

The CCO shall develop and provide to Pace a comprehensive disaster recovery plan to assure immediate and responsive action in the event the system malfunctions or other occurrences cause a disruption to telephone communications.

Requirements for communication are as follows:

4.1 TELEPHONE SYSTEM

Pace is fully aware that today's business environment is continually changing dramatically and that convergence of voice, data, and voice networks are being implemented within various levels of both public and private industries. However for the purposes of responding to this RFP, Pace initially desires that respondents' focus primarily on the delivery of traditional voice network technologies that are anchored around proven Private Branch Exchange (PBX) systems. As convergence of voice, data, and video technologies and applications based upon Internet Protocol (IP) delivery continue to enhance, Pace will more than likely shift its existing networks toward such solutions in the distant future, and as such respondents' are encouraged to evaluate their proposed solutions to validate whether expansion toward such technologies (e.g., Voice Over IP (VOIP)) can be readily accomplished with minimal impacts on the proposed solution. Pace reserves the right to call for the expansion of the proposed technology solution as deemed necessary to keep its operations

comparable to other nationally recognized public transit entities.

The CCCO solutions are expected to be based on telecommunication systems which are not tied to any leasing terms or constraints where such liens, if they were to exist, could pose a threat to the stability of Pace operations in the event the selected vendor defaults on the terms within the contract. Pace requires the ability to transition all proposed technology assets in the case of such circumstances and therefore such assets need to freely be able to be transferred to other parties, to include Pace, without the encumbrance of a third party leasing authority.

The CCO shall collaborate with Pace staff for the install of all equipment at the Pace owned facility in McHenry. Pace must be notified before equipment is installed and provide a plan for the install. The CCO shall assure the Pace facility or infrastructure is not hindered or damaged as a result of the installation of the CCO's phone system.

The CCO shall install and maintain adequate phone equipment capacity and staffing to insure prompt response times adhering to Pace requirements. The CCO is responsible for assessing call patterns and service demand that may impact call volumes to proficiently adjust staffing levels and augment equipment.

a) Equipment – The phone system must have the capabilities to expand as service demand dictates and as Pace requires to enhance service design. The CCO is required to install a phone system with call recording capabilities. The system must be fully (all components) supported by UPS system with a minimum four (2) hour battery backup. The system must be audited to ensure all requirements are met and that consumables such as batteries are fully functioning. A routine back up procedure is required after any system programming has been conducted. All system documentation must be up to date and copies located on site. Documentation is to be provided to Pace upon request. Telephone system must be fully supported by the original manufacturer (both software and hardware).Telephone system software must be the most current version and release. Telephone system must be under a full maintenance agreement from the manufacturer or by a certified dealer of the system manufacturer. The location of the telephone system must meet manufacturer specifications for maximum and minimum temperature, humidity and particulates.

b) Toll Free Number Customer Access – Pace has published toll free number(s) (1-800) to prevent customer toll calls to schedule a ride or communicate with the CCO regarding service. The toll free numbers(s) are owned by Pace. The Contractor will need one telephone number(s) to point the toll free number(s). The CCO must have sufficient lines that will ring and operate using the single toll free phone number. The phone system shall accommodate a specified line to expedite access for the purpose of canceling trips or estimated time of arrival (ETA) calls via a single phone system.

   The calls should be categorized and routed as follows:
   1. Calls to Reservations to request a trip
   2. Calls to Dispatch for trip status
   3. Calls to obtain information about paratransit services

c) Service Provider Access – The phone system shall accommodate a specified line to expedite access for the purpose of communication with *service providers* via a single phone system.

d) Administrative/Other Access – The CCO shall also maintain separate administrative phone lines for conducting business calls and other calls not related to Call Center services. These number(s) need not be toll free. **The Contractor shall have a designed phone line(s) for immediate communication between the CCO Dispatch or designated CCO staff and Pace**

staff (Pace Hotline).

4.3 HEARING AND SPEECH IMPAIRED CALLERS

The CCO shall provide a mechanism for telecommunications with hearing and speech impaired callers. This may include a Relay Service or Hearing and Speech Impaired Callers. The Contractor is responsible to have staff trained in its proper usage.

4.4 ELECTRONIC ANSWERING DEVICE/INTERGRATED AUTOMATIC CALL DISTRIBUTION SYSTEM (ACD)

The CCO is required to use an electronic answering device coupled with recorded messages or Automatic Call Distribution System (ACD) of the selected phone system to automatically answer Call Center calls. This requirement may be satisfied either through integration of a separate piece of equipment or the use of an ACD SYTEM system provided as part of the phone system installed in the Call Center. Use of such equipment does not relieve the operator of responsibility to comply with the call-taking standards described in this Contract. The machine shall automatically queue the phone calls based on the order in which the calls were received and place them on hold until a Call Center staff person answers the call. The Contractor shall not directly answer calls, then immediately put the caller on hold, or otherwise bypass the automatic phone answering equipment. The phone system or automatic answering equipment must have the capability to provide the following reports on a daily basis by hour of day and with totals for the day and the capabilities of generating reports by call taking staff (reservations and dispatch) for performance assessment.

a) Number of calls answered directly by dispatcher
b) Number of calls answered directly by scheduler/call taker
c) Number of calls answered by call sequencer
d) Talk time by dispatcher
e) Talk time by scheduler
f) Average talk time by dispatch
g) Average talk time for scheduling
h) Average hold time of calls answered by sequencer
i) Number of available operators by time of day/day of week
j) Number of calls abandoned
k) Number of calls on hold in intervals of 30, 60, 90, 120, 150, 180, 210, 240, 270, and 300 seconds for both dispatch and scheduling

The ACD logs shall be maintained daily, tallied and sent to Pace on a weekly basis in the reporting format specified by Pace. (Note: At startup, Contractor shall provide ACD logs daily to ensure appropriate staffing levels and productivity have been sufficiently calculated).

The CCO shall, as part of the Automated Call Distribution (ACD) systems, a proven methodology and/or series of products/solutions which permit the clear and concise distribution of real-time call data to its managers, supervisors and call takers within its proposed call center. Such technologies should include, but not be limited to large screen monitors to display to call takers information of incoming call traffic and calls in queue, desktop call management/monitoring workstations for accessibility by supervisors/managers to redirect traffic as necessary to limit the amount of wait time experienced by a patron, and audio/visual alarms which alert call center staff to calls which have exceeded contractual call wait times in order to improve and provide Quality of Service (QoS) to all patrons who access the call center. Such products/solutions need to be clearly documented within RFP responses, to include descriptions and examples of screens, so that Pace can gain assurances that such technologies will add benefit to the staff in their promotion of QoS.

The CCO shall provide a detailed, technical description of the proposed ACD system and its capabilities and capacities. The Contractor shall provide operational procedures, manuals, forms,

and reports necessary for the smooth operation of the Call Center. The Contractor shall provide a "script" which he Call Center to be used on the ACD and to be used by Call Takers. All scripts will be approved by Pace prior to use by the Contractor.

The proposal shall include a back-up/disaster recovery plan in the event the proposed ACD system is not functioning and how the CCO envisions the calls being handled.

The goal of the Call Center is to provide customer service that is effective and efficient. When designing the ACD, the Contractor should keep in mind the following specifications:

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
b) Speech applications should be provided touch tone (i.e., DTMF – Digital Tone Multi-Frequency) fall-back.
c) Callers should not be forced to listen to long/verbose prompts.
d) Do not disconnect for user errors, including when there are no perceived key presses (as the caller might be on a rotary phone); instead queue for a human operator.
e) Default language should be based on consumer demographics; primary language should be assumed with the option for the caller to change language.
f) All operators/representatives of the organization should be able to communicate clearly with the caller (i.e., accents should not hinder communication).

It is the responsibility of the Contractor to review reports and monitor system performance on a regular basis to assure compliance with this Contract. The Contractor shall keep historical reports from prior days for a minimum of at least sixty (60) days and supply reports for any days during that period of time upon request by Pace.

4.5 <u>VOICE LOGGING/CALL RECORDING SYSTEM</u>

The CCO shall install a voice recorder to record all passenger related calls. The CCO is responsible for the ongoing maintenance of the call recording equipment.

The Contractor shall be responsible for the purchase, installation, connection and maintenance of a voice logging telephone conversation recording device.

The Contractor shall be responsible for providing Pace with voice telephone recordings from the Contractor's telephone system. The system shall record telephone conversations for both dispatchers and call takers. It is not Pace's intent to monitor or record Contractor administrative telephone lines or conversations. To avoid recording CCO calls related to conducting company business, the Contractor must separate the handling of administrative and passenger calls by installing a separate phone system or structuring the installed phone system to separate these calls. If the Contractor installs any phone equipment which is intended to handle both passenger calls via the toll free number and company business calls, Pace shall require the CCO to permit recording of calls handled by this equipment regardless of call purpose.

The purpose of the system is to provide a tool by which Pace and the Contractor shall monitor the quality of service provided by reservation and dispatch staff, as well as to provide documentation for complaint and conflict resolution. The Contractor shall insure the recordings are secure with controlled electronic access and are digitally archives for a minimum of **three (3) months**. The Contractor shall maintain sufficient trained personnel to listen to and review calls as required by Pace. Pace shall be provided a secure electronic access to the stored files. The Contractor will train their personnel on the use of the system and shall provide Pace with similar training on access to necessary voice files. The Contractor shall monitor and maintain the system and report to Pace any

problems that arise. The Contractor shall notify Pace to report any change to the Contractor's telephone system including relocation of phones.

4.6 TELEPHONE COMPANY SERVICE REQUIREMENTS

Pace has experienced in the past several issues when it has attempted to transition its services from one telecommunication carrier to the next and therefore, Pace is requiring all respondents' to use AT&T **only**. Therefore, all local and long distance services under this contract **must** be engineered, delivered, and supported through AT&T.

4.7 OTHER VOICE COMMUNICATION

The CCO shall provide 2-way voice communications between the Call Center and the service providers for dispatching functions. The 2 way voice communication must be expected to assure immediate and continual contact between the Call Center and the service provider controlling the movement of any vehicle in service. The Contractor shall demonstrate the required capabilities should Pace request a demonstration of the voice communication system's capability and operation.

5. SOFTWARE

The CCO will be responsible for all necessary software for call center operations and management beyond the items listed as provided by Pace. Contractor provided software will not have direct access to Pace's network or databases.

The CCO shall provide software that includes but is not limited to: General office productivity software, including a current version of Microsoft Office (at least Word, Excel, and Power Point) and any other commonly used office productivity tools. Maintenance and support for all of these items.

6. RESPONSIBILITIES FOR NON-DEDICATED VEHICLES

Pace intends that a portion of paratransit trips will be provided by non-dedicated vehicles (NDVs), including taxicabs, which will be coordinated by the CCO. It is expected that strategic assignment to NDVs of certain peak-period, weekend, or evening trips will result in cost-savings if this assignment is done in a way that allows for creation of more productive dedicated vehicle runs. Although Pace has experience using NDVs in DuPage and Kane counties, it has limited experience with NDVs in McHenry and Lake Counties.

To minimize opportunities for service disruption, it is expected that operations under CCO management will begin with dedicated vehicles only. However, as soon as dedicated vehicle operations in each service area are stabilized, the CCO shall begin the process of incorporating NDVs into the service mix. CCO responsibilities shall include:

a) Advise Pace on working with NDV operators, including taxi organizations ("affiliations" or "dispatch companies") or individual drivers to develop agreements for providing service. Experience with integrating dedicated vehicles and NDVs into service will be considered in the evaluation process.

b) Develop procedures and methods for communicating with organizations and/or drivers regarding trips to be provided, and day of service communications (i.e. dispatching) regarding trip status, changes, cancellations, and no-shows with the objective of creating a customer experience that matches as closely as possible the customer experience with dedicated vehicles and provides reliable performance data

c) Optimize the assignment of trips to NDVs to create the most advantageous combination of dedicated vehicle runs and NDV trips, taking into account: typical demand at each time of

day on each day of the week; availability of dedicated vehicles and NDVs, including wheelchair-accessible NDVs; work rules for drivers of dedicated vehicles; the cost of NDV trips; dedicated vehicle operating costs and productivity at each time of day; and levels of participation by NDV organizations and/or drivers necessary to provide adequate incentives for continued participation and adherence to Pace standards and procedures.

7. MOBILITY MANAGEMENT FUNCTIONS

The CCO shall provide qualified management needed to maintain smooth functioning of all call center operations; continuous communication with Pace and SPs; joint problem solving for continuous improvement; adherence to the requirements of the CCO contract and to Pace policies, procedures, and standards; and compliance with all applicable federal, state, and local laws and regulations.

Personnel involved in the delivery of service under this contract must fully understand Pace's overall goals and policies when carrying out their responsibilities. Personnel associated with the service must also be familiar with and abide by the Pace operating standards and Pace guidelines. The CCO is responsible for providing call center staff with training to include but not limited to:

a) Pace Standards and Guidelines or all Components under this Contract including changes and updates
b) Cultural and Sensitivity training
c) Customer Service delivery and proper industry protocol
d) FTA ADA transportation regulations as they relate to services under this Contract
e) Trapeze, call recording system, complaint response system and any technologies utilized in Pace service
f) Emergency procedures in the event of a power outage or other safety threatening occurrence
g) Service efficiency goals and mechanism for meeting goals

The CCO will be required to have the capability to manually schedule and dispatch trips, and collect service data, in the event of a failure of the Pace provided computer system.

The CCO shall be responsible for resolution of Call Center errors. This includes but not limited to trip corrections for each funding source. The CCO shall be responsible for all data reconciliation. This includes collaboration with service providers to obtain required data.

The Call Center functions are conducted using the Pace scheduling and dispatch computerized system, however the CCO is responsible for providing and maintaining required service information. The CCO is responsible for developing and maintaining manual procedures for the Call Center to continue to function and retain information as a failsafe in the event the operation of the computerized system is interrupted. The CCO is responsible for implementing and maintaining an alternate power source e.g. generator in the event of a power outage. A plan must be developed and implemented to assure uninterrupted Call Center services.

The CCO is responsible for developing, maintaining and implementing plans and procedures outlining the process for achieving the goals of the Call Center under this Contract. Plans and procedures are to be submitted to Pace designated staff for approval.

The CCO shall provide a “script” which is to be used by Call Takers. All scripts will be approved by Pace prior to use by the CCO.

The CCO shall be responsible for all mobility management functions as outlined in this Contract. The CCO shall be responsible for maintaining personnel having the level of expertise and experience in the industry technologies and paratransit coordination to evolve the Phase I Pace Regional Call Center

Project in a progressive manner. The CCO shall collaborate with Pace staff to develop efficient processes to meet the goal of the Pace NMMCC Project on a continuous basis.

7.1 RESERVATIONS

The Call Center shall take reservations for the services described under each Component herein utilizing the Trapeze software functions. It is the CCO's responsibility to verify rider eligibility using the client database contained within Trapeze, assign the trip to the proper funding source classification, and ensure that all information concerning the requested trip (including origin, destination, pick-up time, appointment time, supporting funding source, trip purpose if required, wheelchair usage, and other required information) is correct. The CCO is responsible for processing reservations in adherence to the following requirements:

Call-Taking Staff – The CCO is responsible for providing qualified personnel and maintaining the staffing levels required meeting the performance measure requirements and standards under this contract. The CCO shall provide sufficient staff to handle all calls to meet the Pace guidelines described under the section entitled Standards of Contract Services. If these Standards are not met at any time during the term of the Contract, the CCO will be required to hire additional call-taking staff or make the necessary changes to Call Center procedures to meet the Standards.

Trip Request – The CCO is responsible for processing trip requests for all of the specific services provided under each Component herein of this Contract according to guidelines established for each service and Pace guidelines. Service and reservation guidelines for these services may be changed by Pace at its discretion or to satisfy changes desired by the jurisdictions for which the services are being provided. Pace will provide as much notice of these changes as possible, but will provide no less than 14 days' notice prior to implementation of such changes. The call taker shall record the following information for each trip request:

Name of passenger
Name of person requesting trip for passenger (if applicable)
Component of service/ funding source
Caller's ADA Paratransit ID Number, when appropriate.
Trip origin address
Trip destination address
Desired pick-up time (if applicable)
Desired drop-off time/appointment time (if applicable)
Telephone number where caller can be reached at the trip origin and destination
Number of passenger for trip requested (PCA, companion(s), children etc.)
Other required information for trip booking as instructed by Pace

The call taker shall inform the passenger of the approximate pick-up time. The CCO may not change the passenger's scheduled pick-up time without notifying the passenger. Notification of the amended pick-up time must be documented recording the time of the call and identifying the CCO's staff that contacted the passenger. The call taker shall repeat trip reservation information for confirmation by passenger.

Reservation information for each leg of a trip request requiring a transfer is to be taken by the CCO where the trip originates. The CCO shall coordinate all transfer trips required for trips trip originating within the contracted service area. This includes but is not limited to communication between connecting service provider to accomplish the transfer in an efficient and safe manner.

Scheduling – The CCO is responsible for scheduling trip requests for all of the specific services provided under Components herein of this Contract according to guidelines established for each service and Pace guidelines. Trapeze scheduling functions shall be used as a tool for scheduling trip

requests. It is the CCOs responsibility to assure appropriate scheduling is achieved taking into account travel time, geographic area, traffic patterns, appointment times, requested pick up times, requested travel plan and other factors that may affect the timely delivery of service. The CCO shall assist the service providers with scheduling changes authorized by the passenger and in accordance with Component guidelines as directed by Pace.

Subscription Trips – The CCO shall be responsible for setting up and maintaining subscription trips as approved by Pace.

Trip Eligibility – The CCO is responsible for providing trip Eligibility, as specified by guidelines for Components herein, at the time of reservation. This includes screening requests by trip purpose as required by Sponsor funding source.

Trips Screening – The CCO will be responsible for screening the conditional eligibility of passenger trip requests. This function is termed ***trip screening.*** Average trip requests requiring trip screening has been projected as **20 to 25 daily** in the summer months and **5 to 10 daily** in the winter months.

Travel Planning – The CCO is responsible for assisting the passenger with travel planning. The CCO shall develop the best itinerary for the trip requests from passengers to achieve efficient and cost effective service delivery. This includes coordination with multiple service providers within and outside the service area for each Component, but within the Pace service area.

7.2 DISPATCHING

The CCO shall provide dispatching services 24 hours a day, 7 days a week, and 365 days a year for those services which operate. The CCO shall staff the Call Center with dispatching staff to ensure adequate staff is available to accommodate the service providers, runs/routes and trips on the road during all hours of service. Dispatch functions shall be conducted to meet the requirements of Components herein of this contract. The CCO is responsible for dispatch functions in adherence to the following requirements:

Trip Communication – The CCO is responsible for communicating all trip information required to provide efficient service delivery to all service providers. The Trapeze functions including but not limited to Trip Broker, and Dashboards shall be used to communicate the trip information to services providers having Trapeze access. The CCO shall use manual process such as faxing or e-mail to communicate with service providers that do not have Trapeze access.

Trip Broker – The CCO is responsible for the distribution of trips to the appropriate and cost effective service provider for service delivery in compliance with all Pace guidelines and FTA ADA regulations. The CCO shall develop and implement procedures to achieve efficient and equitable distribution of trips to service providers. This includes the re-distribution of declined trips. Pace designated staff shall provide information to the CCO regarding service provider requirements and declining allowances. The CCO shall be responsible for assessing trip patterns and optimizing service capacity to broker trips in the most cost effective and efficient manner.

Facilitation – The CCO is responsible for performing facilitating functions to achieve a smooth communication of trips to the service providers and service delivery to passengers. This includes but is not limited to providing any trip modifications in a timely manner; providing pertinent trip information to achieve efficient service delivery; assisting service provider in the re-distribution of trips when unforeseen incident interrupts service delivery; assist passengers with transportation issues that may delay timely service delivery. The CCO shall collaborate with the service providers daily to resolve issues impeding service delivery. The CCO shall develop and implement procedures to meet this requirement.

Trip Performance – The CCO is responsible for maintaining all service performance times and information.

The following information must be captured as it occurs for all trip pickup and drop offs:
1. Actual arrival time
2. Actual departure time
3. Trapeze time stamped tracker notes of any issues or information provided by the service provider or passenger regarding the pick up or drop off
4. Actual drop-off time
5. Other information as may be required by Pace

The CCO shall capture the following information for trip reconciliation:
1. Actual fare or fare media collected from the passenger
2. Whether a transfer was issued
3. Other information as may be required by Pace

Service Monitoring – The CCO shall be responsible for monitoring service providers for quality assurance of service delivery. This includes but is not limited to monitoring service provider daily on time performance (OTP), Pace policy or guideline compliance, service patterns impacting efficient service delivery and FTA ADA compliance. The CCO shall execute proactive activities to assist in the timely delivery of service. The CCO shall collaborate with the service providers daily to resolve issues impeding service delivery. The CCO shall develop and implement procedures, and identify and schedule reports to be generated daily, weekly and monthly for effective service monitoring and assessment.

Trip and Call Patterns – The CCO shall develop procedures and reports to assess trip and call volume patterns. This function is important to progressively and proficiently modify service delivery to meet service demand. The CCO shall provide this information to Pace designated staff to collaborate a plan of action.

Trip Status – The CCO shall provider passengers and service providers with trip status information timely. This includes but is not limited to estimated time of arrivals (ETA), trip cancellations, dwell time and approval/verification of no show status using Trapeze and AVL features when available.

Technologies/Trapeze features – The CCO shall use Technologies required by Pace including Trapeze features to manage service delivery. This includes Trip Broker, MDC information, AVL, call recording system and automated phone system. The CCO shall develop and implement procedures for using these technologies effectively.

Incidents/Accidents: The CCO shall be responsible for recording and reporting service incidents/accidents in accordance to Pace guidelines.

Pace Daily Status Reports: The CCO shall be responsible for developing and delivering service status reports daily to Pace designated staff. This includes but not limited to: phone sequencer reports; periodic through the day OTP status by project and service provider; provider pull out reports; trip demand; no show reports and issues impeding service.

7.3 CLIENT REGISTRATION

The CCO shall be responsible for entering client registration information in the Pace computerized database as specified in Components herein and Pace guidelines. ***The CCO shall not be responsible for client registration information for ADA and NON-ADA services..*** The CCO shall be responsible for maintaining client registration information. It is the CCO's responsibility to enter eligibility information in the client file accurately in the client database contained within Trapeze,

for use to assign the trip to the proper funding source classification, and ensure that all information concerning the requested trip (including origin, destination, pick-up time, appointment time, supporting funding source, trip purpose if required, wheelchair usage, and other required information) is correct. The CCO is responsible for registering clients in adherence to the following requirements:

Information Communications – The CCO shall coordinate with Pace designated staff for the communication of the client registration information. The CCO shall collaborate with Pace designated staff to develop a schedule and method of communication to assure timely client registration. The CCO shall have the capabilities to access registration information from mailboxes at assigned by Pace. The CCO shall not be responsible for client registration of ADA or NON-ADA services. The RTA and Pace are responsible for communicating this information into the Trapeze client database.

Confidentiality – The CCO is responsible for assuring the confidentially of all client information. Client information may not be released without the documented consent of the client and Pace to anyone not in Pace service or for use by anyone for other than Pace service. Violation of this requirement will result in litigation.

Initial Client Registration – The CCO is responsible for processing the initial client registration. The CCO shall review registration for pertinent and accurate information required for data entry. The CCO is responsible for entering all required information in the client database including the corresponding funding source, service providers, trip purpose information if applicable, contact information, mobility limitations and comments needed to provide client with the approved transportation service. This does not apply to ADA or NON- ADA client registration.

Client Registration Information Modification – The CCO shall be responsible for updating client registration information timely and in accordance to Pace guidelines.

Data Management – The CCO shall be responsible for filing and maintaining client registration information in an organized manner. The CCO shall coordinate with Pace designated staff schedule delivery of files to a Pace facility.

Pace Status Reports – The CCO shall be responsible for providing status reports to Pace designated staff client registration by funding source. The CCO shall collaborate with Pace designated staff to develop procedures, reporting schedule and identify reports to meet this requirement.

7.4 DATA RECONCILIATION AND MANAGEMENT

The CCO is responsible for reconciling all required data in the Trapeze system daily. The CCO is responsible for all CCO staff errors. The CCO shall use computer hardware and software provided by Pace to maintain a record-keeping system to identify and summarize the required data and detail of data as required by Pace. However, this does not relieve the CCO of the responsibility to provide data required by the contract for which capability does not exist using the supplied equipment and software. This includes data for McHenry County and Lake County, funding sources supporting the service provided, and the various providers employed in delivering service. The CCO is encouraged to maintain any additional records which the CCO requires and are not available through the Pace computer systems. Data reconciliation and data management requirements are as follow:

Daily, Weekly and Monthly Reconciliation – The CCO shall be responsible for reconciling all trip data daily. This includes but is not limited to- performance times, funding source correction, fare type corrections (pre and post service), no show verifications, provider cost, and any other data entry errors or occurrences. Daily, weekly and monthly reports including error reports are to be generated on a scheduled basis for access to provide timely reporting and service assessment. The

CCO shall collaborate with service providers for the timely submission of service data. The CCO shall collaborate with Pace designated staff to develop an acceptable reconciliation schedule.

Data Management – The CCO shall be responsible for maintaining current and accurate service information to assure the integrity of the data used for reporting and service assessment. The CCO is responsible for developing and maintaining manual procedures for the Call Center to continue to function and retain information as a failsafe in the event the operation of the computerized system is interrupted. The CCO shall develop and implement procedures for effective and proficient data management. The CCO shall collaborate with Pace designated staff in the development of reports and or tools to achieve this requirement.

7.5 COMMUNICATION AND LANGUAGE NEEDS

The CCO shall ensure that the communication and language needs of all callers are addressed. This applies to all non-English speaking recipients and is not limited to prevalent languages. The recipient cannot be charged for translator or interpreter services. Use of a TTY device/relay service shall be provided for those recipients who may require there use.

Written material must be available in Spanish and other non-English languages that the CCO or Pace may deem necessary.

Written material must also be available in alternative formats for recipients who are blind or visually impaired or have limited reading proficiency.

7.6 PASSENGER COMPLAINTS

The CCO shall be required to respond to Pace on all complaints received concerning the service provided. A summary of the procedure for handling complaints is as follows:

Complaint Calls – All passenger complaints received by the CCO shall be directed to Pace Passenger Services at (local number) 847 364-7223, (toll free number) 800-606-1282, option 2 or number designated by Pace. The CCO shall not respond directly to passengers with regard to service complaints. Passengers contacting the CCO with a complaint shall be advised by the CCO that the complaint shall, instead, be directed to Pace.

Verbal Response – Pace personnel will make an initial contact with the CCO to obtain a verbal response to the complaint.

Written Response – A copy of the complaint will be forwarded to the CCO for a written response to Pace. The response shall be made within three (3) business days of receipt of the complaint by the CCO. The written response shall be submitted using the Pace internet accessible CAF system, or any other Pace approved mechanism.

8. SERVICE ACTIVITY

The required staffing and actual support services provided via the Call Center is dependent upon demand for service for herein. Historical trip Call Center data and call volume data for the McHenry and Lake County services is provided as **Attachment Exhibit B1-C**.

The CCO is required to provide sufficient staffing levels to handle the historical volume of calls and trips to be processed through the Call Center for all components of service. In addition, the CCO shall be prepared to increase the staffing required to operate the Call Center as demand for service increases and exceeds the staffing provided at the start of the Contract.

9. START-UP AND IMPLEMENTATION

The CCO shall develop an implementation plan detailing the startup tasks and a timeline. The CCO shall coordinate with Pace to accomplish integrated tasks. The CCO shall be prepared for a readiness review conducted by Pace fifteen days (15) days prior to the go live date of service. The CCO's staff must be fully trained and prepared to demonstrate their proficiency of handling the required call center functions.

The CCO shall provide ACD logs daily to ensure appropriate staffing levels and productivity have been sufficiently calculated at startup.

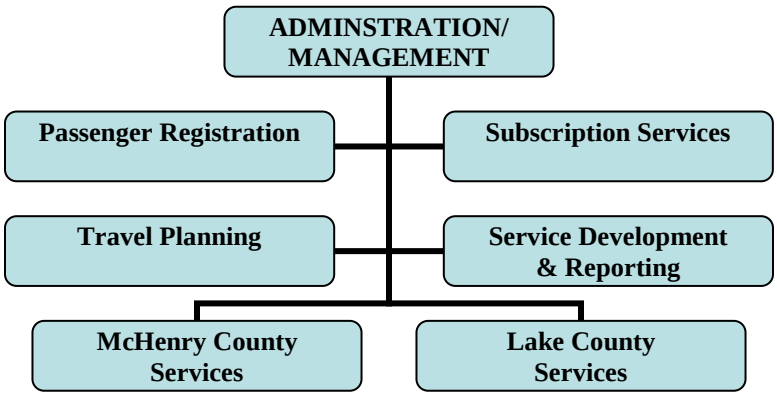
Pace may apply financial penalties if the CCO fails to pass the readiness review, or in the event that the CCO fails to meet the implementation date (See Liquidated Damages of this Exhibit B).

10. SERVICE DESIGN

The CCO is responsible for developing and implementing the Call Center structure needed to meet the requirements under this contract and meet the goals of the project. The Call Center staffing structure, facility layout, infrastructure, processes and procedures shall be submitted to Pace for approval prior to implementation.

The Call Center workstations are required to have all equipment and materials needed ready to process passenger request at the time the phones open for reservations. The reservation staff shall have the Trapeze screen open ready for use when call is picked up. The Call Center staff is required to use headsets for hands free call taking.

The following is a sample of Call Center structure:



11. PERSONNEL

The CCO shall, at a minimum, have the personnel described below assigned to this project, but shall always be required to employ sufficient, trained personnel to meet the terms and guidelines of this Contract. Prior to the effective date of the contract, the CCO shall submit to Pace in writing, the names of the individuals who will have the following responsibilities the CCO shall submit documentation of the ongoing training provided for employees during the previous month with each monthly billing for service. CCO must assure sufficient, trained staff as required by Pace.

11.1 ADMINISTRATIVE AND KEY OPERATING PERSONNEL

The key administrative and operating personnel proposed for this service must be the people who

will actually perform the duties. No substitution of personnel will be allowed without the prior written approval of Pace. Resumes must be submitted for the people proposed, and Pace may require interviews of the candidates.

11.2 DISPATCHING/SCHEDULING /RESERVATION PERSONNEL

During all service hours the CCO shall have sufficient staff on site and physically present in the call center to adequately carry out the duties of scheduling, dispatching, call taking, emergencies, and other duties as required by this Contract. This includes sufficient staff on site and physically present in the call center during all hours service is on the street who is sufficiently trained with regard to service under this Contract to provide accurate information to riders, verify scheduled trips, handle ride cancellations, handle service emergencies, and adequately dispatch the service on the street. The CCO shall notify Pace, in writing, prior to the start of the Contract, of the scheduled hours that each dispatcher, scheduler, and call taker will work. The CCO shall keep Pace informed throughout the term of the Contract of changes in these staff, indicating how adequate, trained coverage is being maintained.

The CCO is required to provide sufficient, adequately trained personnel who are capable of taking passenger reservations, scheduling, and dispatching rides during the all hours of operation.
During all other hours service is provided, the CCO is required to provide sufficient staff to handle on the road emergencies, dispatch and monitor service on the street, and take calls from riders wishing to cancel or inquire about previously scheduled rides. On the road emergencies or other service problems do not relieve the CCO from the requirement to maintain staff in the office. The CCO shall provide weekly schedules by staff position to Pace and or upon request.

The CCO may provide staff who are assigned duties in more than one area of responsibility as long as all Pace standards for this Contract are met, the dispatch office is always staffed by adequately trained staff, and all scheduling/dispatching/call taking tasks are handled in a timely, reasonable, and efficient manner, at peak, as well as non-peak, service and call-taking times.

On the price proposal pages, the CCO shall provide cost information for each staff position including but not limited to call taking/reservation, scheduling and dispatch staff. **Do not include any pricing information in your technical proposal.**

11.3 PROJECT MANAGER

The CCO shall assign a qualified Project Manager who will be responsible for all segments of the operation and will act as liaison with Pace. Standards for Project Managers are detailed on page 4-22 and 4-23 of the ***Pace Paratransit Manual for Private Providers Contracting Directly with Pace***. The Project Manager, or designee(s), will be available to respond to service related issues or emergencies, at any time during service hours.

The CCO will also provide Pace with the "on-call" schedule for the Project Manager and designees, as well as the phone numbers, pager numbers, and/or cellular phone numbers where they can be reached at any time after or before regular service hours.

11.4 TRAINING

It is the responsibility of the CCO to ensure that adequate personnel are assigned to the project to train employees, monitor the Call Center workforce, and respond to emergency situations in accordance with standards specified in the ***Pace Paratransit Manual for Private Providers Contracting Directly with Pace*** and as specified in the Safety Program contained in the CCO's proposal.

With the proposal submitted for this Contract, the CCO must submit a plan for training,

retraining, and regularly scheduled training for all personnel including scheduling and dispatching staff employed in providing service for this Contract.

12. REPORTING

The CCO shall be responsible for providing any and all data pertaining to the projects described in this Contract as requested by Pace. Data required by Pace in connection with this Contract may include, but not be limited to daily, weekly, monthly and quarterly status reports of service, trip denial information and reports, dispatching logs, sequencer reports, and other service related reports and forms. **Pace reserves the right to withhold payment to the CCO subject to receipt of all required reports, including responses to passenger complaints.**

The CCO shall use the computer hardware and software provided by Pace. In addition, the CCO is responsible for using Microsoft office Suite Programs (Excel, Word, Access and PowerPoint) to be provided at the CCOs expense. The CCO shall use the computerized programs to maintain a record-keeping system to generate accurate reports required by Pace. This includes reports detailed by Funding Source. The CCO is encouraged to maintain any additional records which the CCO requires and are not available through the Pace computer systems. The CCO is responsible for the development and implementation of a plan to meet the reporting requirement on a timely basis. The CCO shall collaborate with Pace staff in the development of required reports. The reporting requirement is fluid to allow for discontinuing and adding of reports necessary for meeting the project goal of providing mobility and access to consumers in an efficient and cost effective manner. The following is a description of the reports required.

12.1 DAILY REPORTS

The CCO shall generate daily reports to assess service performance. Some daily reports are to be provided periodically throughout the day of service for quality assurance purposes. The daily reports required include but is not limited to:

a) Total trips for each component and by service provider (periodically through the day of service)
b) On time performance with degree of lateness by service provider (periodically through the day of service)
c) Productivity reports (for previous day of service)
d) Sequencer reports (for previous day of service)
e) No Show/Late Cancellation/Cancel at the Door (for previous day of service)
f) Dwell time (for previous day of service)
g) Summary for McHenry and Lake Counties subtotaled by project (for previous day of service)

12.2 WEEKLY REPORTS

The weekly reports required are a summary of the daily reports. The No Show/Late Cancellation /Cancel at the Door report shall be provided by funding source.

12.3 MONTHLY REPORTS

Data to be collected on a daily basis for the monthly Pace summary include, but are not limited to, the following. Pace may require the CCO to collect and report some or all of the following data separately by component as required for reporting and billing purposes.

a) Number of one-way passenger trips and attendants by weekday service, and weekend service
b) Total weekday days of service
c) Total weekend days of service

d) Total fare amount and fare collected
e) Trip requests that are denied, with breakdowns by component
f) Documentation of service provider monitoring during the month and a summary of the results
g) Documentation of the ongoing employee training completed during the month, including the subject(s) covered and a summary of participation by employees.

All required monthly data will be provided by the CCO, along with a billing statement, which shall be delivered to Pace within five (5) days of the end of the month for which the billing is being submitted. Pace will work with the CCO to develop a monthly summary report prior to the start of the Contract which includes the desired information and data.

12.4 TRIP REQUEST DENIALS FORMS

The CCO is responsible for documenting all trip denial information in Trapeze. Trapeze tracker notes shall be entered at time of denial and Trapeze corresponding subtype and cancellation codes are to be entered as directed by Pace. Denial reports are to be. The CCO shall use the Trip Denial Form (See Attachment B-5) in the event the computerized system is not available. The CCO keep a separate log for each Component of all requests for service that cannot be accommodated. The CCO shall fill out all information required on the form for each ride request turned down. The CCO shall generate and provide a Trip Denial Report or the Trip Request Denial Form filled out, showing all rides turned down for the month, and submitted to Pace with the other materials, for the month.

12.5 EMPLOYEE INFORMATION

The CCO is required to furnish to Pace all employee information as outlined in the ***Pace Paratransit Manual for Private Providers Contracting Directly with Pace***. This information must be updated and verified in a timely manner as required by the Pace Paratransit Department.

The CCO shall follow all requirements of the ***Pace Paratransit Manual for Private Providers Contracting Directly with Pace*** regarding Personnel Standards.

12.6 NATIONAL TRANSIT DATABASE REPORTING REQUIREMENTS

The CCO shall submit National Transit Database Reports, Surveys, and other documents as required by the U.S. Federal Transit Administration to Pace or to FTA in accordance with guidelines and specifications developed by Pace and FTA requirements. A copy of the National Transit Database Survey form is contained in the ***Pace Paratransit Manual for Private Providers Contracting Directly with Pace.***

13. NMMCC STANDARDS AND PERFORMANCE MEASURES

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 should understand that the following represent the minimum standards and should strive to exceed the minimum standards.

Answering Calls Standard – The CCO is expected to provide the appropriate number of personnel having sufficient knowledge of the service area Pace ADA service area and guidelines so that scheduling of rides can occur at the time the reservation is taken, as required by Pace. All incoming telephone lines used for passenger reservations will be answered "Pace ADA Services", or as otherwise instructed by Pace.

Calls are required to be answered within three (3) rings. The following are call waiting standards:

a) At least 75% of calls are answered in 30 seconds or less; as peak time calling times
b) At least 95% of calls answered in 90 seconds or less; at peak calling times 120 seconds is the longest wait time allowed
c) The maximum allowable blocked call rate (i.e., busy signal received) shall be five percent (5%) or less on an average daily basis.
d) The maximum allowable abandonment rate (i.e., calls that are received, but placed on hold and the caller hangs up prior to reaching a live operator) shall be no more than five percent (5%) on an average daily basis.

Processing Trip Requests and Trip Status – The following are call processing standards:

a) Trip reservations are to be processed within sixty (60) to one hundred fifty (150) seconds per call. Processing time goal for trip request is an average of one hundred twenty (120) seconds or less per call daily.
b) Each call taker is required to process at minimum 20 trip requests per hour. Please note this is minimum requirement. The standard is 30 trip requests per hour.
c) Dispatch customer trip status calls are to be processed within sixty (60) to one hundred twenty (120) seconds. Process time goal for customer trip status calls is an average of ninety (90) seconds per call daily
d) Each dispatcher providing customer trip status is required to process at minimum 30 trip status inquires per hour. The standard is 40 trip status inquiries per hour..

Errors – Call Center trip booking errors shall not exceed 5% of total daily booked trips.

Transfer Wait Time –For each trip requiring a transfer between paratransit vehicles, the transfer wait time shall be defined as the time that the passenger waits at the transfer point before boarding the vehicle to which the passenger is to transfer. (Note: it is Pace's policy that passengers are never left unattended while waiting for a transfer.)

Requirement: The CCO shall schedule transfers, monitor completion of transfers, and communicate with the provider(s) involved to ensure that transfer wait times do not exceed 30 minutes.

Pace reserves the right to alter standards as need to achieve of the Central Call Center. Pace shall give the Contactor thirty (30) days' notice of standard changes.

14. LIQUIDATED DAMAGES

14.1 STARTUP AND IMPLEMENTATION

If the CCO fails to pass the readiness review, Pace may apply financial penalties. If the CCO fails to pass the readiness review, Pace may apply financial penalties against the monthly payment from Pace up to and including $**500.00** per day the call center is deemed "not ready" for operation.

In the event that the CCO fails to meet the implementation date, Pace reserves the right to apply financial penalties up to and including **$1000.00** per day until the CCO has successfully been found to meet readiness review.

14.2 CALL CENTER EQUIPMENT AND OPERATING REQUIREMENTS

If the CCO fails to comply with any of the aforementioned criteria set forth in this Contract for implementing and operating the Call Center, Pace may apply financial penalties against the monthly payment from Pace up to and including **$500.00** per incident for failure of the phone system including the voice recording and other required operating systems.

Each day for which there is no Pace-approved General Manager, Pace may assess liquidated damages of up to and including **$350** per day.

Each day on which any other key staff position is not filled by Pace-approved personnel, Pace may assess liquidated damages of up to and including **$200** per day.

To further ensure contract compliance is being met, the CCO will be required to submit in writing three (3) business days after receipt of penalty a "cure" letter detailing all necessary steps which were enacted by the CCO in order to address each documented discrepancy. In the event that a noted discrepancy has not been addressed by the CCO at the time of the following monthly payment, Pace may apply further financial penalties.

14.3 TRIP RESERVATION AND SERVICE DELIVERY ERRORS

The CCO shall be responsible for all Call Center errors. This includes but not limited to trip funding source errors, booking trips that are not eligible under the sponsor or funding source guidelines.

Answering Calls – For each hour of the day that hold times do not meet the standard, liquidated damages in the amount of **$100** may be assessed. Each hour of each day where the standard is not met is considered a unique violation for which the Contractor may be assessed liquidated damages.

Processing Trip Requests and Trip Status – For any monthly reporting period, failure to consistently adhere to call taking procedures in reservations or dispatch as described in the performance standards of this Contract and perform all required data entry accurately and completely as required by Pace may result in liquidated damages assessed in the amount of **$500** per month.

Ineligible Trip – Pace shall deduct the cost incurred for delivery of service in error from the CCO monthly remuneration.

Booking, Scheduling and Routing Errors – Pace shall deduct one percent (1%) of the CCOs remuneration for each percentage point over the five percent (5%) error ratio.

Liquidated Damages for Failure to Communicate Transfers – For each instance where the CCO fails to communicate with the SPs to accomplish a transfer as required in III. INTEGRATION AND COORDINATION OF SERVICE, 100% of the prevailing SP hourly rate, as determined by Pace, shall deducted from the CCO's remuneration.

Transfer Wait Time –For each instance where there is a transfer wait time of more than 30 minutes, or a transfer is not completed at all, due to poor scheduling, inaccurate communication, or lack of communication by the CCO contractor, an amount equal to twice the Contractor's net reimbursement per authorized client trip shall be deducted from the CCO's monthly remuneration.

14.4 REPORTING

The liquidated damages listed below may be imposed if the CCO exhibits a pattern of neglect with regard to submittal of the following reports and information as required by this Contract. It is not the intent of Pace to levy these liquidated damages for minor oversights on the part of the CCO or failure to meet Pace guidelines due to extenuating circumstances.

General Monthly Reporting – Pace may impose liquidated damages in the amount of $500 per month if the CCO exhibits a pattern of failure to comply with Pace's reporting requirements for this Contract by submitting reports after the due date or by submitting inaccurate reports or by submitting incomplete reports. The intent of this liquidated damage is to ensure that accurate, timely reporting occurs and to discourage regular late reporting, inaccurate reporting of information, or submittal of reports which are incomplete, all of which delay Pace's processing of CCO payments and prevent meeting Pace's own reporting requirements.

Responses to Complaints – Pace may impose liquidated damages in the amount of **$500.00 and or $50.00 per complaint (to be determined by Pace staff) per month** if the CCO fails to comply with Pace's guidelines concerning responses to complaints or the responses to complaints are incomplete or the information submitted is inaccurate. **Multiple liquidated damages may be assessed on a complaint until it comes into compliance with Pace requirements**. This liquidated damage will not be levied if, in the opinion of Pace, the CCO is making a good faith effort to respond in a timely manner and/or there are extenuating circumstances.

Accident Reporting – Pace may impose liquidated damages in the amount of $500.00 per month if the CCO exhibits a pattern of failure to comply with Pace guidelines on accident reporting and handling.

Denial Reporting – Pace may impose liquidated damages in the amount of $500.00 per month if the CCO exhibits a pattern of failure to record and report denials.

Scheduling/Dispatching/Reporting – For any monthly report period, failure to consistently adhere to Pace directed scheduling/dispatching/reporting procedures could result in liquidated damages assessed in the amount of $500.00 per month.

15. SERVICES TO BE MANAGED BY THE CCO

The CCO operating the NMMCC is responsible for implementing services as described in each Component herein and any additional or amended services for the duration of the Contract.

The following is an addition to the service description in ***Component IV. MCRide Project:***

MCRide Project Rider Registration:

All passengers shall be registered by the NMMCC upon request for transportation. A verbal verification from the passenger during the trip booking process that they qualify for service as a person with a disability or a senior citizen shall be accepted.

The McHenry County DOT shall be responsible for all passenger eligibility. Pace nor the CCO will not be responsible for false information provided by the passenger or the passenger's representative. The database information shall be limited to information captured during the trip booking process.

McHenry County Senior Express under the MCRide Project:

McHenry Township Senior Express Service Parameters:

McHenry Township shall provide services to eligible riders in accordance to the following service parameters:

Type of service provided: Door-To-Door demand response senior transportation service. Trip purpose includes but is not limited to shopping, doctor, appointments, and activities at the McHenry Township senior Center.
Service operated by: McHenry Township transportation services.
Service area: McHenry Township serving zip code areas – 60050, 60051, 60097, and 60072,
Service Days/Hours: Monday through Friday 8:00 A.M. to 3:00 P.M.
Trip reservation method: One day in advance
One way fare: $1.00
Rider eligibility: Seniors and people with disabilities residing in McHenry Township.

Holidays the service will not operate: New Years Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Eve, and New Years Eve.

NMMCC Responsibilities

a) The NMMCC shall register McHenry Township riders for paratransit services within three (3) to five (5) business days.
b) Pace shall take reservations, schedule and route trip requests for McHenry Township riders.
c) The NMMCC shall process trip requests in accordance to the McHenry Township paratransit service parameters.
d) The NMMCC shall provide communication of trip information to McHenry Township during operating hours in accordance to a mutually agreed upon schedule.

McHenry Township Responsibilities:

a) McHenry Township shall determine rider eligibility and submit registration form to the NMMCC to enter into data base.
b) McHenry Township shall provide performance information to Pace daily.
c) McHenry Township shall provide communication with the NMMCC regarding trip status and inquires.
d) McHenry Township shall be responsible for quality assurance compliance measures regarding paratransit services provided directly by McHenry Township. This includes customer complaints.
e) McHenry Township shall be responsible for all policy and procedures including but not limited to accidents and incidents in the direct delivery of paratransit services.
f) McHenry Township shall be responsible for all costs associated with the direct delivery of paratransit services.

Additional Pace Paratransit Services – During the term of the Contract, Pace may incorporate under the jurisdiction of the Call Center additional paratransit services operating within the Pace service area. The CCO is required to work with Pace to implement these additional services, as required, and should be prepared to expand the Call Center staff to accommodate these additional services.

B. COMPONENT II MCHENRY COUNTY ADA

1. Service Area - The Pace ADA Paratransit service area is within three-fourths (3/4) of a mile of Pace fixed bus routes and may include other areas as designated by Pace. Pace ADA Paratransit Service shall generally mirror the level of service provided by Pace fixed-route services. The service area may vary by day of week and time of day.

   Pace reserves the right to update the service areas periodically to reflect changes in fixed-route services. For all ADA Paratransit Service described in this component, service shall only be provided within the service areas and during the hours and days of operation designated by Pace. See Exhibit B2 (Maps 1 through 5)

   Unless otherwise directed by Pace, the Contractor will not provide direct service outside the 1.5 mile buffer zone on any one fixed route to any other fixed route 1.5 mile buffer zone. For example, a person wanting to go from Woodstock to Fox Lake would have to do so by transferring to another bus in McHenry. This bus in McHenry might be the regular fixed route bus or it might be another Complementary Paratransit vehicle.

ADA Complementary Paratransit trips will for the most part be provided by deviating the regular fixed route bus (**Component III**). It is the responsibility of the Contractor to monitor this service delivery carefully to insure that schedule adherence is maintained while at the same time performing the route deviated ADA trip. The Contractor will notify Pace when schedule compliance cannot be maintained while deviating the bus to perform ADA trips. The Contractor must be prepared to deploy a separate ADA Paratransit bus for ADA trips, but only if authorized by Pace. In deviating, the Contractor must document the reservation of each ADA eligible trip with all required information.

2. Hours of Service – The Contractor shall provide Demand Response Paratransit service within the McHenry County ADA Paratransit Service Areas described herein.

   In general, Demand Response ADA Paratransit Service will be available for persons eligible for ADA Paratransit service within ¾ of a mile on either side of existing Pace fixed route service as shown on the current ***Pace ADA Service Area*** maps contained in this Service Description as **Attachment B2 (Maps 1-5)** during the hours shown on those maps.

   For *all* ADA Paratransit Service described in this component, service shall only be provided within the shaded areas of the maps and shall not be provided between shaded areas not connected with each other.

   Any changes in the hours of service or service areas specified in the Service description shall have the prior approval of Pace. Pace may, at its option, extend or reduce the boundaries or service hours of any or all of the ADA Service Areas described in this Contract.

   Holidays are run as Sunday service days for the following holidays:

   New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

   Demand Response paratransit service for persons eligible for ADA Paratransit service shall be available during the specified hours and days referenced herein on the following maps and fixed route scheduled:

Route:	**McHenry Hours of Operation:**
McHenry Map -01 Route 550 Service Area	6:04am to 8:04pm
McHenry Map -02 Route 806 Service Area AM	5:55am to 8:47am
McHenry Map -02 Route 806 Service Area PM	3:10pm to 6:03pm
McHenry Map -03 Route 807 Service Area AM	5:20am to 8:33am
McHenry Map -03 Route 807 Service Area PM	2:15pm to 5:27pm
McHenry Map -04 Route 808 Service Area AM	6:25am to 9:02am
McHenry Map -04 Route 808 Service Area PM	2:05pm to 6:04pm

   The Contractor shall provide service across service boundaries with a reasonable distance as authorized by Pace.

3. Deployment of Vehicles - The Contractor shall deploy vehicles throughout the service area in the most efficient manner possible.

   ADA complementary paratransit service is delivered by deviating from the fixed route to make the pickup. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish a vehicle-to-vehicle transfer in an efficient and safe manner.

   The Contractor shall record each leg of the trip separately. The rider shall not be charged an

additional fare for a transfer. Under no circumstances shall a rider be required to transfer more than once within the service area.

4. Eligibility - Prior to using the ADA Service, an individual must be certified by the RTA and have an identification number issued by the RTA beginning with the letter "P" or possess an RTA ADA reduced paratransit fare permit with an identification number beginning with the letter "P". Pace will provide the Contractor with information on eligible riders through Pace provided scheduling and dispatch software. The Contractor shall not provide service to an individual who is not certified 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 methods and standards used for the certification of riders.

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

   The Contractor shall be assessed liquidated damages for unauthorized trips as per *VII. Liquidated Damages for Non-Compliance with Performance Standards; F. Unauthorized Service*. The Contractor shall only transport ADA eligible riders to ADA eligible locations during ADA eligible days and hours.

5. Personal Care Attendants and Companions - The Contractor shall allow one registered Personal Care Attendant (PCA) to accompany the ADA eligible customer if the client has been certified by the RTA to have a PCA. Contractors are not to collect a fare from PCAs as they are not considered companions. The PCA must have the same pick-up and drop-off locations as the eligible customer.

   Pace permits one companion to accompany the eligible customer. PCA-eligible customers may have a companion in addition to their PCA. Companions are required to pay the same cash fare as the eligible customer and must be picked-up and dropped-off at the same location as the customer. Additional companions may accompany the customer only if it is determined that available space is on the vehicle at the time of reservation. No guarantees can be made that more than one companion will be allowed to travel with the customer.

   Customers traveling with a PCA, a companion, or both must reserve space for them when calling to schedule their own ride.

   Pace reserves the right to change the definitions and policies regarding PCAs and Companions.

6. Fares - Each rider shall pay the one-way fare in effect at the time of the delivery of the ride. The Contractor shall be responsible for collecting the required fare from each rider. The Contractor shall accept tickets, transfers, or other fare mechanisms as approved by Pace. Drivers are required to properly issue transfers in accordance with Pace's transfer policies and fare structure. The Contractor shall require drivers to carry an accurate time piece while on duty. Pace reserves the right to change the fare during the course of the Contract. Pace will notify the Contractor as to the fare structure for each component of service, and any changes during the term of the Contract. Contractor shall follow the requirements contained in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)*** with regard to fares.

   2015 ADA One Way Fare - $3.00

7. Subscription Service – Subscription service is limited to currently approved subscription riders. The Contractor shall not provide new subscription service unless authorized by Pace.

8. Reservations and Scheduling – For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for same day service shall be accommodated, if the schedule allows. The NMMCC shall accept reservations for the McHenry County ADA Service during the following hours and on the following days:

Monday through Friday	6:00am to 6:00pm
Saturday/Sunday/ Holidays	8:00am to 5:00pm

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

9. Estimated Daily Service – This information is made available for an overview of service based on historical data. The Contractor is responsible for projecting service demand. See ***Exhibit B 1-A*** for historical daily service data. ADA paratransit service has historically been minimal [approximately five and a quarter (5.25) hours weekly].

C. COMPONENT III FIXED ROUTE SERVICE

1. Service Area - The Contractor shall provide scheduled fixed route service during peak periods (rush hour) between Crystal Lake and Fox Lake, McHenry and Woodstock, and Crystal Lake and Harvard, Fox Lake Metra Commuter route and daily service from the Village of Algonquin to the City of McHenry along Randall Road. Service shall be provided during the hours and days fixed-route service operates. This component of service will be open to the general public.

No variation may be made in these routes and schedules without the written approval of Pace. During the course of the contract, Pace may authorize fixed route service to additional areas in close proximity of the current fixed routes. **See each route turn by turn as part of Attachment B2 Maps 2 to 5.**

Route 809 Richmond – Fox Lake Metra Commuter Route

The Contractor shall operate rush hour service between the Village of Richmond and the Metra Milwaukee District-North Line Fox Lake Station. No flag stops. See maps of Fox Lake Station Route Detail, Richmond Route Detail, Richmond to Fox Lake Station route overview and turn by turn morning and evening instructions provided for Commuter Route 809.

2. Hours of Service – Current fixed routes include: 806, 807, 808, and 809. The Contractor shall adhere to the route turn by turn, map and schedules contained in Attachment B2 Maps 2 to 5 of Exhibit B. Service operates Monday through Friday. No service on Saturday, Sunday or holiday service.

Route:	**Hours of Operation:**
Map McHenry-02 Route 806 Service Area AM	5:55am to 8:47am
Map McHenry-02 Route 806 Service Area PM	3:10pm to 6:03pm
Map McHenry-03 Route 807 Service Area AM	5:20am to 8:33am
Map McHenry-03 Route 807 Service Area PM	2:15pm to 5:27pm
Map McHenry-04 Route 808 Service Area AM	6:25am to 9:02am
Map McHenry-04 Route 808 Service Area PM	2:05pm to 6:04pm
Map McHenry-05 Route 809 Service Area AM	5:33am to 8:18am
Map McHenry-05 Route 809 Service Area PM	4:40pm to7:26pm

Holidays are run as Sunday service days for the following holidays:

New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

3. Deployment of Vehicles – The Contractor shall deploy vehicles throughout the service area in the most efficient manner possible to meet each fixed route schedule. Routes 806, 807 and 808 deploy two (2) vehicles. Route 806 deploys one (1) vehicle traveling North bound and one (1) vehicle traveling South bound concurrently. Route 807and 808 each deploy one (1) vehicle traveling East bound and one (1) vehicles traveling Westbound concurrently. Route 809 deploys one (1) vehicle in the morning and one (1) vehicle in the evening.

   Note: Buses are interchanged between fixed route and paratransit services as practicality allows. ADA complementary paratransit service is delivered by deviating from the route to make the pickup.

   Pace shall provide accessible vehicles equipped with the Ventra Faring System. Additional vehicles may be added, pending demand, equipped with the Ventra Faring System if available.

4. Eligibility – The Fixed Route service is open to the general public.

5. Personal Care Attendants/Companions - For this component of service no passengers are designated as attendants. All passengers must pay the fare appropriate to their rider classification.

6. Fares - The one-way fare for the Fixed Routes will be as follows:

Full Fare	$1.75
*Reduced Fare	$0.85
Transfer	$0.25
*Reduced Transfer	$0.15
Children 7 and Under (Accompanied by a fare paying adult)	Free
**Ride Free Permit (Qualified Seniors and People w/Disabilities)	Free

   *Seniors and People with Disabilities must present a valid RTA Reduced Fare Card/Permit and live in the six-county RTA service area to pay the reduced fare.
   **Seniors and People with Disabilities must present a valid RTA Ride Free Fare Card/Permit and live in the six-county RTA service area to ride for free.

   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.

7. Subscription Service – The Contractor shall not provide subscription service unless previously authorized by Pace.

8. Reservations – Reservations are not required for the Fixed Route service.

9. Estimated Daily Service – The following are the average **estimated** daily revenue hours for each route. Pace must approve any hours in excess of the hours listed below:

Route 806	**Eleven point twenty two (11.22)**	Daily Revenue Hours
Route 807	**Eleven point eleven (11.11)**	Daily Revenue Hours
Route 808	**Thirteen point seventeen (13.17)**	Daily Revenue Hours
Route 809	**Three point three (3.3)**	Daily Revenue Hours

D. COMPONENT IV: MCRIDE PROJECT

The MCRide Project is a consortium of municipalities, townships, and non- profit organizations, in which McHenry County Department of Transportation (DOT) is the lead agency. The following is a list of current participating sponsors:

a) Dorr Township,
b) McHenry Township
(Service for McHenry Township Senior Services shall be operated by McHenry Township),
c) Nunda Township,
d) Grafton Township,
e) Marengo Township
f) Greenwood Township,
g) Riley Township
h) City of Crystal Lake
i) City of McHenry,
j) Village of Lakewood,
k) Village of Huntley,
l) City of Marengo,
m) City of Harvard,
n) Village of Johnsburg,
o) Village of Ringwood,
p) City of Woodstock and
q) Pace Suburban Bus

Participating Sponsors may be altered at the discretion of the McHenry County DOT.

1. Service Area - The Contractor shall provide curb-to-curb paratransit bus service for the MCRide Project as defined within McHenry County by:

a) The borders of Dorr Township, McHenry Township, Nunda Township, Grafton Township, Marengo Township, Riley Township and Greenwood Township.

and

b) The borders of the City of Crystal Lake, the City of McHenry, Village of Lakewood, Village of Huntley, City of Marengo, City of Harvard, Village of Johnsburg, Village of Ringwood, and the City of Woodstock.

Service includes inter-community transportation to and from the service boundaries designated above. In addition, service from the designated areas to:

a) Valley Hi Nursing Home
b) Fox Lake Metra station
c) McHenry Co. Division of Transportation
d) IL 31 & Virginia Road Park & Ride

Service between the MCRide Service area and the designated areas is not included. Service shall be provided directly to these four (4) locations.

The Contractor shall coordinate transfers with adjacent Pace funded services and other public transportation services within and adjacent to the areas, whenever feasible, and shall honor Pace transfers, passes, and tickets, as directed by Pace.

2. Hours of Service – The Contractor shall provide service under this Component as follows:

   Monday through Friday- 6:00 a.m. to 7:00 p.m.;
   Saturday- 9:00 a.m. to 5:00 p.m.

   Service will not operate on the day of observation for the following holidays:

   New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, and Christmas Day.

   The MCRide service hours do not apply to McHenry Township Senior Services. The service hours for McHenry Township shall be at the discretion of McHenry Township.

3. Deployment of Vehicles – The Contractor shall deploy vehicles throughout the service area in the most efficient manner possible. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish vehicle to vehicle transfer in an efficient and safe manner.

4. Eligibility – Service may be provided under this Component only to riders who have been determined eligible for service by a sponsoring funding entity participating in MCRide Project. The client database shall be maintained for MCRide by the NMMCC.

   The General Public is eligible within the incorporated boundaries of the borders of the City of Crystal Lake, the City of McHenry, Village of Lakewood, Village of Huntley, City of Harvard, Village of Johnsburg, Village of Ringwood, City of Marengo and the City of Woodstock and travel between the designated Cities and Villages. General public are also eligible throughout Riley and Marengo Townships.

   Seniors and People with Disabilities are eligible riders in the City of Marengo, McHenry Township, Greenwood Township, Dorr Township, Marengo Township, Nunda Township, and Grafton Township.

   Seniors are defined as individuals sixty (60) years and older.
   Disabled persons are self defined as eligible for service.

5. 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 NMMCC will provide the fare amount to collect at the time of the trip when communicating trip information to the Contractor. Pace reserves the right to change the fare during the course of the Contract.

   The current MCRide Project fare structure is as follows: Mileage based fare up to 5 miles shall be:

General Public	$2.00
Senior	$1.00
Disabled	$1.00
Transfers	$0.25 from Pace fixed route service

   Transfers shall not be issued from demand response service

Miles in addition to the 5 miles shall be charged 25 cents for each additional mile. Standard rounding rules apply.

Companions: Companions pay full fare and are limited to vehicle capacity.

Up to two (2) children under the age of 7 may ride free with fare-paying passenger.

The fare structure for the MCRide Project may be changed at the discretion of the McHenry DOT .

6. Subscription Service – Subscription services shall be provided as authorized by the participating agencies and directed by Pace.

7. Reservations and Scheduling – Reservation Hours:

Monday to Friday	5:30am to 6:00pm - for services Monday through Friday
Saturday	8:30am to 4:00pm – for Saturday service only

MCRide Project – Trips provided by Contractor

Reservations for MCRide shall be taken one (1) hour before the requested trip or up to one (1) day in advance of the requested trip. Elderly and disabled passengers may make reservations seven (7) days in advance.

Call Center services for McHenry Township Senior Express are part of the MCRide Project. McHenry Township Senior Express trips are provided by McHenry Township Senior Services. The Contractor shall provide services in McHenry Township only for services beyond the McHenry Township Senior Express services.

8. Personal Care Attendants/Companions - All eligible passengers receiving service under this component shall be allowed one Personal Care Attendant. The Contractor shall not provide an attendant for riders

Where vehicle capacity permits, the Contractor may carry more than one Companion. Up to two (2) children under the age of 7 may ride free with fare-paying passenger.

Attendants and Companions must be picked up and dropped off at the same location as the passenger.

9. Estimated Daily Service – This information is made available for an overview of service based on historical data. The Contractor is responsible for projecting service demand. See ***Exhibit B 1-A*** for historical daily service data. The MCRide Project historically averages approximately eight hundred and twenty two (822) hours weekly.

E. COMPONENT V: CRYSTAL LAKE – SPRINGHILL MALL SERVICE

1. Service Area - The Contractor shall provide curb-to-curb paratransit bus service. The Contractor shall operate one vehicle making two round trips between Crystal Lake and Spring Hill Mall in the morning, and two round trips between Crystal Lake and Spring Hill Mall in the afternoon. The service area for this service is the City of Crystal Lake, the Village of Algonquin, that portion of the Village of Lake-in-the-Hills that is east of Frank Rd. and Spring Hill Mall.

The following is a schedule showing approximate times that the bus is in the following communities:

AM Service Time Points:

8:30 a.m.	Crystal Lake
8:45 a.m.	Lake-in-the-Hills
9:00 a.m.	Algonquin
9:15 a.m.	Spring Hill Mall
9:30 a.m.	Algonquin
9:45 a.m.	Lake-in-the-Hills
10:00 a.m.	Crystal Lake
10:15 a.m.	Lake-in-the-Hills
10:30 a.m.	Algonquin
11:00 a.m.	Spring Hill Mall
11:15 a.m.	Algonquin
11:30 a.m.	Lake-in-the-Hills
11:45 a.m.	Crystal Lake

PM Service Time Points:

1:00 p.m.	Crystal Lake
1:15 p.m.	Lake-in-the-Hills
1:30 p.m.	Algonquin
2:00 p.m.	Spring Hill Mall
2:15 p.m.	Algonquin
2:30 p.m.	Lake-in-the-Hills
3:00 p.m.	Crystal Lake
3:15 p.m.	Lake-in-the-Hills
3:30 p.m.	Algonquin
4:00 p.m.	Spring Hill Mall
4:15 p.m.	Algonquin
4:30 p.m.	Lake-in-the-Hills
4:45 p.m.	Crystal Lake

The Contractor shall coordinate transfers with adjacent Pace funded services and other public transportation services within and adjacent to the areas, whenever feasible, and shall honor Pace transfers, passes, and tickets, as directed by Pace.

2. Hours of Service – The Contractor shall provide service under this Component as follows:

   Monday through Friday- 8:30am to 4:45pm

   Service will not operate on the following holidays:

   New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

3. Deployment of Vehicles – The Contractor shall deploy one (1) vehicle throughout the service area in the most efficient manner possible. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish vehicle to vehicle transfer in an efficient and safe manner.

4. Eligibility – This Component of service is open to the general public.

5. Personal Care Attendants/Companions - No passengers are designated as attendants/companions. All passengers must pay the fare appropriate to their rider classification.

6. Fares – The current one-way fare for this Component is as follows:

Full Fare	$2.00
*Reduced Fare	$1.00
Children 7 and Under (Accompanied by a fare paying adult)	Free

*Seniors and People with Disabilities must present a valid RTA Reduced Fare Card/Permit and live in the six-county RTA service area to pay the reduced fare.

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. The Contractor will be responsible for collecting the required fare from each passenger.

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.

7. Subscription Service – Subscription services shall not be provided unless previously authorized by Pace.

8. Reservations–For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for same day service shall be accommodated, if the schedule allows. The NMMCC shall accept reservations during the following hours and on the following days:

Monday through Friday 6:00 a.m. to 6:00 p.m.
For services Monday through Friday

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

9. Estimated Daily Hours: The following are the average **estimated** daily revenue hours for each route. Pace must approve any hours in excess of the hours listed below:

Eight and one quarter (8.25) Daily Revenue Hours

F. COMPONENT VI: SOUTHEAST MCHENRY DIAL-A-RIDE SERVICE

1. Service Area – The Contractor shall operate curb-to-curb dial-a-ride service within and between the City of Crystal Lake and the surrounding area including the communities of Algonquin, Lake-in-the-Hills, Cary, Fox River Grove, Oakwood Hills, Island Lake, and the Burtons's Bridge and Lake Griswold area. During the course of the contract, Pace may authorize dial-a-ride service in additional areas in close proximity to the City of Crystal Lake.

2. Hours of Service – The hours of operation for the Southeast McHenry Dial-a-Ride are as follows:

Monday – Friday 6:30am. – 6:00pm

Service will not operate on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

3. Deployment of Vehicles – The Contractor shall deploy one (1) vehicle throughout the service area in the most efficient manner possible. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish vehicle to vehicle transfer in an efficient and safe manner.

4. Eligibility – The Southeast McHenry Dial-A-Ride is open to the general public.

5. Personal Care Attendants/Companions – For this component of service no passengers are designated as attendants/companions. All passengers must pay the fare appropriate to their rider classification.

6. Fares: – The current one-way fare this Component be as follows:

Full Fare	$2.00
*Reduced Fare	$1.00
Children 7 and Under (Accompanied by a fare paying adult)	Free

*Seniors and People with Disabilities must present a valid RTA Reduced Fare Card/Permit and live in the six-county RTA service area to pay the reduced fare.

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. The Contractor will be responsible for collecting the required fare from each passenger.

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.

7. Subscription Service – The Contractor shall not provide subscription service unless previously authorized by Pace.

8. Reservations – For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for same day service shall be accommodated, if the schedule allows. The Contractor shall accept reservations during the following hours and on the following days:

Monday through Friday 6:00 a.m. to 6:00 p.m.
For services Monday through Friday

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

9. Estimated Daily Service The following are the average estimated daily revenue hours for this Component. Pace must approve any hours in excess of the hours listed below:

Eleven and a half (**11.5)** Daily Revenue Hours

G. COMPONENT VII: BARRINGTON AREA DIAL-A-RIDE SERVICE

1. Service Area – The Contractor shall operate curb-to-curb dial-a-ride service within and between the Village of Barrington, Barrington Township, Cuba Township, that portion of the Village of Deer Park lying south of Long Grove Road, west of Deerpath, north of County Line Road, and east of Ela Road, and that portion of unincorporated Palatine Township lying south of County Line Road/Main Street, west of the Deer Grove Forest Preserve, north of Deer Grove Forest Preserve and Thunderbird Golf Club and east of the Village of Barrington, Illinois Retina Services located in the Willow Ponds Professional Center of Lake Zurich and to and from selected shopping areas of Lake Zurich. Service will also operate in the portion of Lake Barrington that extends into Wauconda Township. Service will also be provided to the area surrounded by Route22, Route 14, and Kelsey Road, including the north side of Route 22. Additional service outside of the service area may be provided as mutually agreed upon by Pace and the Municipality. During the course of the contract, Pace may authorize dial-a-ride service in additional areas in close proximity to the Barrington area.

2. Hours of Service – The hours of operation for the Barrington Dial-a-Ride are as follows:

   Monday – Friday 9:00am. – 4:00pm

   Service will not operate on the following holidays:

   New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

3. Deployment of Vehicles – The Contractor shall deploy one (1) vehicle throughout the service area in the most efficient manner possible. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish vehicle to vehicle transfer in an efficient and safe manner.

4. Eligibility – The Barrington Dial-A-Ride is open to persons age sixty (60) and over and persons with a disability.

5. Personal Care Attendants/Companions – All eligible passengers receiving service under this component shall be allowed one Personal Care Attendant. . The Contractor shall not provide an attendant for riders.

   Up to two (2) children under the age of 7 may ride free with fare-paying passenger.

   Personal Care Attendants and Companions must be picked up and dropped off at the same location as the passenger.

6. Fares: – The current one-way fare this Component be as follows:

   Full Fare $2.00

   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.

7. Subscription Service – The Contractor shall not provide subscription service unless previously authorized by Pace.

8. Reservations – For this component of service, reservations for service shall be made one day in advance of the day service is required. Requests for same day service shall be accommodated, if the schedule allows.

   Reservations may be scheduled for medical appointments up to seven days (7) in advance.

   The Contractor shall accept reservations during the following hours and on the following days:

   Monday through Friday 7:00 a.m. to 6:00 p.m.
   For services Monday through Friday

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

9. Estimated Daily Service The following are the average estimated daily revenue hours for this Component. Pace must approve any hours in excess of the hours listed below:

   Seven (7) Daily Revenue Hours

H. COMPONENT VIII: PIONEER CENTER OF MCHENRY SUBSCRIPTION SERVICE

1. Service Area – The Contractor shall operate curb-to-curb subscription service within McHenry County.

2. Hours of Service – The hours of operation for the Pioneer Center Subscription Service are as follows:

   Monday – Friday approximately: 6:30am to 9:15am and 2:00pm – 5:00pm

   Service will not operate on the following holidays:

   New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas break. If the above holidays fall on a Saturday or Sunday, Pace will determine which day, if any, will be observed as the holiday.

3. Deployment of Vehicles – The Contractor shall deploy vehicles throughout the service area in the most efficient manner possible. When transfers are required, the Contractor shall ensure that they communicate with the connecting Contractor to accomplish vehicle to vehicle transfer in an efficient and safe manner. This Component operates a mix of paratransit vehicles and thirty foot (30ft) buses.

4. Eligibility – The Pioneer Center of McHenry County will be responsible for determining eligibility.

5. Personal Care Attendants/Companions – For this component of service no passengers are designated as attendants. All passengers must be registered for the service.

6. Fares – The one-way fare for the Pioneer Center of McHenry County will be determined by the Pioneer Center.

7. Subscription Service – All trips for the Pioneer Center of McHenry County are classified as subscription trips.

8. Reservations – The NMMCC shall work with the Pioneer Center of McHenry County and individuals using the service to setup a permanent time of pickup and drop-off. The Contractor shall accept trip cancellations during the following hours and on the following days:

   Monday – Friday 6:00am. to 5:00pm.

   At its option, Pace may change the process of accepting trips for the Pioneer Center of McHenry County service.

9. Estimated Daily Service The following are the average estimated daily revenue hours for this Component. Pace must approve any hours in excess of the hours listed below:

   Twenty five to thirty (25 to 30) Daily Revenue Hours

I. COMPONENT IX: RTA Certification Transportation:

The Contractor shall provide origin to destination paratransit service under this Component for transportation to ADA Paratransit certification interview sites.

1. Service Area – Service shall be provided throughout McHenry County to the authorized RTA certification site or as designated by Pace.

2. Hours of Service – The Contractor shall provide service to and from designated interview sites for appointments scheduled during ADA service hours. Currently, interviews occur Monday through Friday. It is anticipated that interview sites may establish weekend hours in the future. In that event, Contractors shall extend service to include weekend service hours as required by Pace.

3. Deployment of Vehicles – The Contractor shall deploy vehicles throughout the service area in the most efficient manner possible. Riders may share transportation with ADA certified riders. However, riders traveling under this component of service are not subject to transfers.

4. Eligibility – Pace is notified by the RTA when clients are eligible for transportation to certification interviews. Contractors shall provide transportation service only to those RTA customers referred to the Contractor by Pace. Except as otherwise noted in this section, riders traveling to and from RTA certification locations are subject to the same rules and entitled to the same privileges as ADA certified riders.

5. Personal Care Attendants and Companions – The Contractor shall accommodate each client to travel with up to two (2) accompanying persons. Additional accompanying persons shall be accommodated if space permits.

6. Fares – The Contractor shall not collect any fares from RTA clients or their companions.

7. Subscription Service – The Contractor shall not provide subscription service under this component.

8. Reservations – Pace will book trips for RTA certification riders to be transported to evaluation appointments during regular business hours. Pace will book the appointment time for arrival at the interview site. The Contractor shall schedule a pick-up time in the origin section of the trip booking screen that shall allow the rider to meet the required arrival time. For the return trip Pace will book the pick-up time. Contractors shall have trips scheduled by **11:00pm** the same day Pace books the trip into the Pace provided scheduling and dispatch system. Requests for same day service shall be accommodated if the schedule will allow it.

9. Estimated Daily Service - This information is made available for an overview of service based on historical data. The Contractor is responsible for projecting service demand. See ***Exhibit B-1A*** for historical daily service data.

J. COMPONENT X: ADDITIONAL SERVICE TO MEETINGS AND HEARINGS:

Periodically during the term of the Contract, Pace may require the Contractor to provide transportation service to and from meetings and public hearings, 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 will inform the Contractor of the meeting schedule prior to each meeting, hearing or other event for which transportation will be required under this component.

III. INTEGRATION AND COORDINATION OF SERVICE

Integration of Service - The Contractor shall make every attempt to integrate service provided for demand response (non fixed routes services). The Contractor shall make every effort to increase service efficiency and capacity through such integration of services.

Wherever possible, within the guidelines of this Contract, the NMMCC shall schedule trip requests for the eligible component of service which will provide service in the most efficient, least expensive method, taking into account the cost to the rider.

The NMMCC is responsible for the distribution of trips, for all service components, to the appropriate and cost effective service provider for service delivery in compliance with all Pace guidelines and FTA ADA regulations. Various service providers including taxi providers may be utilized by the NMMCC for service delivery to eligible passengers.

Coordination of Service - The Contractor shall coordinate service with Pace and other public transportation services where available. The service dispatcher shall be knowledgeable of other public transportation services available in the service area covered by this Contract.

The Contractor shall coordinate all transfer trips required for trips originating within the contracted service area. This includes but is not limited to communication with the connecting Contractor to accomplish the transfer in an efficient and safe manner. The Contractor shall document communication of transfers as required by Pace. If the Contractor will be late to pick-up or drop-off a client for a vehicle-to-vehicle transfer and does not try to contact connecting provider or contract manager, liquidated damages may be imposed.

For efficient transfer to Pace and other public transportation services, Pace may designate transfer points. In the absence of designated transfer points, all transfers shall be made at points which give the safety and convenience of the rider a high priority.

It will be the responsibility of the passenger traveling into other service areas to contact the respective service providers to arrange a transfer between McHenry County and other service areas. However, the NMMCC will assist passengers, when required, in coordinating such transfers. This may include contact with other Contractors to facilitate the transfer.

IV. VEHICLES

All Pace owned vehicles shall be used to provide service under this Contract. Pace shall assign wheelchair accessible vehicles under this Contract for peak times and for back-up. **Attachment B4** lists vehicles currently assigned to provide Pace McHenry County services. Pace will make every attempt to assign a vehicle fleet which is comparable in mileage and age of vehicles to the fleet contained in this attachment. Pace vehicles shall be stored at and pull out from a location within the McHenry service area.

The Contractor shall use all vehicles assigned for this Contract interchangeably, as needed, in the most efficient manner possible to satisfy the demand for all services covered by this Contract. The Contractor shall oversee vehicle usage to ensure all vehicles are rotated into service regularly. In reference to Pace vehicles, 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)***. Pace vehicles shall be used exclusively for Pace service.

V. THE CONTRACTOR AND THE NORTH MOBILITY MANAGEMENT CALL CENTER (NMMCC) COORDINATED RESPONSIBILITIES

Pace has implemented the North Mobility Call Center (NMMCC). The functions listed herein describe the responsibilities of the Contractor and the NMMCC.

The responsibilities of the Contractor in McHenry County, as part of this contact, described in this Section V. are assumed by the NMMCC. The Contractor responsibilities for Lake County services are the responsibility of the Contractor(s) providing service in Lake County.

Reservations and other Mobility Management functions will be provided by the NMMCC. **The Contractor** is required to coordinate functions and responsibilities. **The Contractor** shall communicate and cooperate with the NMMCC to achieve efficient service delivery to Pace passengers.

The **NMMCC** shall answer all rider calls. The **NMMCC** shall be responsible for reservations and scheduling in accordance with the procedures set forth in the ***Reservations*** section of each component. The **NMMCC** shall be responsible for facilitating and monitoring of services. This includes providing daily status reports to Pace staff on service provider performance. The **NMMCC** shall assist the Contractor in providing paratransit service to passengers within Pace policy and guidelines.

The **NMMCC** shall ensure that dispatch functions are always staffed by adequately trained personnel and all scheduling, dispatching, and service delivery tasks are handled in a manner that meets or exceeds the terms of the Contract during all service hours.

The **NMMCC** shall have sufficient staff on site and physically present on site to adequately carry out all duties during both standard operating circumstances and in the event of an emergency. The **NMMCC** shall notify Pace, in writing, prior to the start of the Contract, of the scheduled hours that each dispatcher and scheduler will work. The **NMMCC** shall provide schedules to Pace, in order of staff position, indicating level and adequacy of training coverage being maintained. These staffing reports shall be submitted weekly or upon request. The **NMMCC** shall keep Pace informed throughout the term of the Contract of changes in staff.

Natural disasters, power or other equipment failures, on the road emergencies or other service problems do not relieve the Contractor from the requirement to maintain sufficient staff in the office to meet the Contract terms.

The **NMMCC** shall comply with Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," 42 U.S.C. § 2000d, and with the provisions of U.S. Department of Transportation (DOT) Notice, "DOT Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries," 70 Fed. Reg. 74087, December 14, 2005.

A. **Window Dispatching –** The **Contractor** shall direct the movement of vehicles through a dispatch center where in-service vehicles are based and pull-outs and pull-ins can be monitored in person. On-the-road vehicles are to be directed from the dispatch center where real-time adjustments to vehicle assignment and runs can be made on-the-fly in response to weather conditions, vehicle breakdowns, traffic conditions, or any other circumstances that might impact schedule performance.

The **Contractor** shall assign drivers their runs, vehicles, keys and all other tools and documents required to perform their duties. Drivers shall be checked for Pace in-service status, valid drivers license, proper D.O.T. identification, uniform and that their appearance meets Pace dress standards before being given their keys.

B. **Dispatching –** The **Contractor** shall be responsible for the communication of trip information to designated transportation vehicles and monitoring for proper service delivery. This also includes passenger assisting the NMMCC with trip status, modifications or cancellations. The **Contractor** is responsible for dispatching and managing the service on the street in real time. Passenger calls for assistance with trip status, modification or cancellations shall be the responsibility of the NMMCC.

C. **Trip Status** – **The Contractor** shall provide the **NMMCC** an estimated time of arrival (ETA) and or status or information on trips as requested by the riders.

D. **Facilitation and Monitoring** – The **NMMCC** shall be responsible for the comprehensive facilitation and management of rider trips. Facilitation includes dispatching, monitoring, and oversight for compliance with Pace guidelines, coordinating transfers for seamless service when transfers are part of the rider itinerary, and assisting riders to accomplish eligible travel plans as requested.

E. **Reservation and Scheduling –** The **NMMCC** shall be responsible for reservations and scheduling in accordance with the procedures set forth in the ***Reservations*** section of each component.

The **NMMCC** shall inform the rider of the negotiated pick-up time. The **NMMCC** shall not change the rider's negotiated pick-up time without contacting and negotiating a new time with the rider. **The Contractor** shall not change the rider's negotiated pick-up time. Any changes to a rider's itinerary shall be communicated through the NMMCC. If the rider does not agree to the new pick-up time the change cannot be made. Notification of the amended pick-up time shall be documented, recording the time of the call and identifying the NMMCC staff member that contacted the rider. Pace reserves the right to modify these procedures.

The **NMMCC** shall record the information listed below for each trip request. Please note that riders may request a pick-up time or a drop-off time, but not both.

1. Name of rider
2. Name of person requesting trip for rider (if other than rider)
3. Component of service/funding source
4. Caller's ADA Paratransit ID Number, when appropriate

5. Trip origin address
6. Trip destination address
7. Desired pick-up time (if requested by client)
8. Desired drop-off time/appointment time (if requested by client)
9. Telephone number where caller can be reached at the trip origin and destination
10. If the rider chooses to receive an IVR call-back, a call-back phone number for the rider
11. Number of riders for trip requested (PCA, companion(s), children etc.)
12. Mobility device(s) (including those needed for companions and/or PCAs)
13. Space type(s) (including those needed for companions and/or PCAs)
14. Other required information for trip booking as instructed by Pace
15. Trip purpose (for information only) as specified by Pace for each component

The **NMMCC** shall inform the rider of the negotiated pick-up time. The NMMCC shall not change the rider's negotiated pick-up time without contacting and negotiating a new time with the rider. **The Contractor** shall not change the rider's negotiated pick-up time. Any changes to a rider's itinerary shall be communicated through the NMMCC. If the rider does not agree to the new pick-up time the change cannot be made. Notification of the amended pick-up time shall be documented, recording the time of the call and identifying the NMMCC staff member that contacted the rider. Pace reserves the right to modify these procedures.

F. **Deviation from Scheduled Pick-Up Time** – On the day of service, **the Contractor** shall contact the NMMCC if a deviation of more than twenty (20) minutes from the scheduled pick-up time will occur. **The Contractor** shall notify the NMMCC of the delay and the estimated pick-up time. The NMMCC shall document that the call was made recording the time of the call and identifying the NMMCC's staff that contacted the passenger.

G. **Reservations for Transfer Trips** - Reservation information for each leg of a trip request requiring a transfer shall be taken by the NMMCC for the Contractor where the trip originates and for the Contractor within the NMMCC service area.

The NMMCC shall communicate with **the Contractor** to coordinate service between connecting service providers to accomplish transfers in an efficient and safe manner. **The Contractor** shall coordinate all transfers required for trips originating within the contracted service area. This includes but is not limited to communication with the connecting Contractor to accomplish the transfer in an efficient and safe manner.

H. **Same Day Requests** – The **NMMCC** is responsible for same day requests or reservation changes in accordance with Pace policies and procedures. Reservation changes by the NMMCC must be approved by the passenger. Changes that are not confirmed by the passenger are not considered eligible trip changes. If the same day trip request can be accommodated and is a modification of a previously booked trip, the original trip shall be cancelled and the new trip booked.

The **Contractor** shall allow same day trip requests only when the schedule allows changes to be made. For a same-day trip request to be accommodated, the request shall be made by the rider with enough notice that the NMMCC can book the trip without any interruptions or negative impacts on service.

I. **Scheduling** – The **NMMCC** will be responsible for scheduling initial trip requests for all of the specific services provided under the Components of this Contract according to guidelines established for each service component and Pace guidelines. The Pace provided scheduling and dispatching software shall be used as the tool for scheduling trip requests. It shall be the

responsibility of NMMCC to ensure appropriate scheduling is achieved taking into account travel time, geographic area, traffic patterns, appointment times, requested pick-up times, requested travel plan and other factors that may affect the timely delivery of service.

If there is a failure of the scheduling and dispatch system at the NMMCC the **Contractor** shall schedule and dispatch using manual processes. In case of a failure of the scheduling and dispatch system, the Contractor and the NMMCC shall communicate via phone, two-way radio or by other means.

Trips are scheduled and confirmed with the rider at the time of the reservation request by the NMMCC. **The Contractor** is responsible for optimizing their run structure post scheduling. This includes using the tools in the routing and scheduling software to identify slack time and or gaps in service and adjust runs accordingly.

J. **The Contractor Scheduling/Routing** – The **Contractor** shall provide sufficient, adequately trained personnel who are capable of scheduling optimization and dispatching during hours of operation described and at all times service is on the street. Scheduling optimization includes batching, reducing deadhead and slack time, and all processes for fine tuning runs to maximize productivity and on-time performance. The **Contractor** shall have sufficient staff on site and physically present in dispatch to adequately carry out these duties during both standard operating circumstances and in case of emergencies.

K. **No-Shows / Cancel at the Door** – The **Contractor** shall document the attempt to contact the passenger and request an authorization for a no show or cancel at the door. The **Contractor** shall record the time of the call, the customer phone number called, who was contacted to confirm the passenger was canceling trip, the NMMCC facilitator authorizing the no show/cancel at the door, and that the vehicle was at the correct location. This may be via Automatic Vehicle Locator (AVL). The **Contractor** shall contact the **NMMCC** to authorize the no show or cancel at the door. The **NMMCC** is responsible for determining the cancellation code and authorizing no shows and cancels at the door.

L. **Cancellations** – The **NMMCC** is responsible for recording all rider cancellations.
Any scheduled ride cancelled by the rider at least two (2) hours prior to the scheduled pick-up time. Rides which are cancelled by the NMMCC for any reason shall be recorded. For the purposes of this Contract, cancellations shall be classified as follows:

1. ***Late Cancellations:*** Any scheduled ride that is cancelled by the rider less than two (2) hours prior to the scheduled pickup.
2. ***Advance Cancellations:*** Any Scheduled ride that was cancelled the day before the pickup
3. ***Same Day Cancellations:*** Any ride that was cancelled on the same day that the trip was scheduled two (2) or more hours prior to the scheduled pickup time.

M. **Trip Denials** – The **NMMCC** is responsible for trip denials in accordance with Pace policies and procedures. All trip denials shall be recorded by the NMMCC according to Pace guidelines in effect and submitted to Pace on a form supplied by Pace**.** A separate "Trip Denial" list shall be maintained for each service component. The information required shall include, but not be limited to, trip request date, time request call was received, rider's name, requested trip date, trip origin, trip destination, requested pick-up time, requested return pick-up time, alternate times offered to the rider by the NMMCC, reason for the trip denial, and other information relevant to the trip request. The **NMMCC** shall record all trip denials of any type using the Pace provided scheduling software. **If a capacity denial violation occurs, the NMMCC shall notify Pace within one business day.**

Trip Denials shall be defined as follows:

1. ***Eligibility Denial:*** Any ride request which cannot be accommodated within the guidelines of this Contract. This includes the following:
    a. The rider is not eligible for the service under any of the components of this Contract
    b. The request is outside the service area of the Contract
    c. The requested trip time is outside of service hours for the relevant component
    d. The trip is not an eligible trip

2. ***Adversarial Denial:*** A trip offered by the NMMCC that is within one useable hour of the trip request which is declined by the rider.

3. ***Capacity Denial:*** The rider requests a trip which the Contractor declines to book and the Contractor does not offer a new time to the client within one useable hour.

Capacity denials are not allowed within a usable hour of the trip request. Capacity denials violate the FTA ADA regulations. Capacity denials shall be reported to Pace by the Contractor within one (1) working day. For more information, reference the FTA website at www.fta.dot.gov. **The Contractor** and the NMMCC shall accommodate trip requests as required by the FTA ADA regulations. Pace may provide assistance in extenuating circumstances should the Contractor be unable to fulfill this requirement.

N. **Service Capacity** - The **Contractor** shall be responsible for maintaining the capacity that is necessary to meet the daily service demand. The Contractor shall provide guaranteed services for trips submitted by the NMMCC.

O. **Service Performance** - The **Contractor** is responsible for monitoring their service performance. This includes evaluating their performance measures (e.g. productivity, dwell time and on time performance) perpetually during the day of service. In addition, the **Contractor** is responsible for evaluating potential outcomes prior to the day of service and reviewing final outcome of performance measures post day of service. The **Contractor** is responsible for making adjustments to the runs or addressing operating issues as they occur to achieve the performance measure goals and adhere to the Pace Contract requirements.

P. **Data Reconciliation** - The **Contractor** shall reconcile trip information in the Pace provided scheduling and dispatching software for each run provided, on a daily basis as described in *Section VI. Standards/Requirements Paragraph J. Trip Data Reconciliation*.

VI. TRIP DELIVERY PROCEDURE

1. Pick-Up of Rider - When the vehicle arrives at a pick-up location, the driver shall sound the horn to inform the rider of the vehicle's arrival and record the vehicle's arrival time. The pick-up window is 10 minutes before or fifteen (15) minutes after the scheduled pick-up time. The driver is required to wait five (5) minutes past the scheduled pick-up time or five (5) minutes past the vehicle time of arrival, whichever is later, for the rider to board the vehicle. When the rider boards, the driver shall communicate with the dispatcher, indicating that the pick-up has been made. The driver shall then record the items listed below:

a. Actual arrival and departure time
b. Actual fare or fare media collected from the rider
c. Whether a transfer was issued
d. Other information as may be required by Pace

2. No-shows - If the rider does not appear at the arrival of the vehicle, the driver shall request instructions from the dispatcher. Dispatchers shall make every attempt to contact the rider to notify him/her that the vehicle has arrived for the scheduled pick-up. The dispatcher may direct the driver to continue to the next scheduled pick-up, providing all the conditions listed below are met:

   a. Every possible attempt has been made to notify the rider that the vehicle is waiting
   b. The vehicle has waited no less than five (5) minutes after the scheduled pick-up time or arrival time of the vehicle, whichever is later
   c. The schedule does not permit additional waiting time for the vehicle
   d. The dispatcher shall document the attempt to contact the rider and document who they made contact with, the time of the call, and the dispatchers name. If the Contractor is not successful in making contact they shall record other details such as answering machine messages heard to verify the attempt.

3. Recording No Shows - For the purposes of this Contract a no-show will be recorded, when all of the following conditions occur:

   a. The rider has a scheduled paratransit trip
   b. The driver arrives at the scheduled pick-up point no later than fifteen (15) minutes after the scheduled pick-up time
   c. The driver waits at least five (5) full minutes beyond the scheduled pick-up time or five (5) full minutes beyond the time the vehicle arrives, whichever is later, and the rider fails to approach the vehicle. When scheduling a trip, visually impaired riders can request to be notified when the vehicle approaches.

4. Recording Missed Trips Not Transported - For the purposes of this Contract a missed trip not transported will be recorded, when all of the following conditions occur:

   a. The rider has a scheduled paratransit trip
   b. The driver arrives at the scheduled pick-up point more than fifteen (15) minutes after the scheduled pick-up time
   c. The driver waits at least five (5) full minutes beyond the time the vehicle arrives and the rider fails to approach the vehicle. When scheduling a trip, visually impaired riders can request to be notified when the vehicle approaches
   d. Record the trip as a “Missed Trip not Transported” in the system

5. Drop-offs - Upon arrival at the destination, the driver shall communicate with the dispatcher that the drop-off has been made. The driver shall then record the following:

   a. Actual drop-off time
   b. Other information as required by Pace

6. Cancellations - Any scheduled ride cancelled by the rider at least two (2) hours prior to the scheduled pick-up time. Rides which are cancelled by the Contractor for any reason shall be recorded. For the purposes of this Contract cancellations shall be classified as follows:

   a. Cancel at Door: Any scheduled ride that is cancelled at the pickup location by the rider or

guardian of the rider, after the vehicle arrives on location

b. Site Closure Cancel: Any scheduled ride that was cancelled due to emergency circumstances or closure at the pickup location

7. Trip Changes Through Dispatch Center - Destination changes are not permitted while on board the vehicle or at the time of pick-up unless authorized by the dispatcher. The passenger is to contact the NMMCC to request a change to in destination. When warranted by the dispatcher a destination change to a scheduled trip may be accommodated. The dispatcher shall contact the NMMC to request a change in destination. The NMMCC must authorize any change to a scheduled trip in accordance with Pace policy and procedures. Drivers are not permitted to make any unscheduled changes to a trip.

   Riders requesting to exit a vehicle at a safe location prior to reaching their destination may be allowed to exit before completing their trip if the requested stop does not require any deviation from the scheduled route and the driver receives approval from dispatch. Vehicles may not deviate their routing to accommodate requests to alight prior to the scheduled destination.

VII. STANDARDS/REQUIREMENTS

A. Rider Travel Time - While the dispatcher shall attempt to schedule a series of pick-ups so as to load the vehicle to the highest capacity and operate at the highest possible productivity, the dispatcher shall also attempt to minimize a rider's ride time to ensure that it is not excessive.

Standard: Rider travel time shall be comparable to or less than the travel time for the same trip on fixed-route buses, including wait time, walk time and all bus transfers associated with the trip. The Contractor shall use the ***RTA Trip Planner*** at www.goroo.com to determine if their travel times are equal to or less than the fixed-route travel time. This standard shall not apply when verifiable circumstances exist beyond the Contractor's control, such as inclement weather, unusually heavy traffic, etc.

***Requirement*:** Contractor shall comply with FTA requirements regarding rider travel time. For trips provided where the rider travel time exceeds comparable travel time for fixed-route service, the Contractor shall provide a written explanation for the additional travel time, upon Pace request.

B. On-Time Performance for Pick-up

***Definition*:** Picking up a rider on-time shall be defined as making the pick-up within fifteen (15) minutes after the scheduled time.

***Requirement*:** The Contractor shall be expected to achieve on-time performance equaling or exceeding 95% of the pick-ups within fifteen (15) minutes of the scheduled time. On-time performance shall be determined based on calculations using data collected through Pace supplied scheduling software and submitted by the Contractor. On-time performance is calculated by dividing the number of client trips that are on-time by the total number of trips provided. Personal Care Attendants and Companions are not included in on-time performance calculations.

C. <u>On-Time Performance for Appointment Time</u>

***Definition*:** Dropping off a rider on-time for their appointment shall be defined as dropping the rider off at their destination on or before the recorded appointment time.

***Requirement*:** The Contractor shall be expected to achieve on-time performance equaling or exceeding 90% of the drop-off appointment times. On-time performance shall be determined based on data submitted through Pace owned software described in Section *VI. Standards/Requirements M. Computerized Scheduling and Dispatch System*.

D. <u>Trip</u>

***Definition*:** A trip shall be defined as transporting an authorized Pace rider from scheduled origin to destination. Travel from the origin to a destination is one trip.

***Requirement*:** A trip occurs when the Contractor picks up and drops off an authorized client at their scheduled origin and destination. A non-eligible rider transported with other passengers such as PCAs and companions do not count towards performed trips. For example, when a Pace eligible rider is transported from origin to destination with a companion this will be counted as a single trip.

E. <u>Missed Trip</u>

***Definition*:** A missed trip shall be defined as follows:

1. A scheduled trip for which the Contractor does not make the pick-up for any reason other than rider cancellation or rider no-show. Unless a cancellation is first requested by the rider, rides cancelled by the Contractor shall be considered a missed trip.

OR

2. A scheduled trip for which the pick-up is made more than sixty (60) minutes late from the scheduled pick up time.

OR

3. A scheduled trip for which the Contractor arrives at the pick up location beyond the fifteen (15) minute window and does not pick up rider. This would be a missed trip not transported.

Requirement*:** The Contractor shall report to Pace each missed trip by submitting a ***Provider Missed Trip Report generated through the Pace provided scheduling and dispatching software (example provided at the end of ***Exhibit B as B5***), describing all details of the missed trip, including an explanation for the missed trip, the date and time of the missed trip, the rider whose pick-up was missed, the origin and destination of the missed trip, and the communication with the rider, shall be recorded in the Pace provided scheduling software. The Contractor shall submit such report via email as soon as possible, but no later than twelve (12) hours after each occurrence.

F. Call Taking

Standard: The Call Taking standards are required of the NMMC. See Component I.

Requirement: See Component I.

G. Productivity

***Definition*:** Productivity shall be calculated by dividing the number of one-way trips provided for eligible riders for each Component listed below by the number of revenue hours provided for each Component.

The Contractor shall have sixty (60) days from the start of the Contract to meet this efficiency standard. At Pace's option the efficiency standard may be reduced based on service levels provided.

***Standard*:** The Contractor shall provide service which equals or exceeds:
1.0 trips per revenue hour for **Component II**
4.5 trips per revenue hour for **Component IV**
3.5 trips per revenue hour for **Component V**
3.0 trips per revenue hour for **Component VI**
2.0 trips per revenue hour for **Component VII**

The Contractor shall provide pre and post productivity to Pace daily.

H. Unauthorized Service

***Definition*:** Unauthorized Service to Ineligible Riders - Service provided to an ineligible rider is defined as a trip provided to a rider who is not eligible for the component of service under which his or her ride is provided.

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.

***Standard*:** The Contractor shall not provide unauthorized service. The Contractor shall not be reimbursed for service provided to unauthorized riders, or to unauthorized locations.

Prior Pace Authorization - Periodically during the term of the Contract Pace may require the Contractor to provide service to riders who are not considered eligible under the components of this Contract. The Contractor shall not provide service to such persons without prior approval from Pace.

I. Vehicle Maintenance

Standard: The Contractor shall provide their own maintenance facility and maintenance staff. The Contractor shall perform preventive maintenance inspections and general routine repairs in-house. Pace recognizes that it may be necessary for the Contractor to use outside vendors to perform some maintenance functions such as engine, transmission, or differential replacements.

Requirement: The Contractor shall follow Pace guidelines and schedules for all vehicle maintenance as outlined in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A).*** The Contractor shall ensure that all vehicles providing services under this Contract meet or exceed the Federal Motor Vehicle Safety Standards, are equipped with properly functioning seat belts available for all riders transported, have working heating and air conditioning, are clean, and are safe and in proper operating condition.

Pace reserves the right to remove any vehicle from Pace service at any time.

J. <u>Trip Data Reconciliation</u>

Standard: The Contractor shall reconcile trip information in the Pace provided scheduling and dispatching software for each run provided, on a daily basis. The Contractor is responsible for capturing all data required by Pace. When data cannot be entered in real-time through the MDTs or the Pace provided scheduling and dispatch software due to equipment or other failure, the Contractor shall have processes to manually record all data. The Contractor shall enter data required into the scheduling and dispatch software. The Contractor's monthly reimbursement may be withheld until such time as information on incomplete logs is resolved to Pace's satisfaction. Reconciliation shall include:

a. Driver's name
b. Date
c. Vehicle number
d. Time the driver leaves the terminal
e. Time of arrival at all pick-up locations
f. Time of each departure from all pick-up locations
g. Time of arrival for all drop-offs
h. Time of departure after all drop-offs
i. Time of arrival back at the terminal
j. Odometer reading leaving the terminal
k. Odometer reading at first pick-up
l. Odometer reading at the driver's last drop-off
m. Odometer reading on arrival at the terminal
n. Other information as required by Pace

Requirement: Trip data reconciliation shall be complete and accurate and submitted on-time daily.

Pace will assist the Contractor in developing procedures and forms or, if the Contractor already has procedures and forms in place that will provide the desired information, Pace may accept those procedures and forms. This information may be produced using Pace's scheduling and dispatch computerized system, however the Contractor is responsible for providing this information. Manual procedures are required to maintain information and services as a failsafe in the event the operation of the computerized system is interrupted.

K. Personnel

Standard: The Contractor shall, at a minimum, employ sufficient, trained personnel to meet the terms and guidelines of this Contract. Prior to the effective date of the Contract, the Contractor shall submit to Pace in writing, the names of the individuals who will have management, supervision, safety, and training responsibilities. The key administrative and operating personnel proposed for this service shall be the people who will actually perform the duties associated with their respective positions. No substitution of personnel shall be allowed without prior written approval from Pace. Resumes shall be submitted for the people proposed, and Pace may require interviews of the candidates.

The Contractor may choose to subcontract the provision of some portion of service delivery to a subcontractor. If so, the Contractor shall comply with all provisions of *Section X. PROVISIONS FOR SUBCONTRACTING*. In addition, the Contractor shall submit to Pace in writing, the names of the individuals employed by all subcontractors who will have management, supervision, safety, and training responsibilities. The key subcontractor administrative and/or operating personnel proposed for this service must be the people who will actually perform the duties associated with their respective positions. No substitution of personnel shall be allowed without prior written approval from Pace. Resumes shall be submitted for the people proposed, and Pace may require interviews of the subcontractors' and/or their key employees.

Requirement: Provide sufficient staff to meet Contract requirements and ensure that they are sufficiently trained to perform their duties. In addition, The Contractor shall:

1. Submit documentation of the ongoing training provided for Contractor and or subcontractor employees during the previous month with each monthly billing for service.
2. Receive approval for all key Contractor and or subcontractor personnel before they are put in Pace service.
3. Submit a staffing plan monthly to show how each required position is being filled.
4. Shall comply with all requirements as described in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)***.
5. The Contractor shall not subcontract the direct operations of the call center functions of the service. The call center staff in Pace services shall be employed by the Contractor.

L. Telephone Systems and Peripheral Equipment and Services

Telephones - The Contractor shall maintain adequate phone equipment capacity and staffing to insure an efficient and expedient response time to the NMMCC and for outgoing calls to passengers when required.

The phone system shall accommodate a specified line to expedite access for the purpose of communicating with the NMMCC for canceling trips, obtaining estimated time of arrival (ETA) calls or other coordination functions via a single phone system. The phone system must have the capabilities to expand as service demand dictates and as Pace requires for service design.

In addition, the Contractor must maintain two way voice communication via direct connect services

with the NMMCC. Direct connect communication must be adequate to meet the service demand.

The Contractor shall also maintain separate administrative phone lines for conducting business calls and other calls not related to passenger services. This number(s) need not be toll free.

The Contractor may be required to assign phone numbers to Pace or its Agent.

Hearing and Speech Impaired Callers– The Contractor shall contact the NMMCC to communicate with hearing and or speech impaired passengers.

Voice Logging/Call Recording System - The Contractor shall be responsible for providing Pace with voice telephone recordings from the Contractor's telephone system. The system shall record telephone conversations for both dispatchers and call takers. It is not Pace's intent to monitor or record Contractor administrative telephone lines or conversations. To avoid recording CCO calls related to conducting company business, the Contractor must separate the handling of administrative and passenger calls by installing a separate phone system or structuring the installed phone system to separate these calls. If the Contractor installs any phone equipment which is intended to handle both passenger calls via the toll free number and company business calls, Pace shall require the CCO to permit recording of calls handled by this equipment regardless of call purpose.

The purpose of the system is to provide a tool by which Pace and the Contractor shall monitor the quality of service provided by reservation and dispatch staff, as well as to provide documentation for complaint and conflict resolution. The Contractor shall insure the recordings are secure with controlled electronic access and are digitally archives for a minimum of three (3) months. The Contractor shall maintain sufficient trained personnel to listen to and review calls as required by Pace. Pace shall be provided a secure electronic access to the stored files. The Contractor will train their personnel on the use of the system and shall provide Pace with similar training on access to necessary voice files. The Contractor shall monitor and maintain the system and report to Pace any problems that arise. The Contractor shall notify Pace to report any change to the Contractor's telephone system including relocation of phones.

M. Computerized Scheduling and Dispatch System and Mobile Communication

Pace services are networked through the region. The Trapeze software is employed to manage transportation services. This includes the use of Trapeze compatible mobile data computers/terminals (MDC).

1. Trapeze PASS Computerized Scheduling and Dispatch System

The Contractor should be aware that the Trapeze system should not be considered a replacement for Contractor's scheduler, or Contractor knowledge of the service guidelines, service areas, and riders. While Pace staff shall endeavor to create and maintain whatever features are necessary to operate the service, the Contractor will remain responsible for the day to day knowledge of the service area to assist riders whenever needed and/or whenever the automated system cannot supply the necessary information. All Contractor personnel whose responsibilities include the functions of scheduling and/or dispatching of service under this Contract, as well as the management of Contractor staff performing these functions, shall be required to have sufficient knowledge of service guidelines and Trapeze/MDT software use to perform their assigned functions and schedule/dispatch trips in the absence of regular staff assigned to these duties.

The Contractor shall provide all training of the Contractor's personnel in the use of the system. The Contractor to maintain sufficient trained personnel to operate the system once installed. Additionally,

the Contractor shall have at least one person on-site who will serve as the system supervisor, with the ability to train and support other Contractor personnel in the use of the system.

The hardware and software assigned to this project for the scheduling and dispatching of vehicles under this Contract is the property of Pace or Trapeze Software Group, Inc., who has granted the usage of this product through proper contractual arrangement. Contractor shall use this hardware and software only for the scheduling and dispatch of service under this Contract. All terms and conditions regarding the Contractor's responsibility for Pace-issued equipment as stated in Exhibit D shall apply to the equipment issued to the Contractor for the scheduling and dispatching system. Pace will pay for the maintenance and upkeep of the hardware and software.

The Contractor shall have the capability to manually schedule and dispatch trips, and collect service data, in the event of a failure of the Pace provided computer system.

2. Mobile Communication Required for Service Implementation

The Contractor shall install, at the Contractor's expense, Trapeze Ranger4 MDC hardware and software in Pace-owned vehicles assigned to the Contractor to provide service under this Contract. Contractor MDC equipment must be compatible to communicate with, and operate within the Pace Trapeze and MDC network in operation at the start of the Contract. The MDC software, hardware, and data communication shall successfully interface with the current version of Pace's Trapeze software.

Specifically, the MDC equipment supplied by the Contractor shall be:

The Trapeze Ranger4 All-In-One unit or the newest version of the Trapeze Ranger which is compatible with existing Pace system hardware and software. Each Ranger 4 shall include the following:

a. Magnetic swipe card reader, compatible with readers already installed on Ranger MDC equipment within the Pace system for use with Trapeze and Trapeze MDC's;
b. The Ranger Mobility software license and the most recent version of the Ranger Mobility software application required to operate the Ranger4 that will run in the Pace environment;
c. Navigation software which permits drivers to utilize Trapeze geocoded addresses for on the road navigation assistance;
d. GPS Odometer option or other odometer connection to the vehicle which provides accurate calculation of miles traveled by the vehicle in which the Ranger is installed;
e. XGate software license and the required XGate software installed;
f. XMM software license and the most recent version of any XMM software required installed on the Ranger;
g. Wireless modem which communicates with the Verizon Wireless network.
(Note: Pace uses Verizon Wireless for communication between the Ranger and the Trapeze System. Ranger communication via Verizon Wireless service is a requirement for this Contract.)

The Contractor shall have an arrangement with Trapeze or a third party for ongoing service of the Ranger hardware after the Trapeze supplied new unit warranty period. This service arrangement shall provide reasonable turnaround on units submitted for repair by the Contractor. The Contractor is responsible for maintaining a sufficient number of Ranger 4 units to permit continuous MDC service in all vehicles on the street, regardless of the number of units that are off-site for repair.

The Contractor shall maintain a paid annual software maintenance contract with Trapeze which provides ongoing software support for all Rangers under this Contract.

The Contractor shall be responsible for the following:

1. Installation of the required wiring, cabling and antenna (if need not installed by Pace) to operate the Ranger in Pace-owned vehicles.).

2. Maintenance of the vehicle wiring, cabling, and antenna, if failure of the wiring, cabling, or antenna occurs. The Contractor shall be responsible for payment for the repair of damage to any wiring, cabling, or antenna caused by Contractor personnel. Pace shall determine whether the required repairs are due to failure of the installation or damage by Contractor personnel.

Pace shall be responsible for the following:

1. Pace shall be responsible for providing Verizon static IP addresses to cover all Rangers which will be operating in daily service and all spare vehicles assigned to the Contractor. IP addresses required for future expansion of the fleet size over the term of the Contract will be provided by Pace when additional MDC's are placed in service.

2. Pace's responsibility extends to initial setup and configuration of the block of Verizon IP addresses assigned to the Contractor by Verizon. Pace will accomplish the initial setup and configuration of the Rangers with Verizon and in the Pace system, and will ensure that sufficient, configured IP's are available prior to the start and throughout the term of the Contract.

3. Pace may Install the required wiring, cabling and antenna (if needed) to operate the Ranger in Pace-owned vehicles.).

4. Pace is responsible for maintenance of a central server system that interfaces with the Trapeze Ranger equipment.

5. Pace is responsible for the Trapeze PASS MON licenses sufficient to cover the number of Ranger 4 MDC's required to operate service under the Contract.

6. Pace is responsible for the communication between the Pace servers and the Verizon Wireless system.

7. Pace is responsible for all central system Trapeze components not specifically covered under this Contract.

All Contractor personnel whose responsibilities include the functions of scheduling and/or dispatching of service under this Contract, as well as the management of Contractor staff performing these functions, shall be required to have sufficient knowledge of service guidelines and Trapeze/MDT software use to perform their assigned functions and schedule/dispatch trips in the absence of regular staff assigned to these duties.

N. **<u>Video Surveillance System</u>** - Pace will require the Contractor to purchase and install surveillance cameras, computer equipment, and software in vehicles used in Pace service. A comprehensive on-board surveillance system is required with off-board data collection and maintenance for managing incidents and operations. The system shall include, but not be limited to, the following features:

1. Cameras with video resolution required for event investigation
2. Continuous, and/or manual, or event camera activation
3. Camera system data, including date/time, location, speed, door status, alarm sensor, event sensor information, etc.

4. Off-board data management
5. Industry standard encryption for evidence audit and anti-tamper protection
6. Maintenance and status reporting of the system and cameras

O. Minimum Driver Standards

All drivers in Pace service shall have a Commercial Drivers License (CDL) class C with (P) endorsement. The Contractor shall follow all driver standards outlined in Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A).

P. Driver Training

The Contractor shall provide Pace with evidence that all drivers have completed the training program offered by the Contractor as proposed in the Contractor's Proposal. Prior to being placed on the road for service under this Contract, all drivers shall demonstrate sufficient knowledge of the area in which they will drive to prevent service delays due to getting lost. This training should be documented on the Driver Training Checklist found in Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A). The Contractor will receive information regarding the Pace program.

Prior to being placed on the road for service under this Contract, all drivers shall demonstrate sufficient knowledge of the area in which they will drive to prevent service delays due to getting lost. Drivers shall also be trained in the use of MDTs and demonstrate the ability to use them before being put into service by the Contractor. For each driver regularly assigned to any component of service, the Contractor shall be able to document to Pace, upon request, that the driver possesses sufficient geographical knowledge of the area, service guidelines, and the ability to use on-board MDTs.

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.

R. Rider Complaints - The Contractor shall respond to Pace on all complaints. A summary of the procedures for handling complaints follows:

1. Customers that wish to file a complaint shall be referred to Pace Passenger Services at (local number) 847-364-7223 or (toll free number) (800) 606-1282, option #2
2. The Contractor shall not respond to passenger service complaints. However, the Contractor shall address real- time service issues for passengers.
3. The Contractor shall provide a complaint response within three (3) business days after receiving a complaint from Pace. An extension beyond three (3) business days are at the discretion of Pace's Quality Assurance Manager.
4. Pace may require immediate responses for complaints that are serious in nature

S. Vehicle Dispatching - It shall be the responsibility of the dispatcher to know the location of each vehicle in service at all times. The Contractor shall receive data reported by drivers via MDTs. The Contractor is responsible for receiving and recording all data required in *Section VI. STANDARDS/REQUIREMENTS J. Trip Data Reconciliation*. Data shall be recorded by the Contractor in real-time as it is reported to dispatch from the drivers via MDTs. In addition, the driver shall notify the dispatcher of any situation which will make him arrive at a pick-up or drop-off point after the scheduled time, breaks, lunches, break-downs, accidents or any situation out of the ordinary. If there is a failure in MDT communication, the Contractor shall receive all required data from the drivers via two way voice communication.

T. <u>On-the-Road Service Monitoring</u> - The Contractor shall perform random on the road monitoring of drivers. Observations of drivers shall include both on-board monitoring and physical observation, unknown to the driver. Observations are to determine compliance with Contract guidelines, proper procedures, and that safe driving principles are being followed. Observations shall include but not be limited to:

1. On-time performance for rider pick-ups and appointments as defined in this Contract
2. Knowledge of the geographical area and street system. This includes the ability to minimize rider travel time by using the most direct route to the specified destination.
3. Rider assistance when appropriate
4. Completeness and accuracy of required driver record keeping, including use of MDT's if installed
5. Personal appearance of the driver
6. Appearance of the interior of the vehicle with respect to bus equipment maintenance and cleanliness
7. Use of wheelchair securement devices and rider restraints
8. Driver compliance with Pace procedures
9. Following defensive and safe driving principles

The Contractor shall provide road supervisors for special events and other meetings or hearings as required by Pace to ensure rider pick-ups and drop-offs are provided in a safe and efficient manner. Special events requiring Contractor supervisors and the number of supervisors required for events will be determined by Pace. Special event pick-up and drop-off locations shall be coordinated by Pace with other municipal authorities as required.

The Contractor shall submit a plan for on the road monitoring with the proposal for this Contract and be able to demonstrate the plan is being followed. If during the term of this Contract the plan is changed, a new plan shall be submitted to Pace for approval. Documentation of on-the-road service monitoring shall be submitted with the Contractors monthly billing to Pace.

U. <u>Emergency Procedures</u> - In addition to those outlined in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)*** the Contractor shall provide Pace with a written outline of the company's emergency procedures prior to the start of the contract. Procedures provided to Pace by the Contractor shall include detailed processes for each action in case of natural disasters, strike, power failures or telephone failures, and other unanticipated disruptions of service that may be beyond the Contractors control. The Contractor is responsible for implementing and maintaining an alternate power source (e.g. generator) in the event of a power outage. The written Emergency Procedure shall name specific personnel responsible for emergency actions and for implementing these procedures during service operation. A copy of the emergency procedures shall be posted in the Contractor's dispatch and driver areas.

V. <u>Vehicle Storage and Maintenance Facility</u> – The Contractor shall provide Pace with a detailed plan for storage, maintenance, and window dispatching of vehicles. Any change to the storage, maintenance and window dispatching of vehicles shall be submitted to Pace for review.

W. <u>Uniforms</u> - Drivers shall display a neat and clean appearance at all times and be attired in a Pace ***approved*** uniform. Uniform colors and type shall be approved by Pace prior to use in Pace service. The Contractor shall provide drivers with an armband containing the company name and driver number. Pace will provide driver numbers. This armband shall be visible on drivers at all times. The armband is required on the exterior of any outer garment for easy identification at all times. No denim slacks, collarless shirt, gym shoes, sandals or toeless shoes are allowed at any time. Shirts shall be tucked in at all times except for maternity shirts, squared at the bottom, and worn by pregnant drivers.

X. <u>Fuel Provision Policy</u> – As part of this Contract, Pace will provide fuel to the Contractor for Pace services. The following provisions apply:

1. Pace agrees to supply the fuel for the Components listed in this ***Exhibit B.*** Fuel will be provided either by fuel cards provided by Pace to be used at designated facilities in the region or by fueling on site at the Contractor facility. Fueling on site is preferred and will be taken into consideration.

2. If the Contractor is fueling on site, they shall have a minimum two 2,500 gallon fuel tank at their facility. The tank shall meet requirements of the local municipal code. All fuel supplied by Pace will be delivered in loads of 5,000 gallons at no cost to the Contractor.

3. In accordance with this policy, Contractor shall supply miles per gallon data per vehicle on a monthly basis or as determined by Pace.

4. Contractor shall comply with all Federal, State, and local environmental laws, rules and regulations regarding the use, storage, and dispensing of diesel fuel. In the event of any kind of a leak or spill as a result of a defective fuel tank used for storing diesel fuel for this service, or as a result of any other action by the Contractor, the Contractor shall be responsible for the clean-up and removal of all contaminated soil in compliance with all applicable laws, rules and regulations.

5. Contractor agrees to follow Pace Fuel Delivery Acceptance procedures.

6. Contractor shall indemnify and hold Pace harmless for all actions, claims, or costs arising out of the use of the fuel by the Contractor or the violation by the Contractor of any applicable laws, rules or regulations.

7. Contractor understands that the fuel provided by Pace pursuant to this policy is exempt from the Illinois Motor Fuel Tax, so long as the fuel is used in public transportation service.

VIII. LIQUIDATED DAMAGES FOR NON-COMPLIANCE WITH PERFORMANCE STANDARDS

Pace requires the Contractor to meet or exceed the Performance Standards specified in this Contract.

Pace may waive liquidated damages for Contractor failure to meet the contract service standards and requirements if Pace determines extenuating circumstances beyond the control of the Contractor exist and Pace determined the Contractor made a good faith effort to meet the contract service standards and requirements. Pace may consider waiving liquidated damages in full or in part for each required standard, for which a liquidated damage is assessed, on a case-by-case basis.

The following liquidated damages shall apply for non-compliance:

A. <u>Productivity Liquidated Damages</u> - The following liquidated damages shall be applied to each component of service individually based on the Productivity Standards specified in *VI. Standards/Requirements* section above:

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.

B. <u>Liquidated Damages for On-Time Performance</u>

1. **Liquidated Damages for Late Pick-ups -**
For each pick-up which does not meet the 95% standard for on-time performance, 40% of the value of one service hour will be deducted from the Contractor's monthly reimbursement.

2. **Liquidated Damages for Late Appointment Times** – For each Appointment Time which does not meet the **90%** standard for on-time performance, 40% of the value of one service hour will be deducted from the Contractor's monthly reimbursement.

C. <u>Liquidated Damages for Missed Trips</u> - For each missed trip, the value of two (2) service hours or twice the trip rate shall be deducted from the Contractor's monthly reimbursement. For any missed trip not reported as required in *Section VI. STANDARDS/REQUIREMENTS. E. Missed Trips*, the value of four (4) service hours or four (4) times the trip rate shall be deducted from the Contractor's monthly reimbursement. This liquidated damage does not apply to the Missed Trip definition under number 3 defined as follows:

A scheduled trip for which the Contractor arrives at the pick up location beyond the fifteen (15) minute window and does not pick up rider. This would be missed trip not transported. However the standard shall be maintained.

D. <u>Liquidated Damages for Failure to Communicate Transfers</u> – For each instance where the Contractor fails to communicate with the connecting Contractor to accomplish a transfer as required in *III. INTEGRATION AND COORDINATION OF SERVICE*, 100% of the value of one service hour will be deducted from the Contractor's monthly remuneration.

E. <u>Liquidated Damages for Long Hold Times</u> – This liquidated damage is assessed to the CCO. See detail for Component I. Liquidated damages are waived for the service provider (The Contractor).

F. <u>Unauthorized Service</u> – The hours billed as a result of providing the trip will be deducted from the Contractor's monthly remuneration.

Or

If the specific hours required to provide the trip cannot be identified, liquidated damages of two-times (2X) the hourly rate will be assessed for each unauthorized trip performed.

G. <u>Coordinated Dispatch Procedures</u> – For any monthly reporting period, failure to consistently adhere to dispatch procedures as listed in *V. The Contractor and the North Mobility Management Call Center Coordinated Responsibilities* and perform all required data entry accurately and completely as required by Pace may result in liquidated damages assessed in the amount of $500.00 per month.

H. <u>Pace Vehicle Maintenance Liquidated Damages</u>

Pace may impose liquidated damages in the amount of $150.00 per day, or $0.33 per mile, whichever is greater, for each day or mile beyond the Pace-required preventive maintenance schedule the vehicle is in operation.

If Pace requires a vehicle to be repaired and the repair is not made as required by Pace according to the schedule, Pace may impose liquidated damages in the amount of $1,000.00 monthly and/or $100.00 per vehicle per day, for each day beyond the schedule or for which the required repair has not been performed. This liquidated damage may not be levied if, in the opinion of Pace, the Contractor is making a good faith effort to respond in a timely manner and/or there are extenuating circumstances.

For other maintenance not performed to the standards required in ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)***, Pace reserves the right to have the maintenance performed and charge the Contractor for all costs incurred. The Contractor shall receive seven (7) days written notice of Pace's intention to take such action.

I. **Reporting Requirements** - The liquidated damages listed below may be imposed if the Contractor exhibits a pattern of neglect with regard to submittal of reports and information as required by this Contract. It is not the intent of Pace to levy these liquidated damages for minor oversights on the part of the Contractor or failure to meet Pace guidelines due to extenuating circumstances. The intent of these liquidated damages is to ensure that accurate and timely reporting occurs.

1. General Monthly Reporting - Pace may impose liquidated damages in the amount of $500.00 per month if the Contractor exhibits a pattern of failure to comply with Pace's reporting requirements by submitting inaccurate or incomplete reports.

2. Responses to Complaints - Pace may impose liquidated damages in the amount of **$500.00 and or $50.00 per complaint (to be determined by Pace staff) per month** if the Contractor fails to comply with Pace's guidelines concerning responses to complaints or by submitting inaccurate or incomplete reports. **Multiple liquidated damages may be assessed on a complaint until it comes into compliance with Pace requirements**. This liquidated damage may not be levied if, in the opinion of Pace, the Contractor is making a good faith effort to respond in a timely manner and/or there are extenuating circumstances.

3. Accident Reporting - Pace may impose liquidated damages in the amount of $500.00 per incident if the Contractor exhibits a pattern of failure to comply with Pace guidelines on accident reporting and handling.

4. Denial Reporting - Pace may impose liquidated damages in the amount of $500.00 per month if the Contractor exhibits a pattern of failure to record and report denials.

IX. DATA AND REPORTING

A. **General** - The Contractor shall provide reports as requested by Pace. Pace reserves the right to withhold payment to the Contractor subject to receipt of all required monthly reports, including responses to rider complaints. Reports the Contractor shall provide include, but not be limited to the following:

1. Daily:
   a. Accident/Incident Reports: (See ***Exhibit A***)
   b. Telephone Report: Sequencer Reports are required as defined in *VI. Standards/Requirements; L. Telephone Systems and Peripheral Equipment and Services* under *Electronic Answering Device.* This is not required for service providers.
   c. Productivity Report: Contractors shall submit their pre and post productivity daily.
   d. Missed Trip Reports: Contractors shall submit Missed Trip Reports as defined in *VI. Standards/Requirements; E. Missed Trip.*

2. Weekly:
   a. Transfer Reports: Contractors shall report the transfer of vehicles that are Pace owned when they are returned by the Contractor to Pace, or re-assigned from one Contractor to another.
   b. Customer No Pay Reports: Contractors shall provide trip information for riders who over the course of a week did not pay the correct fare.
   c. Contractor Staffing Schedules: Contractors shall provide Pace with a schedule of all management, supervisors, dispatchers and reservationists by Friday prior to the start of a new week.
   d. Saturday and Sunday On-time Performance: Contractors shall report their On-time performance via email to Pace on weekends.

3. Monthly:
   a. Monthly Vehicle Reports (See ***Exhibit A***)
   b. Report of IDOT Inspection Change: Contractors shall report to Pace all IDOT inspections for vehicles in Pace service monthly.
   c. Operating Data Sheet (See ***Exhibit A***)
   d. NTD R-20 Form Revenue Vehicle System Failure: Contractors shall report vehicle breakdowns per NTD requirements.
   e. NTD R-30 Form Energy Consumption Summary: Contractors shall report vehicle fuel consumption per NTD requirements.

4. Quarterly:
   Quarterly Verification Reports: Contractors shall verify that Contractor employee information reported to Pace is current and that there are no employees working for the Contractor that have not been reported to Pace.

5. Annually:
   a. Peak Fleet Vehicle Usage Survey: The Contractor shall report to Pace vehicles that were in service on the highest service day of the year.
   b. MIS Drug and Alcohol Report: The Contractor shall submit all DOT Drug and Alcohol tests and results for the calendar year.
   c. NTD Revenue Vehicle Inventory (See ***Exhibit A***).

B. Monthly Invoice and Service Report – All monthly data shall be submitted by the Contractor with the monthly invoice. Data to be collected on a daily basis for the monthly Pace summary include, but are not limited to, the following. Pace may require the Contractor to collect and report some or all of the following data separately by component as required for reporting and billing purposes.

1. Number of one-way rider trips and attendants by weekday service and weekend service
2. Total weekday days of service
3. Total weekend days of service
4. Total weekday vehicle hours of service
5. Total weekend vehicle hours of service
6. Total cost to provide the service based on the contracted rates
7. Imputed and collected fares
8. Net cost to provide service (total cost less imputed fares)
9. Trip requests that are denied, by denial category
10. Documentation of the Contractor's on the road monitoring work during the month and a summary of the results of the on the road monitoring done
11. Summary of the Contractors on-the-road observations made for the month
12. Documentation providing the number of employees trained and retrained during the month
13. Agendas and rosters from each Safety and Training meeting

14. Monthly video surveillance system data and reports

The Contractor shall provide all required monthly data, along with a billing statement, which shall be delivered to Pace within five (5) days of the end of the month for which the billing is being submitted. Pace will work with the Contractor to develop a monthly summary report prior to the start of the Contract which includes the desired information and data. Data required in this report may change at anytime during the Contract term at the discretion of Pace.

At Pace's request, the Contractor shall be prepared to provide Pace, each Tuesday, with service data by component for the previous week (Monday through Sunday). The information shall include, but not be limited to, the following:

1. Number of one-way rider trips
2. Total hours of vehicle service
3. Copies of the trip tickets and/or log sheets, whichever is applicable

C. <u>Vehicle Revenue Hours</u> - Vehicle revenue hours as used in this Contract shall mean an hour that an individual vehicle is operated by the Contractor in connection with this Contract in the service of transporting riders, going to or coming from a rider delivery or pick-up, providing service as described in this Contract, or otherwise available for service as authorized by Pace, provided that any time taken for driver's breaks, lunches, other personal business or other "out of service" activities is excluded.

<u>No deadhead time shall be paid under this Contract. Hours incurred traveling to and from the terminal are not reimbursable,</u> except as authorized below in the Component detailed description or as specified under *VIII. Data and Reporting; D. Additional Payment for Non-Service Hours* below.

A vehicle shall **not** be considered in revenue service under this Contract until the first pick-up of the day is made or the vehicle is available for service to meet documented demand. Also, once a vehicle has made the last scheduled drop-off on its scheduled shift of service, and the Contractor does not plan to keep the vehicle available for service to meet a documented demand, the vehicle shall be considered out of service under this Contract. Documented demand for this Contract shall mean a scheduled ride that is picked-up or a no-show or late cancellation.

Vehicle revenue hours shall not include time taken or assessed for lunch, which shall be calculated by deducting the time taken between the last drop-off before lunch and the first pick-up after lunch. This time shall be clearly identified on the driver log sheets. If there is no deduction for meals on a route of 7.5 hours or more, and there is not a deduction for time during which a meal may have been taken, Pace may designate free time in the route as meal time.

Vehicle revenue hours shall not include the following other "out of service" activities:

1. Travel time to and from the garage or other facilities for fueling, vehicle maintenance, etc.

2. Breakdowns or accidents, except that the disabled vehicle shall be considered "in revenue service" until all riders have been transferred to a relief vehicle, at which time the relief vehicle shall be considered "in revenue service". In the event of a breakdown or accident when there are no riders on board, the disabled vehicle shall be considered "out of service" at the time the breakdown or accident occurs.

3. Elapsed time from the last drop-off to the next pick-up in excess of 90 minutes, unless an explanation for the elapsed time is submitted to Pace by the Contractor with the Monthly

Report Package and it is found to be reasonable by Pace. For the purposes of determining elapsed time in excess of 90 minutes, no shows and late cancels may be considered to be a reasonable explanation for such an occurrence.

The Contractor shall deploy vehicles in the most efficient manner possible and to deploy vehicles to meet documented demand. Where necessary, the Contractor shall be prepared to employ split shifts to meet demand during peak service times and maintain a high level of efficiency throughout the remainder of the day.

D. Additional Payment for Non-Service Hours

For Component IX, in addition to "base service", Pace may at times require the Contractor to provide service beyond the regular parameters of this Contract. For these special trips, Pace staff shall provide the Contractor with the trip schedule as soon as the information is available.

The calculation of vehicle revenue hours for these trips shall include deadhead travel time to and from the pick-up and drop-off of these trips. Deadhead shall be calculated from the location the bus was last used (i.e., Component drop-off), or the garage, whichever is less, and the location to the next Component pickup, or the garage, whichever is less.

E. Data Collection - Driver log sheets or other trip data collection tools shall be kept in each vehicle or be available to drivers at all times and are to be used each time there is a software or MDT failure. The Contractor shall have a procedure in place to collect service data in the event of such a failure. All data shall be provided to Pace upon request. The Contractor shall not be reimbursed for revenue hours that are not reported. This procedure shall collect all data in real-time and shall capture all information specified below for each run to verify that the service was provided.

1. Date
2. Vehicle number
3. Driver's name
4. Rider names and I.D. numbers
5. Complete pick-up addresses
6. Complete drop-off addresses
7. Requested pick-up time
8. Requested drop-off time
9. Number of PCAs/Attendants
10. Fare amount to be collected
11. Actual fare amount collected
12. Indicate if rider cancels or is a no-show
13. Time the driver leaves the terminal
14. Time of arrival at all pick-up locations
15. Time of each departure from all pick-up locations
16. Time of arrival for all drop-offs
17. Time of departure after all drop-offs
18. Time of arrival back at the terminal
19. Odometer reading leaving the terminal
20. Odometer reading at first pick-up
21. Odometer reading at the driver's last drop-off
22. Odometer reading on arrival at the terminal
23. Other information as required by Pace

F. Scheduling and Dispatch - The Contractor shall be responsible for reconciling all required data in Pace's scheduling and dispatch system daily. The Contractor is responsible for all Contractor staff

errors. The Contractor shall have the capability to manually schedule and dispatch trips, and collect service data, in the event there is a failure of the Pace-provided computer system.

G. **Trip Denial Request Reports** – The Call Center Contractor shall keep a separate log for each Component of all requests for service that cannot be accommodated. (See ***Exhibit B6*** for a copy of the ***Trip Request Denial Report*** to be submitted by the Contractor). The Call Center Contractor shall submit a complete report showing each ride request turned down for the month, and returned to Pace with the other materials, for the month for which Pace is being billed. If for any reason, there should ever be a Capacity Denial in violation of federal regulations, Pace staff shall be notified immediately.

H. **Contractor Employee Standards** - The Contractor shall follow all requirements of ***Pace's Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A)*** regarding Personnel Standards.

X. PROVISIONS FOR SUBCONTRACTING

A. It is understood between the parties that Pace is not a party to this Agreement and is not subject to the obligations of the Parties in this Agreement.

B. The Contractor shall identify any and all major subcontractor(s) proposed to be utilized in the provision of Pace Paratransit Services prior to award of the underlying contract. The Contractor shall specify the percentage of work to be performed by the subcontractor(s). A major subcontractor is a subcontractor providing a significant part of the Scope of Work of the underlying Contract. The Contractor shall not subcontract the direct operations of the call center/dispatch functions of the service. The call center/dispatch staff in Pace services shall be employed by the Contractor.

C. The Contractor shall provide documentation to Pace of compliance with all applicable federal, state, and local regulations and statutes and Pace standards and requirements, as described in the underlying Contract, for any and all subcontractor(s) proposed to provide Pace Paratransit Services.

D. The Contractor shall not substitute proposed subcontractor(s) without prior written approval from Pace. The Contractor shall notify Pace in advance of any modifications to a major subcontractor(s) agreement or Contract.

E. The Contractor agrees to include the clause in Item A of this section in each subcontract to be used for the underlying Contract. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions:

F. The Contractor shall provide documentation to support the indemnification clauses in the underlying Contract.

G. The Contractor shall provide Pace the following documentation for each major subcontract(s):

1. Identification of the proposed subcontractor
2. A copy of the major subcontractor(s) agreement or Contract including the full detailed description of the services to be subcontracted that will be used in performance of the Contract
3. Identification of the type of subcontract to be used
4. The proposed subcontract price

5. The Contractor shall give Pace immediate written notice of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or vendor that, in the opinion of the Contractor, may result in litigation related in any way to this Contract.

H. The Contractor shall insert the following clauses in major subcontracts:

1. Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)), if the subcontract exceeds $5,000,000 and has a performance period of more than 120 days. In altering this clause to identify the appropriate parties, all disclosures of violation of the civil False Claims Act or of Federal criminal law shall be directed to the agency Office of the Inspector General, with a copy to the Contracting Officer.

2. Whistleblower Protections Under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub. L. 111-5), if the subcontract is funded under the Recovery Act.

3. Utilization of Small Business Concerns (Dec 2010) (15 U.S.C. 637(d)(2) and (3)), if the subcontract offers further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds $650,000 ($1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

4. Equal Opportunity (Mar 2007) (E.O. 11246)

5. Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212(a))

6. Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793)

7. Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496)

8. Drug and Alcohol Testing 49 U.S.C. §533149 CFR Parts 653 and 654 The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Illinois and or Pace to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The Contractor agrees further to certify annually its compliance with Parts 653 and 654 and to submit the Management Information System (MIS) reports. To certify compliance the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

9. Any other clause as required in ***Exhibit C***.

XI. PERIOD OF PERFORMANCE - The Contract period shall be ten (10) years. The Contract will run from June 1, 2016 to May 31, 2026.

II. B 1-A: PARATRANSIT BUS HISTORICAL DATA

MCHENRY COUNTY PARATRANSIT SERVICES

2013	2014
Percentage of Ambulatory Trips **95%**	**Percentage of Ambulatory Trips** **96%**
Percentage of Subscription Trips **37%**	**Percentage of Subscription Trips** **34%**
Average weekday ridership **545**	**Average weekday ridership** **557**
Average Saturday ridership **132**	**Average Saturday ridership** **136**
Average Sunday ridership **0**	**Average Sunday ridership** **0**
Average Miles per trip **5**	**Average Miles per trip** **5**

III. B 1-A: FIXED ROUTE BUS HISTORICAL DATA

MCHENRY COUNTY TRANPORTATION SERVICES

2013	2014
Percentage of Ambulatory Trips **99%**	**Percentage of Ambulatory Trips** **99%**
Percentage of Subscription Trips **0%**	**Percentage of Subscription Trips** **0%**
Average weekday ridership **160**	**Average weekday ridership** **143**
Average Saturday ridership **0**	**Average Saturday ridership** **0**
Average Sunday ridership **0**	**Average Sunday ridership** **0**
Average Miles per trip **5**	**Average Miles per trip** **6**

IV. B 1-B: RIDERSHIP INFORMATION

MCHENRY COUNTY TRANPORTATION SERVICES

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Per Month
Weekday Total	11,974	10,823	11,227	12,394	12,090	10,342	11,823	12,390	11,584	12,754	11,014	10,021	138,436	11,536
Average Per Day	544	541	535	563	576	517	537	563	579	555	551	477		545
Saturday Total	489	534	750	545	540	649	506	638	524	494	673	529	6,871	573
Average Per Day	122	134	150	136	135	130	127	128	131	124	135	132		132
Sunday and Holidays Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Per Month
Ambulatory Trips	11,851	10,865	11,429	12,315	12,004	10,442	11,719	12,364	11,545	12,634	11,179	10,099	138,446	11,537
%	95.1%	95.7%	95.4%	95.2%	95.0%	95.0%	95.1%	94.9%	95.4%	95.4%	95.7%	95.7%	95.3%	
% Non Ambulatory	4.9%	4.3%	4.6%	4.8%	5.0%	5.0%	4.9%	5.1%	4.6%	4.6%	4.3%	4.3%	4.7%	

B 1-B: RIDERSHIP INFORMATION

MCHENRY COUNTY TRANSPORTATION SERVICES

McHENRY - Demand Response Service Only

2014

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Per Month
Weekday Total	10,839	11,294	11,689	12,280	11,345	11,889	12,114	11,661	12,387	13,698	11,162	11,661	142,019	11,835
Average Per Day	493	565	557	558	540	566	551	555	590	596	587	530		557
Saturday Total	554	588	656	533	681	536	458	702	517	604	715	557	7,101	592
Average Per Day	139	147	131	133	136	134	115	140	129	151	143	139		136
Sunday and Holidays Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Per Month
Ambulatory Trips	10,943	11,354	11,777	12,251	11,482	11,855	11,997	11,809	12,361	13,706	11,438	11,759	142,732	11,894
% Ambulatory	96.1%	95.6%	95.4%	95.6%	95.5%	95.4%	95.4%	95.5%	95.8%	95.8%	96.3%	96.2%	95.7%	
% Non	3.9%	4.4%	4.6%	4.4%	4.5%	4.6%	4.6%	4.5%	4.2%	4.2%	3.7%	3.8%	4.3%	

B 1-B: RIDERSHIP INFORMATION

MCHENRY COUNTY TRANSPORTATION SERVICES
McHENRY - Fixed Route Service
2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average per month
Weekday Total	3,560	3,209	3,228	3,541	3,449	2,909	3,308	3,508	3,726	4,157	3,279	2,686	40,560	3,380
Average Per Day	162	160	154	161	164	145	150	159	186	181	164	128		160
Saturday Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0
Sunday and Holidays Total														

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average per month
Ambulatory	3,559	3,207	3,215	3,524	3,432	2,896	3,284	3,488	3,703	4,148	3,266	2,676	40,398	3,367
% Ambulatory	100.0%	99.9%	99.6%	99.5%	99.5%	99.6%	99.3%	99.4%	99.4%	99.8%	99.6%	99.6%	99.6%	
% Non	0.0%	0.1%	0.3%	0.5%	0.5%	0.4%	0.7%	0.6%	0.6%	0.2%	0.4%	0.4%	0.4%	

B 1-B: RIDERSHIP INFORMATION

MCHENRY COUNTY TRANSPORTATION SERVICES

McHENRY - Fixed Route Service
2014

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average per month
Weekday Total	2,601	3,134	3,318	3,638	3,089	2,830	3,128	3,100	3,326	3,448	2,439	2,391	36,442	3,037
Average Per Day	118	157	158	165	147	142	142	141	166	150	122	114		143
Saturday Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0
Sunday and Holidays Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Day	0	0	0	0	0	0	0	0	0	0	0	0		0

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average per month
Ambulatory Trips	2,593	3,133	3,309	3,620	3,071	2,817	3,114	3,096	3,323	3,447	2,439	2,384	36,346	3,029
% Ambulatory	99.7%	100.0%	99.7%	99.5%	99.4%	99.5%	99.6%	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%	
% Non Ambulatory	0.3%	0.0%	0.3%	0.5%	0.6%	0.5%	0.4%	0.1%	0.1%	0.0%	0.0%	0.3%	0.3%	

V. B 1- C: CALL CENTER INFORMATION
MCHENRY COUNTY PARATRANSIT SERVICES

Lake and McHenry County Paratransit Historical Data ****Daily Trips Provided April 2015

		Lake -Paratransit Bus									McHenry- Paratransit Service						
	TOTAL TRIPS	9,431								TOTAL TRIPS	13,455						
Number of Days	Day of Service	WK1	WK2	WK3	WK4	WK5	WK6	Average Trips per Day	Number of Days	Day of Service	WK1	WK2	WK3	WK4	WK5	WK6	Average Trips per Day
4	Monday	0	389	410	380	360	0	385	4	Monday	0	568	571	551	542	0	558
4	Tuesday	0	380	418	378	388	0	391	4	Tuesday	0	619	623	627	621	0	623
5	Wednesday	440	441	420	413	438	0	430	5	Wednesday	656	623	627	630	612	0	630
5	Thursday	412	373	363	369	372	0	378	5	Thursday	641	607	612	657	623	0	628
4	Friday	381	429	408	369	0	0	397	4	Friday	383	609	574	614	0	0	545
4	Saturday	57	60	57	60	0	0	59	4	Saturday	117	146	145	127	0	0	134
4	Sunday	5	9	3	9	0	0	7	4	Sunday	0	0	0	0	0	0	0
		Lake- Cancelled Trips									McHenry -Cancelled Trips						
	TOTAL TRIPS	407								TOTAL TRIPS	1,124						
4	Monday	0	18	15	20	14	0	17	4	Monday	0	56	42	56	50	0	51
4	Tuesday	0	23	17	12	19	0	18	4	Tuesday	0	55	55	45	36	0	48
5	Wednesday	20	19	19	18	21	0	19	5	Wednesday	36	66	65	64	52	0	57
5	Thursday	13	15	16	16	19	0	16	5	Thursday	46	51	47	52	35	0	46
4	Friday	15	15	25	19	0	0	19	4	Friday	27	39	56	60	0	0	46
4	Saturday	5	4	2	4	0	0	4	4	Saturday	11	7	6	9	0	0	8
4	Sunday	0	0	1	3	0	0	1	4	Sunday	0	0	0	0	0	0	0
		Estimated Activity									Estimated Activity						Daily Average
	TOTAL TRANACTIONS	9,398							Number of Days	TOTAL TRANACTIONS	14,849						
4	Monday	0	407	425	400	374	0	402	4	Monday	0	624	613	607	592	0	609
4	Tuesday	0	403	435	390	407	0	409	4	Tuesday	0	674	678	672	657	0	670
5	Wednesday	460	460	439	431	459	0	450	5	Wednesday	692	689	692	694	664	0	686
5	Thursday	425	388	379	385	391	0	394	5	Thursday	687	658	659	709	658	0	674
4	Friday	396	444	433	388	0	0	415	4	Friday	410	648	630	674	0	0	591
4	Saturday	62	64	59	64	0	0	62	4	Saturday	128	153	151	136	0	0	142
4	Sunday	5	9	4	12	0	0	8	4	Sunday	0	0	0	0	0	0	0
		AVERGE WEEKLY						2,139			AVERGE WEEKLY						3,372

B 1- C: CALL CENTER INFORMATION
MCHENRY COUNTY PARATRANSIT SERVICES

Total Calls NMMCC Reservation Calls

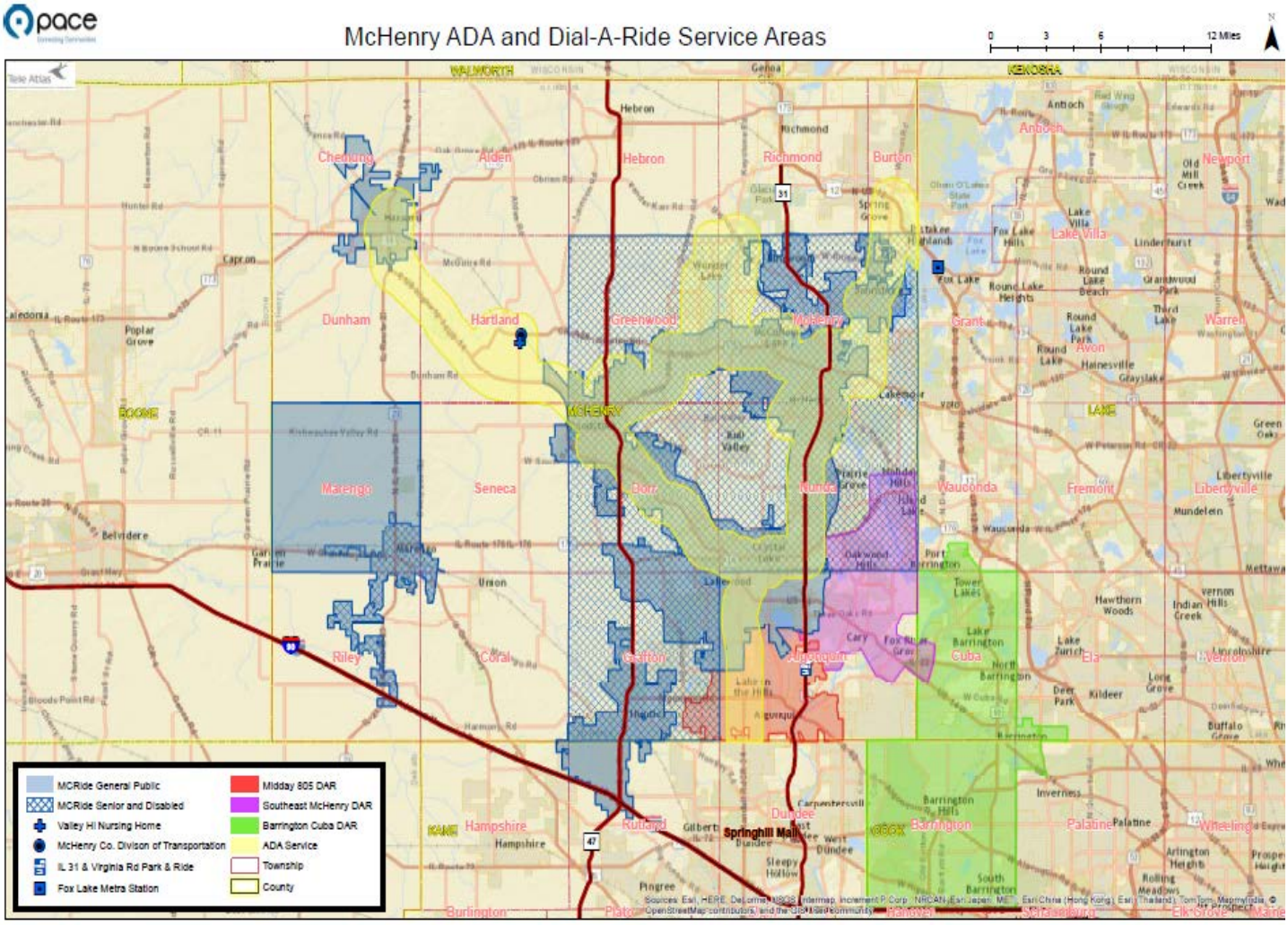
May 2015	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
12:00am-1:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1:00am-2:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2:00am-3:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3:00am-4:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4:00am-5:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5:00am-6:00am	60	0	0	76	66	72	64	60	0	0	66	61	65	63	58	0	0	57	52	61	54	54	0	0	6	77	0	0	58	0	0	1,130
6:00am-7:00am	78	0	0	83	74	82	74	72	0	0	74	97	80	62	70	0	0	75	64	67	51	41	0	0	20	97	0	0	59	0	0	1,320
7:00am-8:00am	43	0	0	56	52	36	43	32	0	0	42	49	46	48	36	0	0	45	46	43	54	35	0	0	20	69	0	0	49	0	0	844
8:00am-9:00am	37	25	2	47	37	40	34	35	28	8	47	37	40	23	30	16	4	39	33	33	44	30	19	5	24	29	0	0	34	15	10	805
9:00am-10:00am	36	6	6	48	40	34	33	33	17	3	35	40	35	41	21	7	4	47	32	29	35	46	13	3	30	29	0	1	49	5	4	762
10:00am-11:00am	42	10	2	48	37	42	38	40	17	5	27	32	41	32	35	7	4	47	36	41	34	38	9	1	20	45	0	38	40	13	3	824
11:00am-12:00pm	30	9	1	33	32	29	29	21	7	0	31	28	29	34	27	10	1	23	21	25	21	23	7	1	10	41	0	28	25	7	5	588
12:00pm-1:00pm	33	3	6	39	27	22	36	19	15	4	30	43	29	40	16	2	0	29	31	29	19	26	8	0	12	35	0	32	20	8	1	614
1:00pm-2:00pm	30	5	3	27	28	15	27	23	3	0	30	21	32	23	30	4	2	25	20	21	18	26	6	2	6	40	0	24	22	7	1	521
2:00pm-3:00pm	27	3	4	26	29	23	38	22	5	2	23	22	24	24	20	3	3	23	20	19	16	24	0	2	14	25	0	29	18	6	0	494
3:00pm-4:00pm	19	5	4	21	32	13	27	27	4	2	13	17	25	24	14	2	2	24	19	26	15	17	3	3	7	20	0	23	13	8	1	430
4:00pm-5:00pm	22	8	5	17	18	14	24	17	3	4	26	22	21	13	25	5	0	20	19	13	26	17	2	2	5	29	0	20	15	3	1	416
5:00pm-6:00pm	10	0	0	14	17	14	12	7	0	0	21	18	17	12	8	0	0	14	12	11	14	4	0	0	5	13	0	10	10	0	0	243
6:00pm-7:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7:00pm-8:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8:00pm-9:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9:00pm-10:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10:00pm-11:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11:00pm-12:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals Calls Per Day	**467**	**74**	**33**	**535**	**489**	**436**	**479**	**408**	**99**	**28**	**465**	**487**	**484**	**439**	**390**	**56**	**20**	**468**	**405**	**418**	**401**	**381**	**67**	**19**	**179**	**549**	**0**	**205**	**412**	**72**	**26**	**8,991**

B 1- C: CALL CENTER INFORMATION
MCHENRY COUNTY PARATRANSIT SERVICES

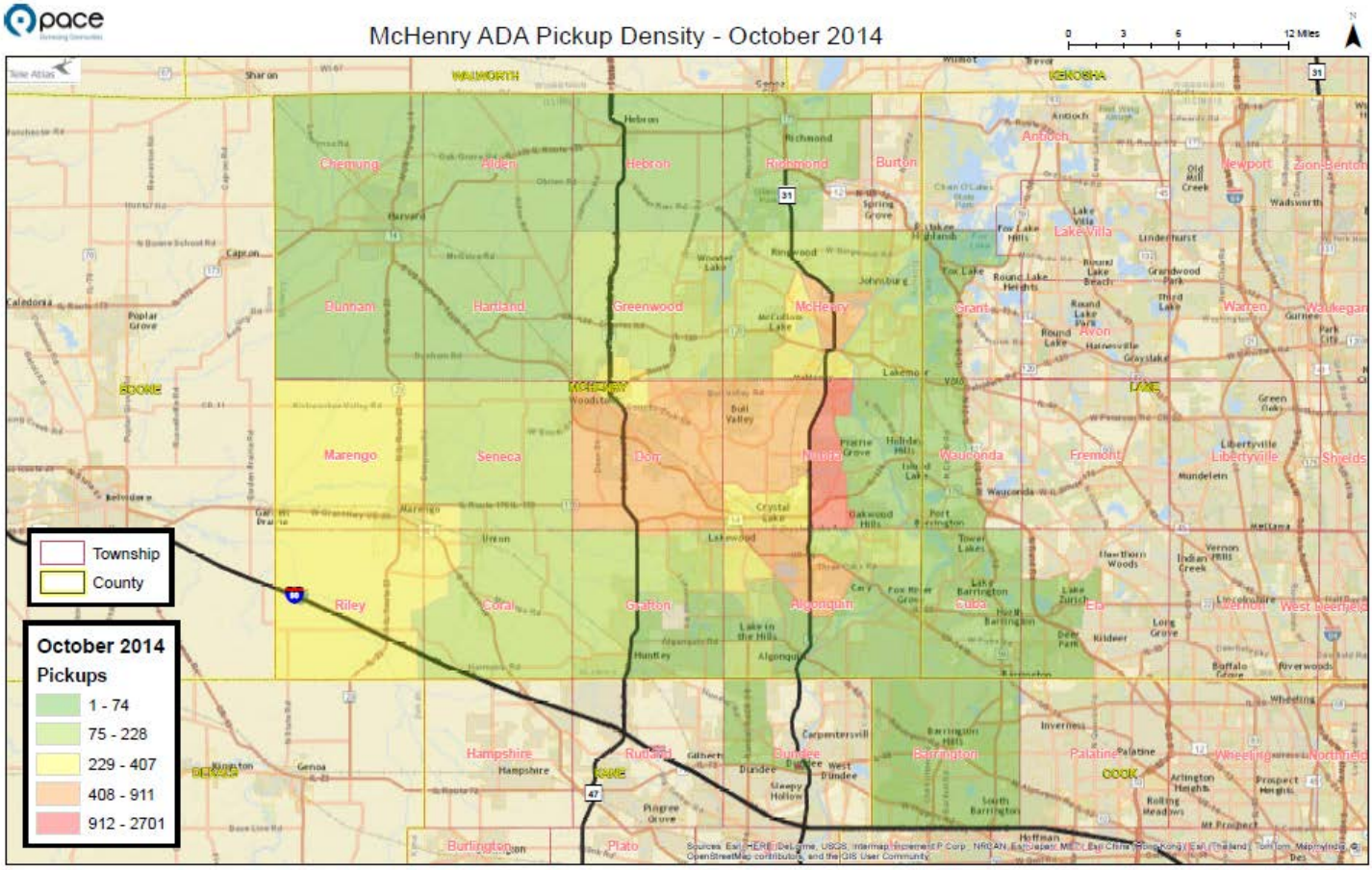
Total Calls NMMCC Dispatch/Facilitation Calls

May 2015	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
12:00am-1:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1:00am-2:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2:00am-3:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3:00am-4:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4:00am-5:00am	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
5:00am-6:00am	6	0	0	25	8	17	8	12	1	0	17	9	14	8	11	2	0	26	4	9	8	10	0	0	0	43	0	0	3	0	0	241
6:00am-7:00am	35	1	0	31	25	26	27	24	5	0	28	33	36	25	35	0	0	41	26	22	32	16	1	0	7	46	0	0	17	0	0	539
7:00am-8:00am	17	7	0	37	47	34	27	25	4	1	24	30	36	25	27	0	1	31	26	29	36	29	3	2	7	49	0	0	32	4	0	590
8:00am-9:00am	36	12	3	33	37	38	33	27	16	5	35	40	39	26	26	9	6	37	34	18	28	28	13	5	4	37	0	0	30	6	2	663
9:00am-10:00am	33	10	1	31	32	39	27	29	6	0	25	39	46	36	29	13	0	34	28	32	48	32	11	3	4	22	0	3	31	6	2	652
10:00am-11:00am	57	10	1	30	39	33	39	47	8	1	21	37	37	33	29	4	3	50	36	44	31	29	11	0	2	24	0	39	44	10	3	752
11:00am-12:00pm	33	12	3	32	35	27	42	31	8	2	25	38	38	30	31	11	1	25	38	33	20	31	7	1	4	33	0	26	38	7	5	667
12:00pm-1:00pm	40	5	5	39	31	26	28	36	13	6	25	33	35	40	31	12	4	24	39	51	23	41	7	0	1	26	0	32	37	10	1	701
1:00pm-2:00pm	47	6	1	24	25	21	48	41	7	3	35	27	41	37	38	8	2	18	24	23	26	32	7	0	0	24	0	35	30	5	1	636
2:00pm-3:00pm	30	7	0	21	20	17	35	22	7	1	28	30	28	35	22	5	0	15	27	31	24	14	4	0	4	34	0	32	45	8	0	546
3:00pm-4:00pm	32	8	2	21	25	21	28	20	2	1	12	28	32	25	26	2	1	20	17	28	31	12	11	0	1	20	0	26	17	6	0	475
4:00pm-5:00pm	31	7	0	15	14	15	16	28	1	1	20	20	26	29	18	6	0	17	12	19	28	15	4	3	1	27	0	26	25	5	1	430
5:00pm-6:00pm	15	0	0	10	8	13	8	11	1	0	21	15	11	8	9	2	0	16	12	12	22	11	0	1	3	3	0	8	15	1	0	236
6:00pm-7:00pm	7	0	0	8	2	5	4	8	0	0	7	8	5	6	12	0	0	8	3	6	11	3	0	0	2	10	0	13	4	0	0	132
7:00pm-8:00pm	1	0	0	1	2	3	1	4	0	0	1	2	2	0	1	0	0	1	1	0	0	0	0	0	2	2	0	2	2	0	0	28
8:00pm-9:00pm	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	4
9:00pm-10:00pm	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
10:00pm-11:00pm	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11:00pm-12:00am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals Calls Per Day	**420**	**85**	**16**	**358**	**350**	**338**	**371**	**365**	**79**	**21**	**324**	**389**	**428**	**364**	**345**	**74**	**18**	**364**	**329**	**357**	**368**	**303**	**79**	**15**	**42**	**400**	**0**	**242**	**370**	**68**	**15**	**7,297**

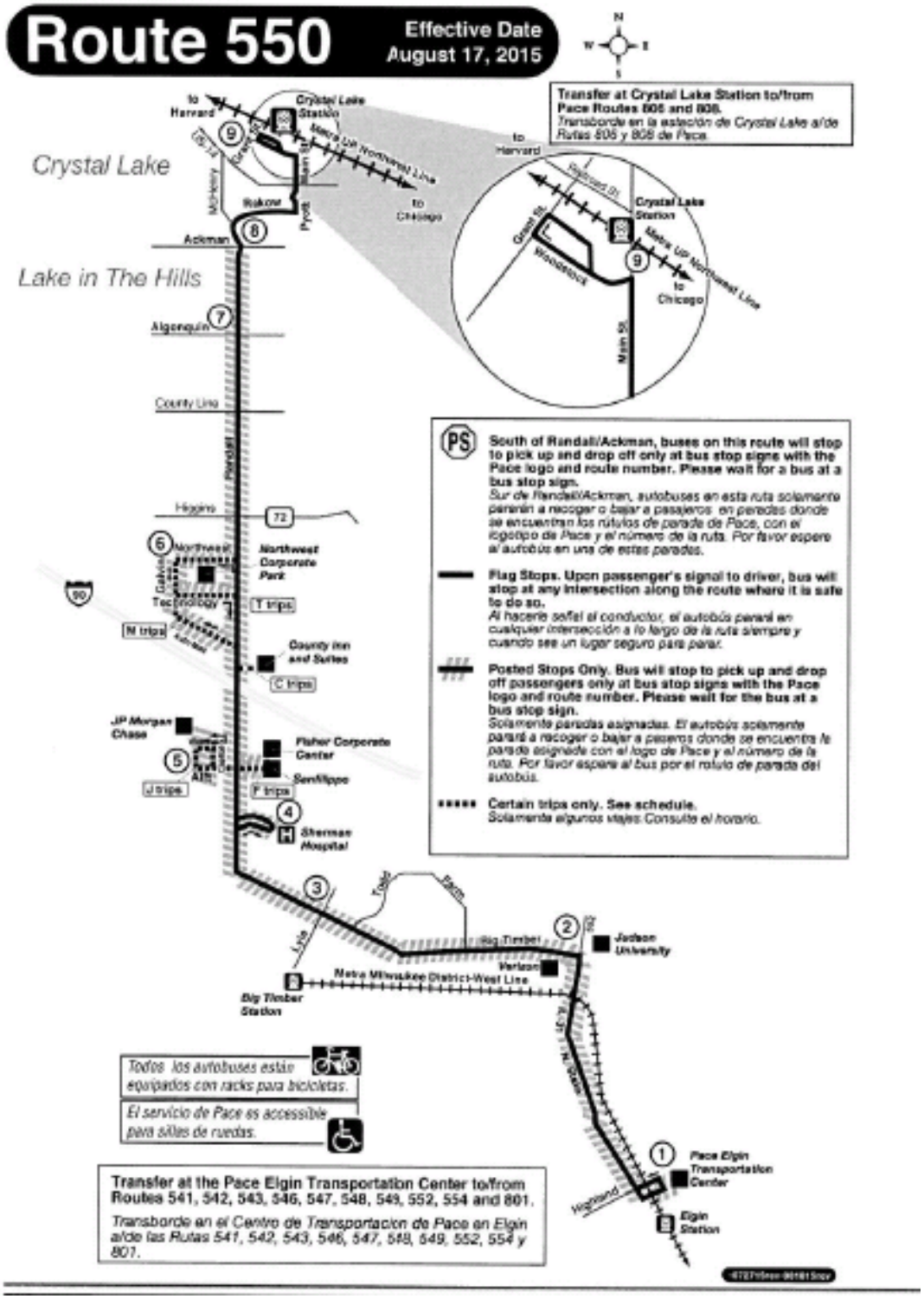
VI. B 2: SERVICE AREA MAPS
MCHENRY COUNTY ADA PARATRANSIT SERVICES



MCHENRY COUNTY ADA PARATRANSIT SERVICES
B 2: SERVICE AREA MAPS



B 2: ADA SERVICE AREA MAPS
MCHENRY COUNTY ADA PARATRANSIT SERVICES



B 2: ADA SERVICE AREA MAPS
MCHENRY COUNTY ADA PARATRANSIT SERVICES

ROUTE 550 ELGIN TRANSPORTATION CENTER - CRYSTAL LAKE

pace

WEEKDAY NORTHBOUND

ENTRE SEMANA HACIA EL NORTE

1 PACE ELGIN TRANSPORTATION CENTER	2 BIG TIMBER/ IL 31	3 BIG TIMBER/ LYLE (BIG TIMBER METRA STATION)	4 SHERMAN HOSPITAL	5 JP MORGAN CHASE	6 GALVIN/ TECHNOLOGY	7 RANDALL/ ALGONQUIN	8 RANDALL/ MCHENRY	9 CRYSTAL LAKE METRA STATION
5:30AM	5:35AM	5:39AM	5:43AM	-	-	6:04AM	6:09AM	6:19AM
6:00	6:05	6:09	6:13	-	-	6:34	6:39	6:49
6:30	6:35	6:39	6:43	6:48AM C J	7:00AM M	7:18	7:23	7:33
7:00 B	7:06	7:10	7:14	7:20 C J	7:32 T	-	-	-
7:45 B	7:46	7:50	7:54 F	8:02 J	-	8:22	8:27	8:37
8:15	8:16	8:20	8:24	8:30 J	8:42 M	8:58	9:03	9:13
8:45	8:50	8:54	8:58	9:03 J	9:13 M	9:31	9:35	9:45
9:45 B	9:50	9:54	9:58	-	-	10:19	10:24	10:34
10:45	10:50	10:54	10:58	-	-	11:19	11:24	11:34
11:45	11:50	11:54	11:58	-	-	12:19PM	12:24PM	12:34PM
12:45PM	12:50PM	12:54PM	12:58PM	-	-	1:19	1:24	1:34
1:45	1:50	1:54	1:58	-	-	2:19	2:24	2:34
2:45	2:50	2:54	2:58	-	-	3:19	3:24	3:34
3:15	3:20	3:24	3:28	3:33PM J	-	-	-	-
3:45	3:50	3:54	3:58	-	4:08PM M	4:24	4:29	4:39
4:15	4:21	4:25	4:29	4:36 J	-	-	-	-
4:45	4:51	4:55	4:59	-	5:06 M	5:24	5:29	5:39
5:15	5:21	5:25	5:29	-	5:36 M	5:54	5:59	6:09
5:15	5:21	5:25	5:29	-	5:36 M	5:54	5:59	7:09
6:45	6:50	6:54	6:58	-	-	7:19	7:24	7:34
7:15	7:20	7:24	7:28	-	-	7:49	7:54	8:04

WEEKDAY SOUTHBOUND

ENTRE SEMANA HACIA EL SUR

9 CRYSTAL LAKE METRA STATION	8 RANDALL/ MCHENRY	7 RANDALL/ ALGONQUIN	6 GALVIN / TECHNOLOGY	5 JP MORGAN CHASE	4 SHERMAN HOSPITAL	3 BIG TIMBER/ LYLE (BIG TIMBER METRA STATION)	2 BIG TIMBER/ IL 31	1 PACE ELGIN TRANSPORTATION CENTER
6:31AM	6:43AM	6:49AM	7:04AM T	-	7:14AM	7:19AM	7:23AM	7:29AM
-	-	-	7:37 T	-	7:46	7:51	7:55	8:01
7:24	7:36	7:42	-	8:02AM J	-	8:09	8:13	8:19
7:52	8:04	8:10	-	8:33 J	-	8:37	8:41	8:47
8:45	8:57	9:03	9:18 T	-	9:28	9:33	9:37	9:43
9:45	9:57	10:03	-	-	10:24	10:29	10:33	10:39
10:45	10:57	11:03	-	-	11:24	11:29	11:33	11:39
11:45	11:57	12:03PM	-	-	12:24PM	12:29PM	12:33PM	12:39PM
12:45PM	12:57PM	1:03	-	-	1:24	1:29	1:33	1:39
1:45	1:57	2:03	-	-	2:24	2:29	2:33	2:39
2:55	3:07	3:13	-	3:33PM J	-	3:40	3:44	3:50
-	-	-	4:10PM T	4:17 J	4:24	4:29	4:33	4:39
3:57	4:09	4:15	-	4:35 J F	4:47	4:52 D	4:56	5:02 D
-	-	-	5:11 T	5:18 J	5:25	5:30	5:34	5:40
5:57	6:19	6:25	6:40 T	6:48 J	6:55	6:00 D	6:04	6:10 D
6:07	6:19	6:25	6:40 T	6:48 J	6:55	7:00 D	7:04	7:10 D
6:38	6:40	6:46	-	-	7:07	7:12	7:16	7:22
7:28	7:40	7:46	-	-	8:07	8:12	8:16	8:22

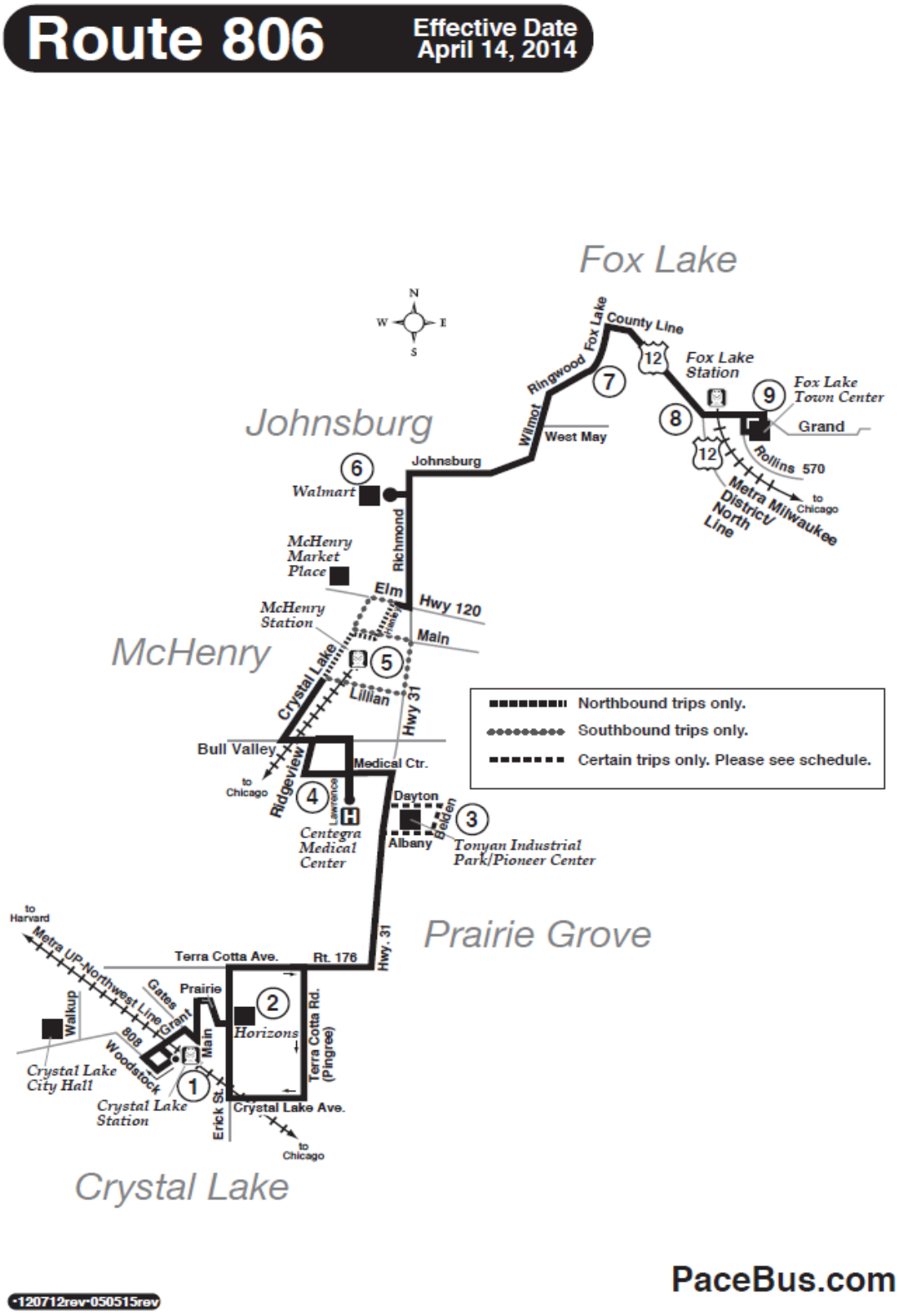
(B) South of Randall/Ackman, buses on this route will stop to pick up and drop off only at bus stop signs with the Pace logo and route number. Please wait for a bus at a bus stop sign.
B - These trips connect with Metra arrivals from Chicago. Please consult a Metra schedule for additional information.
C - Bus serves the Country Inn and Suites at Randall Road and Point Blvd.
D - These trips connect with Metra departures to Chicago. Please consult a Metra schedule for additional information.
F - Bus stops near the western entrance to the Sanfilippo/Fisher Corporate Center.
J - Bus serves JP Morgan Chase via Alft-Capital-Westfield-Alft.
M - Bus serves the Northwest Corporate Park in the northbound direction via Randall - Auto Mall- Galvin - Northwest - Randall.
T - Bus serves the Northwest Corporate Park via Randall - Northwest - Galvin - Technology - Randall.

No Saturday, Sunday, or holiday service.

(B) *Sur de Randall/Ackman, autobuses en esta ruta solamente paradas a recoger o bajar a pasajeros en paradas donde se encuentran los rótulos de parada de Pace, con el logotipo de Pace y el número de la ruta. Por favor espere al autobús en una de estas paradas.*
B - Estos viajes conectan con llegadas de Metra desde Chicago. Por favor consulte el horario de Metra para información adicional.
C - Los autobuses sirven el Country Inn and Suites por Randall Road y Point Blvd.
D - Estos viajes conectan con salidas de Metra hacia Chicago. Por favor consulte el horario de Metra para información adicional.
F - El autobús para cerca de la entrada del oeste de Sanfilippo/Fisher Corporate Center.
J - El autobús de servicio a JP Morgan Chase vía Alft-Capital-Westfield-Alft.
M - El autobús de servicio a Northwest Corporate Park hacia el norte vía Randall – Auto Mall – Galvin – Northwest – Randall.
T - El autobús de servicio a Northwest Corporate Park vía Randall – Northwest – Galvin – Technology – Randall.

No hay servicio los Sábados, Domingos, o días de feriados.

B 2: ADA SERVICE AREA MAPS
MCHENRY COUNTY ADA PARATRANSIT SERVICES



B 2: ADA SERVICE AREA MAPS
MCHENRY COUNTY ADA PARATRANSIT SERVICES

ROUTE 806 CRYSTAL LAKE - FOX LAKE

pace

WEEKDAY NORTHBOUND

1 CRYSTAL LAKE STATION	2 HORIZONS ERICK ST./ PRAIRIE ST.	3 PIONEER CENTER*	4 CENTEGRA MEDICAL CENTER	5 MCHENRY STATION	6 WALMART	7 RINGWOOD RD./ FOX LAKE RD.	8 FOX LAKE STATION	9 FOX LAKE TOWN CENTER
5:55AM	5:59AM	-	6:15AM	6:23AM	6:31AM	6:41AM	6:47AM	6:50AM
7:27	7:31	7:43 AM	7:47	7:55	8:03	8:13	8:20	8:23
7:51	7:55	8:07	8:11	8:19	8:27	8:37	8:44	8:47
4:10PM	4:14PM	4:26PM	4:30PM	4:38PM	4:46PM	4:56PM	5:02PM	5:05PM
5:08	5:12	5:21	5:28	5:36	5:44	5:54	6:00	6:03

WEEKDAY SOUTHBOUND

9 FOX LAKE TOWN CENTER	8 FOX LAKE STATION	7 RINGWOOD RD./ FOX LAKE RD.	6 WALMART	5 MCHENRY STATION	4 CENTEGRA MEDICAL CENTER	3 PIONEER CENTER*	2 HORIZONS ERICK ST./ PRAIRIE ST.	1 CRYSTAL LAKE STATION
6:25AM	6:28AM	6:34AM	6:44AM	6:52AM	7:00AM	-	7:16AM	7:20AM
6:50	6:53	7:00	7:10	7:18	7:26	7:35AM	7:42	7:46
8:23	8:26	8:33	8:43	8:51	8:59	9:10	9:15	9:19
8:47	8:50	8:57	9:07	9:15	9:23	-	-	-
3:10PM	3:13PM	3:19PM	3:29PM	3:37PM	3:45PM	3:49PM	4:01PM	4:05PM
4:09	4:12	4:18	4:27	4:35	4:43	4:47	4:59	5:03
5:05	5:08	5:14	5:24	5:32	5:40	-	5:56	6:00

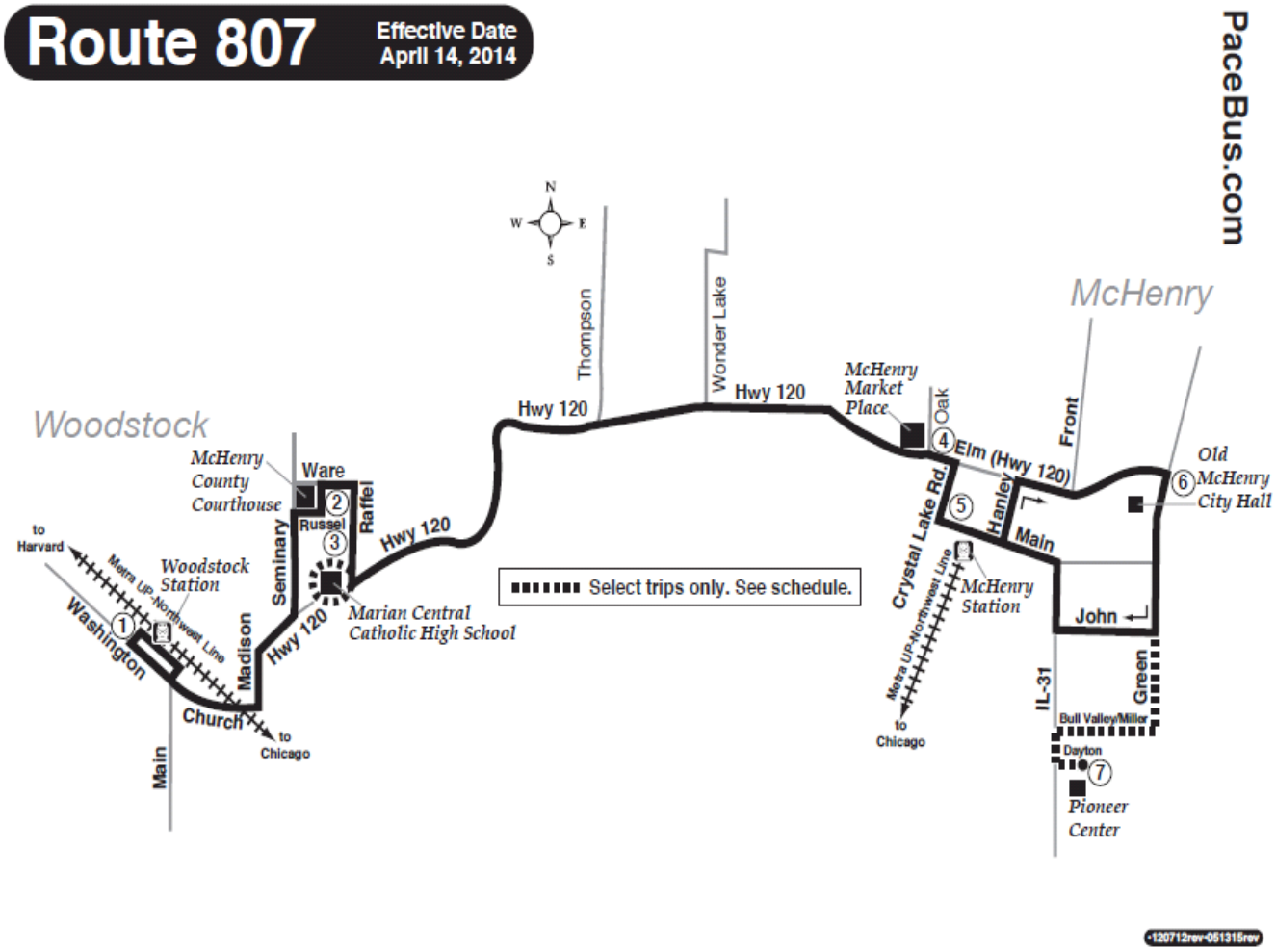
* - Bus serves Tonyan Industrial Park - Pioneer Center via Dayton, Belden and Albany.

Unless otherwise noted, bus will stop upon signal to driver at any intersection along the route where it is safe to do so.

No Saturday, Sunday or holiday service.

•120512rev•061316rev

B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES



B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 807® WOODSTOCK - MCHENRY

pace

WEEKDAY EASTBOUND

1 2 3 4 5 6 7

WOODSTOCK STATION	MCHENRY COUNTY COURTHOUSE	MARIAN CENTRAL CATHOLIC HIGH SCHOOL	OAK DR./ HWY. 120	MCHENRY STATION	OLD MCHENRY CITY HALL	PIONEER CENTER
5:20AM	5:27AM	-	5:52AM	5:55AM	6:00AM	-
6:08	6:15	-	6:37	6:40	6:45	-
6:48	6:55	-	7:17	7:20	7:25	-
7:41	7:48	7:58AM	8:14	8:18	8:23	8:33AM
2:30PM	2:37PM	2:47PM	3:02PM	3:05PM	3:10PM	-
3:08	3:15	-	3:37	3:40	3:45	3:55PM
4:05	4:12	-	4:34	4:37	4:42	-
4:50	4:57	-	5:19	5:22	5:27	-

WEEKDAY WESTBOUND

6 5 4 3 2 1

OLD MCHENRY CITY HALL	MCHENRY STATION	OAK DR./ HWY. 120	MARIAN CENTRAL CATHOLIC HIGH SCHOOL	MCHENRY COUNTY COURTHOUSE	WOODSTOCK STATION
5:30AM	5:34AM	5:37AM	-	6:02AM	6:08AM
6:07	6:11	6:15	-	6:41	6:48
6:45	6:49	6:52	-	7:18	7:25
7:30	7:34	7:37	7:55AM	8:05	8:11
2:15PM	2:19PM	2:22PM	2:40PM	2:50PM	2:58PM
3:20	3:24	3:27	-	3:49	3:55
4:05	4:09	4:12	-	4:34	4:40
4:52	4:56	4:59	-	5:21	5:27

Transfer at Woodstock Station to/from Route 808 and Metra UP-NW Line.

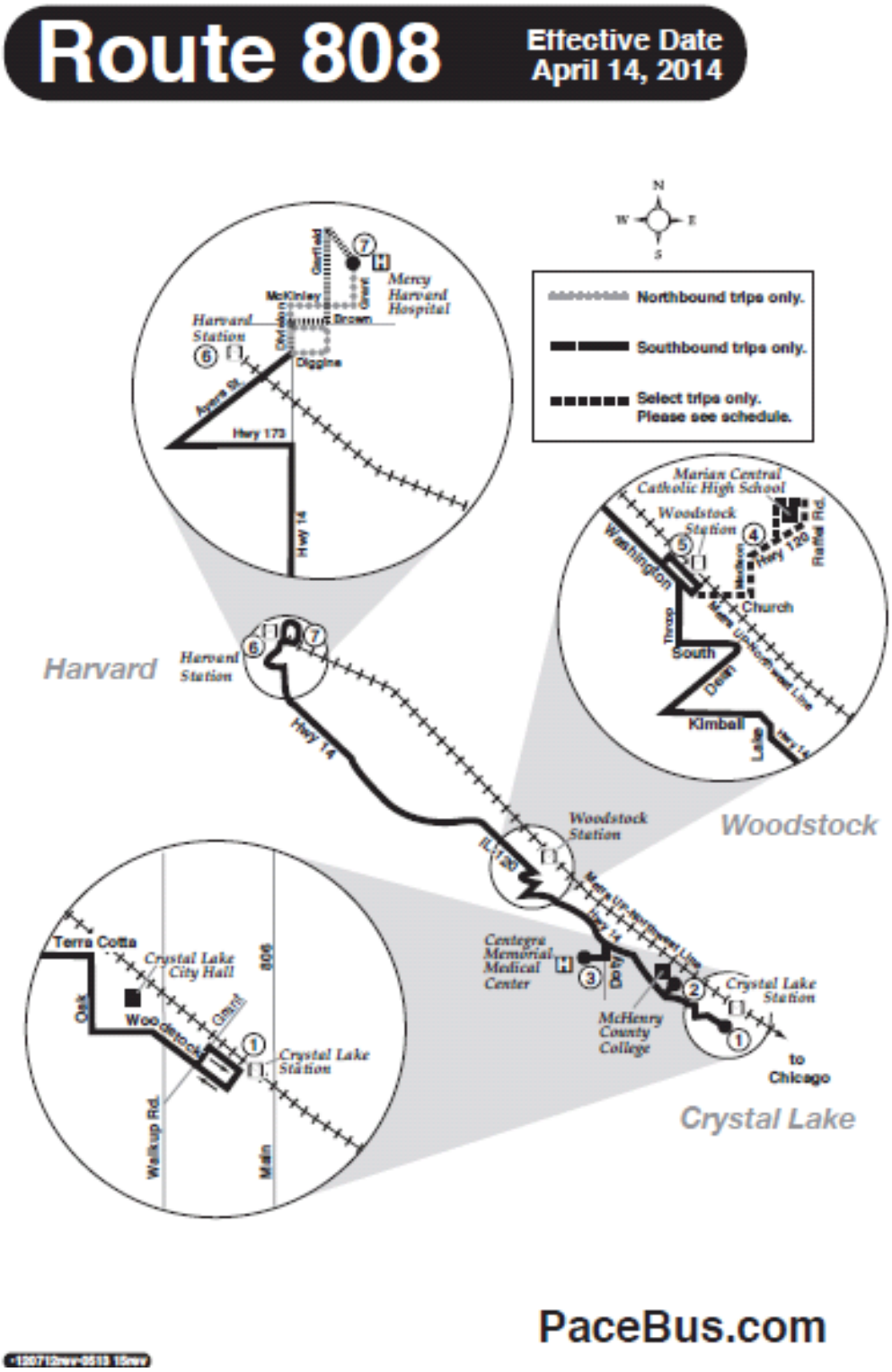
Unless otherwise noted, bus will stop upon signal to driver at any intersection along the route where it is safe to do so.

No Saturday, Sunday or holiday service.

+120612rev-051915rev

B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES

A.



B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 808® CRYSTAL LAKE - HARVARD

pace

WEEKDAY WESTBOUND

1 → 2 → 3 → 4 → 5 → 6 → 7

CRYSTAL LAKE STATION	MCHENRY COUNTY COLLEGE	CENTEGRA MEMORIAL MEDICAL CENTER	MARIAN CENTRAL CATHOLIC HIGH SCHOOL	WOODSTOCK STATION	HARVARD STATION	MERCY HARVARD HOSPITAL
6:25AM	**	6:36AM	-	6:48AM	7:06AM	7:10AM
7:15	7:24AM	7:30	7:46AM	7:51	8:10	8:14
8:14	8:23	8:29	-	8:39	8:58	9:02
2:05PM	2:14PM	2:20PM	2:36PM	2:41PM	3:00PM	3:04PM
3:06	3:15	3:21	-	3:32	3:53	3:57
4:11	4:20	4:27	-	4:40	4:59	5:03
5:15	5:24	5:30	-	5:41	6:00	6:04

WEEKDAY EASTBOUND

7 → 6 → 5 → 4 → 3 → 2 → 1

MERCY HARVARD HOSPITAL	HARVARD STATION	WOODSTOCK STATION	MARIAN CENTRAL CATHOLIC HIGH SCHOOL	CENTEGRA MEMORIAL MEDICAL CENTER	MCHENRY COUNTY COLLEGE	CRYSTAL LAKE STATION
6:25AM	6:29AM	6:48AM	-	6:59AM	**	7:10AM
7:15	7:19	7:38	7:42AM	7:54	8:00AM	8:09
8:14	8:18	8:37	-	8:49	8:55	9:04
2:05PM	2:09PM	2:30PM	2:36PM	2:46PM	2:52PM	3:01PM
3:09	3:13	3:32	-	3:44	3:50	3:59
4:07	4:11	4:32	-	4:43	4:49	4:58
5:08	5:12	5:31	-	5:42	5:48	5:57

** The bus does not enter the McHenry County College complex on this trip.

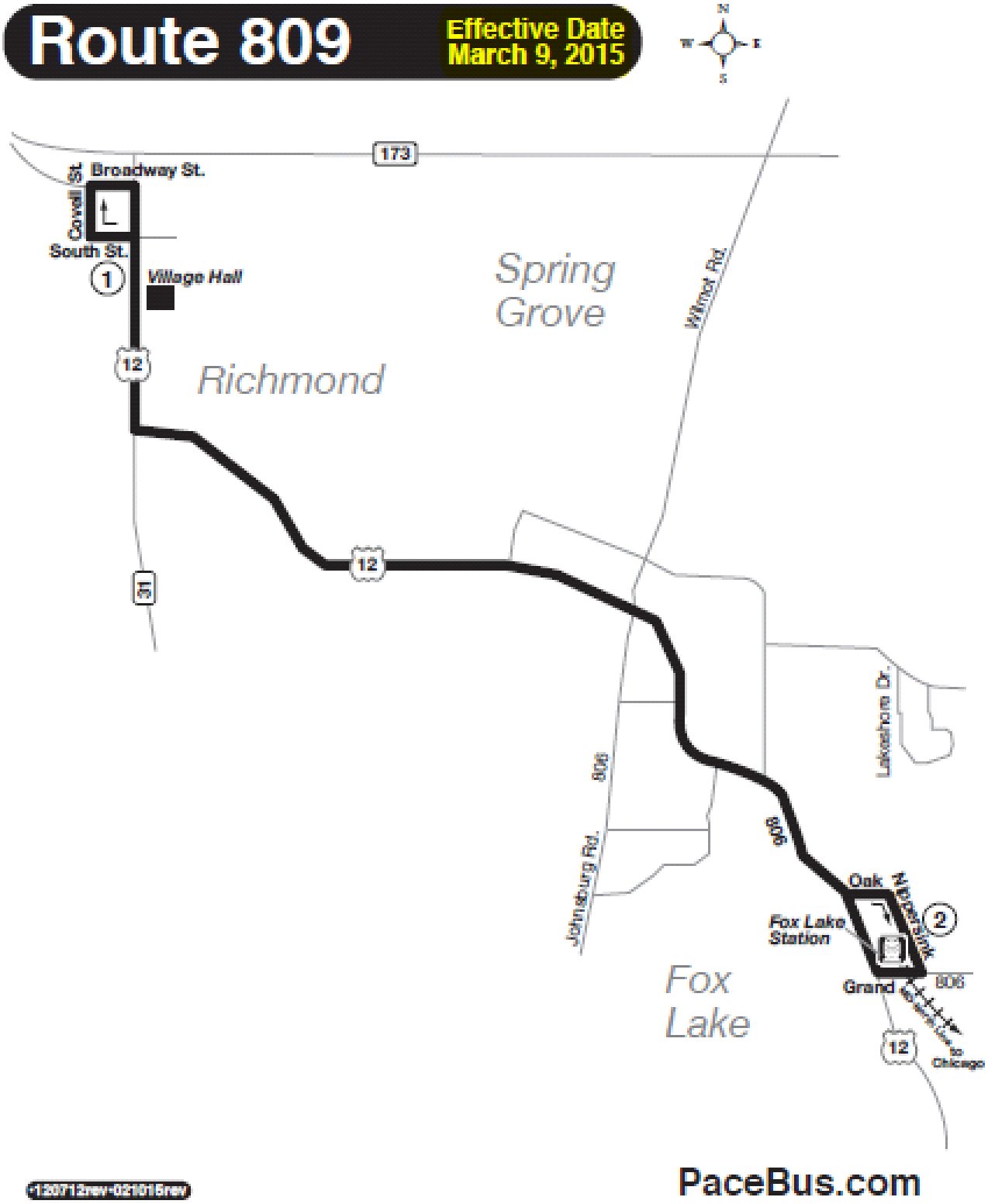
No Saturday, Sunday or holiday service.

Unless otherwise noted, bus will stop upon signal to driver at any intersection along the route where it is safe to do so.

•121012rev•061915rev

B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES

VII.



B 2: SERVICE AREA MAPS
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 809 RICHMOND - FOX LAKE

pace

WEEKDAY SOUTHBOUND

Effective March 9, 2015

1 2

	METRA MD-N LINE		
	FOX LAKE STATION		CHICAGO UNION STATION
SOUTH ST/ US 12	BUS ARRIVES	TRAIN DEPARTS	TRAIN ARRIVES
5:33AM	5:58AM	6:08AM	7:32AM
6:23	6:48	6:53	8:18

WEEKDAY NORTHBOUND

2 1

METRA MD-N LINE			
CHICAGO UNION STATION	FOX LAKE STATION		
TRAIN DEPARTS	TRAIN ARRIVES	BUS DEPARTS	SOUTH ST/ US 12
4:40PM	6:04PM	6:05PM	6:32PM
5:25	6:55	6:58	7:26

Unless otherwise noted, bus will stop upon signal to driver at any intersection along the route where it is safe to do so.

No Saturday, Sunday or holiday service.

•121012rev•020615rev

Route Turn by Turn for McHenry County Portion of Route 550 (Updated August 2015)

The Contractor shall provide ADA Paratransit Service ¾ miles on either side of the McHenry County portion of Route 550.

Northbound Randall

McHenry County portion of Route 550 starts at Randall Rd and County Line Rd (Border between Kane County and McHenry County)
North Bound on Randall Rd
Continues as East Bound Rakow
Left to Northbound Pyott/Main
Left to Westbound Woodstock
Right to Northbound Grant
Right to Crystal Lake Metra Station (driveway immediately before railroad crossing)

Southbound Randall

Exit station Southbound
Left to Eastbound Woodstock
Right to Southbound Main
Right to Westbound Rakow
Left to Southbound Randall
McHenry County portion of Route 550 starts at Randall Rd and County Line Rd (Border between Kane County and McHenry County)

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 806 NORTHBOUND
TIMEPOINT 1 CRYSTAL LAKE STATION (BOARD / ALIGHT)
(BEGIN) EXIT CRSYTAL LAKE STATION TO WOODSTOCK STREET
R WEST ONTO WOODSTOCK STREET TO GRANT STREET
R NORTH ONTO GRANT STREET TO GATES STREET
R EAST ONTO GATES STREET TO MAIN STREET
L NORTH ONTO MAIN STREET TO PRAIRIE STREET
R EAST ONTO PRAIRIE STREET TO PRAIRIE TRAIL
SOUTHEAST ONTO PRAIRIE TRAIL TO PRAIRIE STREET
L EAST ONTO PRAIRIE STREET TO ERICK STREET
L NORTH ONTO ERICK STREET TO HORIZONS ERICK / PRAIRIE
TIMEPOINT 2 HORIZONS ERICK STREET / PRAIRIIE STREET (BOARD / ALIGHT)
CONTINUE NORTH ON ERICK STREET TO TERRA COTTA AVENUE (IL 176)
R EAST ON TO TERRA COTTA AVENUE (IL 176) TO IL 31
L NORTH ONTO IL 31 TO DAYTON STREET
R EAST ONTO DAYTON STREET TO PIONEER CENTER
TIMEPOINT 3 PIONEER CENTER (BOARD / ALIGHT) RESUME TO BELDEN STREET
R SOUTH ONTO BELDEN STREET TO ALBANY STREET
R WEST ONTO ALBANY STREET TO IL 31
R NORTH ONTO IL 31 TO MEDICAL CENTER DRIVE (FOLLOW MEDICAL CENTER DRIVE TO NORTH ENTRANCE)
TIMEPOINT 4 CENTEGRA MEDICAL CENTER (NORTH ENTRANCE) (BOARD /ALIGHT)
PROCEED ON MEDICAL CENTER DRIVE WEST TO RIDGEVIEW DRIVE
R NORTH ONTO RIDGEVIEW DRIVE TO BULL VALLEY ROAD
L WEST ONTO BULL VALLEY ROAD TO CRYSTAL LAKE ROAD
R NORTH ONTO CRYSTAL LAKE ROAD TO MAIN STREET
R EAST ONTO MAIN TO MCHENRY STATION
TIMEPOINT 5 MCHENRY STATION (BOARD /ALIGHT)
R EAST FROM MCHENRY STATION TO HANLEY STREET
L NORTH ONTO HANLET STREET TO ELM STREET (IL 120)
R EAST ONTO ELM STREET (IL 120) TO RICHMOND ROAD (IL 31)
L NORTH ONTO RICHMOND ROAD (IL 31) TO WALMART
TIMEPOINT 6 JOHNSBURG WALMART (BOARD / ALIGHT)
ENTER WALMART VIA TRAFFIC SIGNAL TO PERIMETER ROAD TO STORE (BOARD /ALIGHT)
PROCEED FROM STORE, NORTH TO PERIMETER ROAD AND RETURN TO TRAFFIC SIGNAL
L NORTH ONTO RICHMOND ROAD (IL 31) TO JOHNSBURG / WILMOT ROAD
R EAST - NORTHEAST ONTO JOHNSBURG / WILMOT ROAD TO RINGWOOD ROAD
R EAST ONTO RINGWOOD ROAD TO FOX LAKE ROAD
TIMEPOINT 7 RINGWOOD ROAD / FOX LAKE ROAD (BOARD / ALIGHT)
L NORTH ONTO FOX LAKE ROAD TO US ROUTE 12
R SOUTHEAST ONTO US ROUTE 12 TO GRAND AVENUE
L EAST ONTO GRAND AVENUE TO NIPPERSINK BOULEVARD
TIMEPOINT 8 FOX LAKE STATION (GRAND / NIPPERSINK) STOP FOR METRA
PROCEED ONTO GRAND AVENUE TO ROLLINS ROAD
R SOUTH TO FOX LAKE TOWN CENTER DRIVEWAY
LEFT ON DRIVEWAY TO SHOPPING CENTER STOP (DESIGNATED)
TIMEPOINT 9 FOX LAKE TOWN CENTER
TO MAIN BUILDING AND SIGNED STOP

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 806 SOUTHBOUND
BEGIN FOX LAKE TOWN CENTER AT DESIGNATED STOP
TIMEPOINT 9 FOX LAKE TOWN CENTER (BOARD / ALIGHT)
DEPARTS FROM STOP TO GRAND AVENUE
L WEST ONTO GRAND AVENUE TO NIPPERSINK AVENUE STOP FOR METRA NEARSIDE
TIMEPOINT 8 FOX LAKE STATION (BOARD /ALIGHT)
CONTINUE WEST ON GRAND AVENUE TO US ROUTE 12
R NORTHWEST ONTO US ROUTE 12 TO FOX LAKE ROAD
L SOUTH ONTO FOX LAKE ROAD TO RINGWOOD ROAD
TIMEPOINT 7 FOX LAKE ROAD / RINGWOOD ROAD (BOARD /ALIGHT)
R WEST ONTO RINGWOOD ROAD TO JOHNSBURG WILMOT ROAD
L SOUTH ONTO JOHNSBURG WILMOT ROAD TO RICHMOND ROAD (IL 31)
L SOUTH ON RICHMOND ROAD (IL 31) TO JOHNSBURG WALMART
TIMEPOINT 6 WALMART (BOARD / ALIGHT)
ENTER WALAMRT AT THE TRAFFIC SIGNAL. FOLLOW THE PERIMETER ROAD TO THE STORE, BOARD /ALIGHT,
EXIT STORE PROPERTY VIA PERIMETER ROAD /RICHMOND ROAD (IL 31) EAST EXIT
R SOUTH ONTO RICHMOND ROAD (IL 31) TO ELM STREET (IL 120)
R WEST ONTO ELM STREET (IL 120) TO CRYSTAL LAKE ROAD
L SOUTH ONTO CRYSTAL LAKE ROAD TO MAIN STREET
L EAST ONTO MAIN STREET TO MCHENRY STATION
TIMEPOINT 5 MCHENRY STATION (BOARD / ALIGHT)
CONTINUE EAST ON MAIN STREET TO FRONT STREET (IL 31)
R SOUTH ONTO FRONT STREET (IL 310 TO LILLIAN STREET
R WEST ONTO LILLIAN STREET TO CRYSTAL LAKE ROAD
L SOUTH ONTO CRYSTAL LAKE ROAD TO BULLVALLEY ROAD
L EAST ONTO BULL VALLEY ROAD TO LAWRENCE PARKWAY
R SOUTH ON LAWRENCE PARKWAY TO CENTEGRA HOSPITAL NORTH ENTRANCE
ROUTE 806 SOUTHBOUND
TIMEPOINT 4 CENTEGRA HOSPITAL MCHENRY (BOARD / ALIGHT)
R EAST FOLLOW CENTEGRA HOSPITAL PERIMTER ROAD TO IL 31
R SOUTH ONTO IL 31 TO DAYTON STREET
L EAST ONTO DAYTON STREET TO PIONEER CENTER
TIMEPOINT 3 PIONEER CENTER (BOARD /ALIGHT)
CONTINUE ONTO DAYTON STREET TO BELDON STREET
R SOUTH ONTO BELDEN STREET TO ALBANY STREET
R WEST ONTO ALBANY STREET TO IL 31
L SOUTH ONTO IL 31TO TERRA COTTA AVENUE (IL 176)
R WEST ONTO TERRA COTTA AVENUIE (IL 176) TO TERRA COTTA – PINGREE ROAD
L SOUTH ONTO TERRA COTTA – PINGREE ROAD TO CRYSTAL LAKE AVENUE
R WEST ONTO CRYSTAL LAKE AVENUE TO ERICK STREET
R NORTH ONTO ERICK STREET TO HORIZONS (ERICK STREET / PRAIRIE STREET)
TIME POINT 2 HORIZONS ERICK STREET / PRAIRIE STREET (BOARD / ALIGHT)
L WEST ONTO PRAIRIE STREET TO PRAIRIE TRAIL
R NORTHWEST ONTO PRAIRIE TRAIL TO PRAIRIE STREET

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 807 EASTBOUND
TIMEPOINT 1 WOODSTOCK STATION (BOARD /ALIGHT)
L EAST ONTO CHURCH STREET (IL 120) TO MADISON STREET
L NORTH ONTO MADISON STREET TO MCHENRY AVENUE (Il120)
R NORTHEAST ONTO MCHENRY AVE (IL 120) TO SEMINARY AVENUE
L NORTH ONTO SEMINARY AVENUE TO RUSSELL COURT (TRAFFIC SIGNAL INTERSECTION)
R EAST ON RUSSELL COURT TO MCHENRY COUNTY COURTHOUSE
TIMEPOINT 2 MCHENRY COUNTY COURTHOUSE (BOARD / ALIGHT)
CONTINUE NORTH TO WARE ROAD
R EAST ONTO WARE ROAD TO RAFFEL ROAD
R SOUTH ON RAFFEL ROAD TO MCHENRY AVENUE (IL 120)
R WEST ON MCHENRY
R WEST ONTO MCHENRY AVENUE (IL 120) TO BROADWAY
R NORTH ONTO BROADWAY TO THE BACK OF MARIAN CENTRAL CATHOLIC H.S.
TIMEPOINT 3 MARION CENTRAL CATHOLIC H. S. (BOARD/ALIGHT)
CONTINUE THROUGH SCHOL PARKING LOT TO GREENWOOD STREET
R EAST ONTO GREENWOOD STREET TO RAFFEL ROAD.
R SOUTH ONTO RAFFEL ROAD TO M CHENRY AVENUE (IL 120)
L EAST ONTO IL120 TO OAK DRIVE
TIMEPOINT 4 IL 120 / OAK DRIVE FARSIDE (BOARD / ALIGHT)
CONTINUE EAST ON IL 120 TO CRYSTAL LAKE ROAD.
R SOUTH ONTO CRYSTAL LAKE ROAD TO MAIN STREET
L EAST ONTO MAIN STREET TO MCHENRY STATION
TIMEPOINT 5 MCHENRY STATION (BOARD / ALIGHT)
CONTINUE ON MAIN STREET TO HANLEY STREET
L NORTH ONTO HALEY STREET TO ELM STREET (IL 120)
R EAST ONTO ELM STREET (IL 120) TO GREEN STREET
R SOUTH ONTO GREEN STREET TO OLD MCHENRY CITY HALL
TIMEPOINT 6 OLD MCHENRY CITY HALL (BOARD / ALIGHT)
NOTE:
1. ON 7:41AM EASTBOUND TRIP PROCEED TO PIONEER CENTER –
2. ON 3:55PM EASTBOUND TRIP PROCEED TO PIONEER CENTER -
VIA
GREEN STREET SOUTH TO BULL VALLEY ROAD
R WEST ONTO BULL VALLEY ROAD TO IL 31
L SOUTH ONTO IL 31 DAYTON STREET
L EAST ONTO DAYTON STREET TO PIONEER CENTER
TIMEPOINT 7 PIONEER CENTER (BOARD / ALIGHT)

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 807 WESTBOUND
TIMEPOINT 6 OLD MCHENRY CITY HALL (BOARD / ALIGHT)
SOUTH VIA GREEN STREET TO JOHN STREET
R WEST ONTO JOHN STREET TO FRONTSTREET (IL 31)
R-NORTH ONTO IL 31 TO MAIN STREET
L WEST ONTO MAIN STREET TO MCHENRY STATION (SERVICE TO METRA)
TIMEPOINT 5 MCHENRY STATION (BOARD / ALIGHT)
CONTINUE WEST ON MAIN STREET TO CRYSTAL LAKE ROAD
R NORTH ONTO CRYSTAL LAKE ROAD TO ELM STREET (IL 120)
L WEST ONTO ELM STREET (IL 120) TO OAK DRIVE
TIMEPOINT 4 IL 120 / OAK DRIVE (BOARD / ALIGHT) FAR SIDE
CONTINUE WEST ON ELM STREET (IL 120) TO BROADWAY AVENUE
R NORTH ONTO BROADWAY AVENUE TO BACK OF MARIAN CENTRAL CATHOLIC H.S.
TIMEPOINT 3 MARIAN CENTRAL CATHOLIC H.S. (BOARD / ALIGHT)
CONTINUE THROUGH TO RAFFEL ROAD
L NORTH ONTO RAFFEL ROAD. (TRAFFIC CONTROL SIGNAL) TO WARE ROAD
L WEST ON WARE ROAD TO MCHENRY COUNTY COURTHOUSE
L SOUTH INTO COURTHOUSE PARKING LOT
TIMEPOINT 2 MCHENRY COUNTY COURTHOUSE (BOARD / ALIGHT)
CONTINUE THROUGH PARKING LOT TO RUSSELL COURT.
R WEST ON RUSSELL COURT TO SEMINARY AVENUE
L SOUTH ON SEMINARY ROAD TO MCHENRY AVENUE (IL 120)
R WEST ONTO MCHENRY AVENUE (IL 120) TO MADISON STREET
L SOUTH ON MADISON STREET TO CHURCH ST.
R WEST ONTO CHURCH STREET TO WOODSTOCK STATION.
TIMEPOINT 1 / WOODSTOCK STATION (BOARD/ALIGHT)
METRA CONNECTIONS AND ROUTE 808 CONNECTIONS

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 808 WESTBOUND
TIMEPOINT 1 CRYSTAL LAKE STATION (BOARD / ALIGHT)
BEGIN SOUTH CRYSTAL LAKE STATION TO WOODSTOCK STREET
R WEST ONTO WOODSTOCK STREET TO OAK STREET
R NORTH ONTO OAK STREET TO TERRA COTTA AVENUE (IL 176)
L WEST ONTO TERRA COTTA AVENUE (IL 176) TO VIRGINIA STREET (IL 14)
R NORTHWEST ONTO VIRGINIA STREET (IL 14) TO TARTAN DRIVE ENTER MCHENRY COUNTY COLLEGE
TIMEPOINT 2 MCHENRY COUNTY COLLEGE
R NORTH ONTO TARTAN DRIVE TO EAST ENTRANCE (BOARD / ALIGHT)
EXIT VIA TARTAN DRIVE TO IL 14
R NORTHWEST ONTO IL 14 TO DOTY ROAD
L SOUTH ONTO DOTY ROAD TO CENTEGRA MEMERIAL HOSPITAL PERIMETER DRIVE
R ONTO PERIMETER DRIVE TO NORTH ENTRANCE
TIMEPOINT 3 CENTEGRA MEMORIAL MEDICAL CENTER (BOARD / ALIGHT)
EXIT ENTRANCE FOLLOW HOSPITAL PERIMETER DRIVE TO DOTY ROAD
L NORTH ONTO DOTY ROAD TO IL 14
L NORTHWEST ONTO IL 14 TO LAKE AVENUE
R NORTH ONTO LAKE AVENUE TO KIMBALL AVENUE
L WEST ONTO KIMBALL AVENUE TO DEAN STREET
R NORTH ONTO DEAN STREET TO SOUTH STREET
L WEST ONTO SOUTH STREET TO THROOP STREET
R NORTH ONTO THROOP STREET TO WASHINGTON STREET
NOTE: SCHOOL ROUTING ON SOME TRIPS TO MARIAN CENTRAL CATHOLIC H.S.
ROUTE 808 WESTBOUND
TIMEPOINT 4 MARIAN CENTRAL CATHOLIC HIGH SCHOOL (BOARD / ALIGHT)
ROUTING TO MARIAN CENTRAL CATHOLIC H.S.
WASHINGTON – CHURCH – MADISON – MCHENRY (IL 120) – BROADWAY – BACK (NORTHSIDE) OF MARIAN CENTRAL CATHOLIC H.S. BUILDING (BOARD / ALIGHT) – RAFFEL RD. – IL 120 R WEST RETURN TO WOODSTOCK STATION VIA IL 120 – MCHENRY – MADISON – CHURCH – WOODSTOCK STATION
TIMEPOINT 5 WOODSTOCK STATION (BOARD / ALIGHT)
NORTHWEST THROUGHTO THE END ON THE STATION LOT
L SOUTHWEST TO WASHINGTON STREET (IL 120)
R NORTHWEST ONTO WASHINGTON STREET (IL 120) TO IL 14
R WEST ONTO IL 14 TO BRINK STREET (IL 173)
L WEST ONTO BRINK STREET (IL 173) TO AYER STREET
R NORTH ON AYER STREET TO HARVARD STATION
TIMEPOINT 6 HARVARD STATION (BOARD / ALIGHT) EASTSIDE OF AYERS NORTH OF RR TRACKS
CONTINUE NORTH ON AYERS TO DIVISION STREET
R EAST THROUGH INTERSECTION (AYERS / DIVISION) ONTO GARFIELD ROAD
L NORTH ONTO GARFIELD ROAD TO BROWN STREET
L WEST ONTO BROWN STREET TO DIVISION STREET
R NORTH ONTO DIVISION STREET TO MCKINLEY STREET
R EAST ONTO MCKINLET STREET TO GRANT STREET
L NORTH ONTO GRANT STREET TO GRANT STREET TO HOSPITAL BUS SHELTER (WEST SIDE)
TIMEPOINT 7 HARVARD COMMUNITY HOSPITAL (BOARD / ALIGHT)

B 2: SERVICE AREA MAPS- FIXED ROUTE TURN BY TURN
MCHENRY COUNTY PARATRANSIT SERVICES

ROUTE 808 EASTBOUND
TIMEPOINT 7 HARVARD COMMUNITY HOSPITAL (BOARD / ALIGHT) SHELTER WESTSIDE
BEGIN NORTHWEST ON GRANT STREET TO GARFIELD ROAD
L SOUTH ONTO GARFIELD ROAD TO BROWN STREET
R WEST ONTO BROWN STREET TO DIVISION STREET
L SOUTH ON DIVISION STREET TO AYERS STREET
RSOUTHWEST ONTO AYERS STREET TO HARVARD STATION
TIMEPOINT 6 HARVARD STATION (BOARD/ ALIGHT
STOP NORTH OF RR TRACKS ON AYERS STREET
PROCEED SOUTHWEST ON AYERS STREET TO BRINK STREET (IL 173)
L EAST ONTO BRINK STREET (IL 173) TO DIVISION STREET (IL 14)
R SOUTHEAST ONTO DIVISION STREET (IL 14) TO WASHINGTON STREET (WOODSTOCK)
L EAST ONTO WASHINGTON STREET TO WHEELER STREET
L NORTH ONTO WHEELER STREET THROUGH PARKING LOTTO WOODSTOCK STATION
TIMEPOINT 5 WOODSTOCK STATION (BOARD ALIGHT)
MARIAN CENTRAL ON SOMETRIPS
L EAST FROM WOODSTOCK STATION ONTO CHURCH ST. TO
L NORTH ONTO MADISON ST. TO
R NORTHEAST ONTO MCHENRY AVE. (IL 120)TO
BROADWAY AVE. TO BACK OF MARIAN CENTRAL CATHOLIC H.S. (BOARD/ALIGHT),
EXIT SCHOOL GROUND EAST VIA RAFFEL ROAD TO IL 120
R WEST ON IL 120 - MCHENRY AVE. – MADISON ST. – CHURCH ST. TO
WASHINGTON ST. (RETURN TO NON-SCHOOL ROUTING)
TIMEPOINT 4 MARIAN CENTRAL CATHOLIC H.S. ON SOME TRIPS
PROCEED TO WASHINGTON STREET
R WEST ONTO WASHINGTON STREET TO THROOP STREET
L SOUTH ONTO THROOP STREET TOSOUTH STREET
L EAST ONTO SOUTH STREET TO DEAN STREET
R SOUTHWEST ONTO DEAN STREET TO KIMBALL AVENUE
L EAST ONTO KIMBALL AVENUE TO LAKE AVENUE
R SOUTHEAST ONTO LAKE AVENUE TO IL 14
L EAST ONTO IL 14 TO DOTY ROAD
ROUTE 808 EASTBOUND
R ONTO DOTY ROADTO CENTEGRA MEDICAL CENTER PERIMETER ROAD TO NORTH ENTRANCE
TIMEPOINT 3 CENTEGRA MEMORIAL HOSPITAL (BOARD/ALIGHT)
EXIT VIA PERIMETER ROAD TO DOTY ROAD
L NORTH ONTO DOTY ROAD TO IL 14
R SOUTHWEST ONTO IL 14 TO TARTAN DRIVE MCHENRY COUNTY COLLEGE
ENTER AT SIGNAL IL 14/TARTAN DRIVE. FOLLOW TARTAN DRIVE TO EAST ENTRANCE
TIMEPOINT 2 MCHENRY COUNTY COLLEGE (BOARD / ALIGHT)
EXIT MCHENRY COUNTY COLLEGE SOUTH VIA TARTAN DRIVE TO IL 14
L SOUTHEAST ON TO IL 14 TO TERRA COTTA AVENUE (IL 176)
L EAST ONTO TERRA COTTA ROAD (IL 176) TO OAK STREET
R SOUTH ONTO OAK STREET TO WOODSTOCK STREET
L ONTO WOODSTOCK STREET TO GRANT STREET
L NORTH ONTO GRANT STREET TO CRYSTAL LAKE STATION
TIMEPOINT 1 CRYSTAL LAKE STATION (BOARD ALIGHT)

VIII. B3: PACE PARATRANSIT RESERVATION SCRIPT
MCHENRY COUNTY PARATRANSIT SERVICES

A.

1. **Name. What is your paratransit ID number please?**

2. **Res: Is this customer name?**

3. **Res: We have you listed at home address. Is this where we will be picking you up?**

4. **Res: To what address will we be taking you?**

5. **Res: What is the name of the facility?**

6. **Res: What time do you need to arrive at facility name?** (If the client insists on providing a pick-up time instead of an appointment time, tell them that you cannot guarantee both a pick- up and appointment time. Ask them to provide you with either an appointment time or a pick-up time).

7. **Res: Ok. May I ask if this trip is for medical purposes?** (Knowing that a trip is for medical purposes may help PACE receive further funding from outside agencies).

8. **Res: Thank you. Will you be using any mobility aids such as a walker, or wheelchair?** (Mobility aids are identified so the correct type of vehicle is sent.)

9. **Res: Will anyone else be riding with you for this trip?**

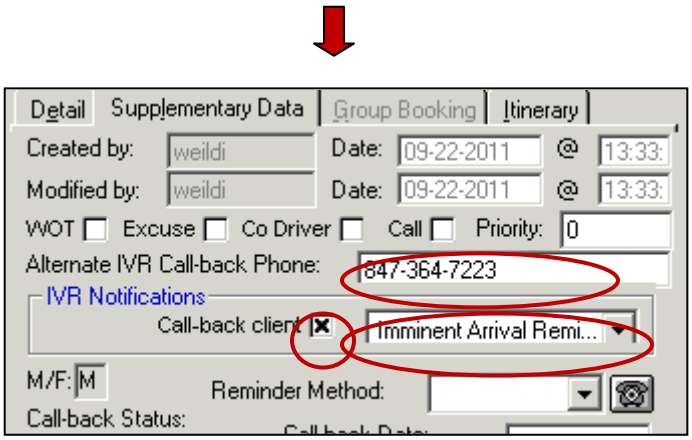
10. **Res: Are there any other special instructions I should give the driver?**

11. **Res:** (Only if appointment time is given) **To accommodate your requested arrival time we will pick you up at pick-up time.**

12. **Res: Would you like an automated call shortly before the vehicle arrives?** (If the Passenger says "No" skip to step 15 and continue**).**

13. Click on the Supplementary Data Tab then a) Click in the Call-Back Client box, placing an "x" in the box, and b) Select, "Imminent Arrival Reminder" using the pulldown arrow in the IVR Notifications section.

14. **Res: At what number would you like to be contacted? We highly recommend a cellular number.** (The phone number at which the rider wants to receive the call is entered in the "Alternate IVR Call-Back Phone" blank. (Cell phone number is preferred).



15. **Res: Great! And will you need a return ride from destination name?**

16. **Res: (**If Yes**)** After flipping the trip ask the rider, **"Would you like an automated call shortly before the vehicle arrives?".** (If Yes) **At what number would you like to be contacted?** (For riders who do not want a reminder call,, Uncheck the "Call-back client" box. NO FURTHER ACTION IS REQUIRED).

17. **Res: Are there any other trips I can book for you**?

18. **Res:** (After final trip leg is booked) **Ok, let me confirm your trip information** (reservationist repeats trip booking information for each trip and any special instructions the customer has provided).

19. **Res: Is that correct? Thank you, have a nice day**.

MCHENRY COUNTY PARATRANSIT SERVICES
IX. B4: FLEET VEHICLE INFORMATION

Pace currently operates a fleet of thirty seven (37) cutaway vehicles and five (5) thirty-five (35) foot buses in the McHenry County service area. Below are two (2) inventory lists. One inventory list is sorted by vehicle mileage (as of June 30, 2015) and one is sorted by vehicle model year.

The fleet of forty-two (42) vehicles consists of two (2) twelve (12) passenger vehicles with two (2) wheelchair securements, thirty-two (32) fifteen (15) passenger vehicles with four (4) wheelchair securements, three (3) eleven (11) passenger vehicles with two (2) wheelchair securements and five (5) thirty-five (35) foot twenty-seven passenger buses with two (2) wheelchair securements.

The fleet uses both unleaded fuel and diesel fuel. Eight (8) vehicles use unleaded fuel and thirty-four (34) vehicles use diesel fuel.

*** The Vehicle Replacement Schedule is contingent on securement of funding and budget approval for procurement of vehicles and or capital equipment. The scheduled dates for replacement of vehicles are tentative.**

MCHENRY COUNTY ADA PARATRANSIT SERVICES
B4: FLEET INVENTORY Sorted by Vehicle Mileage

No.	Vehicle No.	Fuel Type	Vehicle Description	Capacity	Vehicle Year	Ending Odometer as of JUNE 30, 2015	VIN NUMBER													
								Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG Monthly Mileage
1	2696	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	217,516	1N9MNAC627C084033	1437	1306	808	1248	679	847	899	795	1286	1289	942	1287	1,069
2	5305	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2009	210,752	1FDFE45P59DA50984	2854	3818	4207	3956	3356	2384	3332	4031	4615	4358	3869	3681	3,705
3	5353	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	210,074	1FDFE4FP2ADA02684	3622	3094	3560	4541	3300	4416	4192	3276	4498	4424	3711	2882	3,793
4	5344	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2009	209,827	1FDFE45PX9DA61754	3431	3632	4397	4859	3205	4314	4227	3134	3056	4538	4087	3711	3,883
5	5461	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	208,593	1FDFE4FPXADA39675	3742	4169	3517	4737	4048	4390	4638	3626	4859	4752	2968	2032	3,957
6	2697	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	207,069	1N9MNAC617C084184	1255	1200	443	555	943	949	944	889	685	1200	736	465	855
7	5367	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	205,818	1FDFE4FP1ADA03633	1271	2815	2766	4653	2337	604	2966	3916	4692	4013	3507	4154	3,141
8	5401	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	204,851	1FDFE4FP7ADA24258	4377	3373	4175	4401	3834	4320	4146	4297	4110	4363	3923	4210	4,127
9	2698	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	201,808	1N9MNAC637C084185	319	725	1756	1325	1029	878	1026	845	855	492	1033	1512	983
10	5363	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	198,645	1FDFE4FP5ADA03635	4302	3684	2310	1337	2792	4600	3937	3836	5135	4617	3328	2262	3,512
11	5372	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	198,558	1FDFE4FPXADA09723	3316	4068	3694	2569	2627	2781	1134	3198	4698	4462	1537	35	2,843
12	5462	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	195,540	1FDFE4FP1ADA39676	3381	3669	3199	4143	3741	4588	4643	3952	4875	2694	3519	3905	3,859
13	2661	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	193,349	1N9MNAC697C084093	1733	2261	1717	1889	1196	1046	1043	1571	1610	1285	1573	75	1,417
14	5481	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	187,960	1FDFE4FP7ADA41187	4471	3604	4177	4190	3354	3821	4054	3766	3114	4735	3693	4569	3,962
15	2662	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	187,086	1N9MNAC607C084094	1179	434	1121	1106	1346	1125	1234	820	1100	1542	910	2598	1,210
16	5445	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	185,542	1FDFE4FP1ADA39659	4043	4266	4379	1923	3497	4519	4364	3812	3939	3178	2794	3113	3,652

MCHENRY COUNTY ADA PARATRANSIT SERVICES
B4: FLEET INVENTORY Sorted by Vehicle Mileage

No.	Vehicle No.	Fuel Type	Vehicle Description	Capacity	Vehicle Year	Ending Odometer as of JUNE 30, 2015	VIN NUMBER	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG Monthly Mileage
17	5402	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	177,450	1FDFE4FP9ADA24259	2223	942	1573	2280	2328	2466	2955	2734	2118	2101	2501	2988	2,267
18	5434	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	177,214	1FDFE4FP4ADA36237	4000	3749	4100	4763	3356	3057	4244	3519	3561	244	3422	3842	3,488
19	5452	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	176,508	1FDFE4FP9ADA39666	4240	3340	4407	4549	3620	4410	4351	3824	5130	4030	3744	4110	4,146
20	5359	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	175,925	1FDFE4FP8ADA02690	3740	1351	2	609	3541	3128	4549	3050	4033	4102	3938	2211	2,855
21	5454	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	175,366	1FDFE4FP2ADA39668	3341	3935	3766	4933	3577	4445	4354	4052	4615	3578	2009	3740	3,862
22	5361	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	169,472	1FDFE4FP1ADA02692	3882	3254	4236	4394	3078	4586	4173	3748	4333	1195	0	2613	3,291
23	5463	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	168,557	1FDFE4FP3ADA39677	4245	2696	2176	3392	1306	1	662	1817	758	0	3244	3153	1,954
24	5450	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	167,904	1FDFE4FP5ADA39664	2083	3276	3542	2708	3523	3599	5	1272	2592	4101	3983	3388	2,839
25	5457	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	161,161	1FDFE4FP2ADA39671	4654	4169	4565	4677	3317	4098	4504	3919	4996	4414	3677	3942	4,244
26	5456	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	156,642	1FDFE4FP0ADA39670	3699	3971	3002	4957	2779	1836	4295	4197	4544	3556	4238	4235	3,776
27	5464	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	155,026	1FDFE4FP5ADA39678	1995	1896	2641	3162	2314	2907	2623	118	26	3531	3087	3768	2,339
28	5337	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2009	149,248	1FDFE45P29DA61747	0	0	0	0	0	0	250	1735	2279	1082	2090	3405	903
29	5745	Diesel	FORD, ELDORADO 350, TYPE CUTAWAY BUS	12/2 wc	2010	74,623	1FDEE3FP8ADA15509							0	0	742	2854	2856	3531	1,664
30	5354	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	49,319	1FDFE4FP4ADA02685							0	0	0	75	0	8	14
31	5990	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	44,186	1FDFE4FL1ADB00733							0	0	1913	4188	3621	4756	2,413
32	14142	Unleaded	FORD,ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	37,968	1FDFE4FS0EDA56527	2753	2223	3433	2844	2023	2258	1757	2263	3012	4053	3674	3945	2,853
33	5708	Diesel	FORD, ELDORADO 350, TYPE CUTAWAY BUS	12/2 wc	2009	37,741	1FDEE35P49DA67054	635	596	621	596	488	541	482	525	201	0	0	98	399
34	14140	Unleaded	FORD,ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	36,964	1FDFE4FS8EDA41080	2939	3636	3211	3113	2372	2499	2546	1970	3152	3005	2571	3815	2,902
35	5356	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2009	36,922	1FDFE4FP8ADA02687							0	0	0	97	283	2407	465
36	14137	Unleaded	FORD,ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	34,370	1FDFE4FS7EDA17093	2149	1993	2344	3043	2566	2481	2539	2592	3394	3376	3131	2281	2,657
37	14134	Unleaded	FORD,ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	34,070	1FDFE4FS1EDA17090	2182	1850	2244	3177	2255	2343	2500	2598	3346	3322	2963	2676	2,621
38	14136	Unleaded	FORD,ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	29,855	1FDFE4FS5EDA17092	2915	3063	3264	2155	2160	2395	2082	26	0	2522	2458	2904	2,162
39	14251	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	12,479	1FDEE3FL7EDA72707							0	0	1401	2791	3715	3925	1,972
40	14295	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	11,691	1FDEE3FL9EDB17064							0	0	1635	3271	2986	3160	1,842
41	14282	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	8,526	1FDEE3FL7EDB17046							0	0	1078	2149	1979	2668	1,312
							TOTAL	**100,952**	**95,843**	**98,835**	**107,627**	**89,368**	**96,604**	**99,037**	**93,775**	**116,426**	**118,754**	**110,387**	**119,165**	**103,898**

MCHENRY COUNTY ADA PARATRANSIT SERVICES
B4: FLEET INVENTORY Sorted by Model Year

No.	Vehicle No.	Fuel Type	Vehicle Description	Capacity	Vehicle Year	Ending Odometer as of JUNE 30, 2015	VIN NUMBER													
								Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG Monthly Mileage
1	5305	Diesel	FORD, ELDORADO 450, TYPE	15/4 wc	2009	210,752	1FDFE45P59DA50984	2854	3818	4207	3956	3356	2384	3332	4031	4615	4358	3869	3681	3,705
2	5337	Diesel	FORD, ELDORADO 450, TYPE	15/4 wc	2009	149,248	1FDFE45P29DA61747	0	0	0	0	0	0	250	1735	2279	1082	2090	3405	903
3	5344	Diesel	FORD, ELDORADO 450, TYPE	15/4 wc	2009	209,827	1FDFE45PX9DA61754	3431	3632	4397	4859	3205	4314	4227	3134	3056	4538	4087	3711	3,883
4	5353	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	210,074	1FDFE4FP2ADA02684	3622	3094	3560	4541	3300	4416	4192	3276	4498	4424	3711	2882	3,793
5	5354	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	49,319	1FDFE4FP4ADA02685							0	0	0	75	0	8	14
6	5356	Diesel	FORD, ELDORADO 450, TYPE	15/4 wc	2009	36,922	1FDFE4FP8ADA02687							0	0	0	97	283	2407	465
7	5359	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	175,925	1FDFE4FP8ADA02690	3740	1351	2	609	3541	3128	4549	3050	4033	4102	3938	2211	2,855
8	5361	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	169,472	1FDFE4FP1ADA02692	3882	3254	4236	4394	3078	4586	4173	3748	4333	1195	0	2613	3,291
9	5363	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	198,645	1FDFE4FP5ADA03635	4302	3684	2310	1337	2792	4600	3937	3836	5135	4617	3328	2262	3,512
10	5367	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	205,818	1FDFE4FP1ADA03633	1271	2815	2766	4653	2337	604	2966	3916	4692	4013	3507	4154	3,141
11	5372	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	198,558	1FDFE4FPXADA09723	3316	4068	3694	2569	2627	2781	1134	3198	4698	4462	1537	35	2,843
12	5401	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	204,851	1FDFE4FP7ADA24258	4377	3373	4175	4401	3834	4320	4146	4297	4110	4363	3923	4210	4,127
13	5402	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	177,450	1FDFE4FP9ADA24259	2223	942	1573	2280	2328	2466	2955	2734	2118	2101	2501	2988	2,267
14	5434	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	177,214	1FDFE4FP4ADA36237	4000	3749	4100	4763	3356	3057	4244	3519	3561	244	3422	3842	3,488
15	5445	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	185,542	1FDFE4FP1ADA39659	4043	4266	4379	1923	3497	4519	4364	3812	3939	3178	2794	3113	3,652
16	5450	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	167,904	1FDFE4FP5ADA39664	2083	3276	3542	2708	3523	3599	5	1272	2592	4101	3983	3388	2,839

MCHENRY COUNTY ADA PARATRANSIT SERVICES
B4: FLEET INVENTORY Sorted by Model Year

No.	Vehicle No.	Fuel Type	Vehicle Description	Capacity	Vehicle Year	Ending Odometer as of JUNE 30, 2015	VIN NUMBER	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG Monthly Mileage
17	5452	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	176,508	1FDFE4FP9ADA39666	4240	3340	4407	4549	3620	4410	4351	3824	5130	4030	3744	4110	4,146
18	5454	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	175,366	1FDFE4FP2ADA39668	3341	3935	3766	4933	3577	4445	4354	4052	4615	3578	2009	3740	3,862
19	5456	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	156,642	1FDFE4FP0ADA39670	3699	3971	3002	4957	2779	1836	4295	4197	4544	3556	4238	4235	3,776
20	5457	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	161,161	1FDFE4FP2ADA39671	4654	4169	4565	4677	3317	4098	4504	3919	4996	4414	3677	3942	4,244
21	5461	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	208,593	1FDFE4FPXADA39675	3742	4169	3517	4737	4048	4390	4638	3626	4859	4752	2968	2032	3,957
22	5462	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	195,540	1FDFE4FP1ADA39676	3381	3669	3199	4143	3741	4588	4643	3952	4875	2694	3519	3905	3,859
23	5463	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	168,557	1FDFE4FP3ADA39677	4245	2696	2176	3392	1306	1	662	1817	758	0	3244	3153	1,954
24	5464	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	155,026	1FDFE4FP5ADA39678	1995	1896	2641	3162	2314	2907	2623	118	26	3531	3087	3768	2,339
25	5481	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	187,960	1FDFE4FP7ADA41187	4471	3604	4177	4190	3354	3821	4054	3766	3114	4735	3693	4569	3,962
26	5708	Diesel	FORD, ELDORADO 350, TYPE	12/2 wc	2009	37,741	1FDEE35P49DA67054	635	596	621	596	488	541	482	525	201	0	0	98	399
27	5745	Diesel	FORD, ELDORADO 350, TYPE CUTAWAY BUS	12/2 wc	2010	74,623	1FDEE3FP8ADA15509							0	0	742	2854	2856	3531	1,664
28	5990	Diesel	FORD, ELDORADO 450, TYPE CUTAWAY BUS	15/4 wc	2010	44,186	1FDFE4FL1ADB00733							0	0	1913	4188	3621	4756	2,413
29	14134	Unleaded	FORD, ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	34,070	1FDFE4FS1EDA17090	2182	1850	2244	3177	2255	2343	2500	2598	3346	3322	2963	2676	2,621
30	14136	Unleaded	FORD, ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	29,855	1FDFE4FS5EDA17092	2915	3063	3264	2155	2160	2395	2082	26	0	2522	2458	2904	2,162
31	14137	Unleaded	FORD, ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	34,370	1FDFE4FS7EDA17093	2149	1993	2344	3043	2566	2481	2539	2592	3394	3376	3131	2281	2,657
32	14140	Unleaded	FORD, ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	36,964	1FDFE4FS8EDA41080	2939	3636	3211	3113	2372	2499	2546	1970	3152	3005	2571	3815	2,902
33	14142	Unleaded	FORD, ELDORADO E450,TYPE CUTAWAY BUS	15/4 wc	2014	37,968	1FDFE4FS0EDA56527	2753	2223	3433	2844	2023	2258	1757	2263	3012	4053	3674	3945	2,853
34	14251	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	12,479	1FDEE3FL7EDA72707							0	0	1401	2791	3715	3925	1,972
35	14282	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	8,526	1FDEE3FL7EDB17046							0	0	1078	2149	1979	2668	1,312
36	14295	Unleaded	FORD, E350 CUTAWAY, TYPE CUTAWAY BUS	11/2 wc	2014	11,691	1FDEE3FL9EDB17064							0	0	1635	3271	2986	3160	1,842
37	2661	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	193,349	1N9MNAC697C084093	1733	2261	1717	1889	1196	1046	1043	1571	1610	1285	1573	75	1,417
38	2662	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	187,086	1N9MNAC607C084094	1179	434	1121	1106	1346	1125	1234	820	1100	1542	910	2598	1,210
39	2696	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	217,516	1N9MNAC627C084033	1437	1306	808	1248	679	847	899	795	1286	1289	942	1287	1,069
40	2697	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	207,069	1N9MNAC617C084184	1255	1200	443	555	943	949	944	889	685	1200	736	465	855
41	2698	Diesel	ELDORADO, EZ RIDER MAX II, SERIES 2600	27/2 wc	2006	201,808	1N9MNAC637C084185	319	725	1756	1325	1029	878	1026	845	855	492	1033	1512	983
							TOTAL	**100,952**	**95,843**	**98,835**	**107,627**	**89,368**	**96,604**	**99,037**	**93,775**	**116,426**	**118,754**	**110,387**	**119,165**	**103,898**

MCHENRY COUNTY ADA PARATRANSIT SERVICES
X. B5: SAMPLE PROVIDER MISSED TRIP REPORT

A.

Missed trip for 06/25/2012

Date	Driver Name/#	Client Name	Pick Up Address	SCH	ACT	LATE	Comment
06/25/2012	THOMAS 1051	JEFF JORDAN	2123 W. 119TH ST	5:05	6:29	1:24	Trip did not transmit, moved but driver did not make it in time.
06/25/2012	JACKSON 1282	JOSH ISRAELSON	1805 CANAL ST (BLUE ISLAND)	12:05	13:53	1:48	Street closures, set up for the Blues Fest, traffic delays caused missed trips.
06/25/2012	GORDON 1333	MARTA STRATFORD	11718 S PEORIA ST	13:47	14:53	1:06	Original driver late, trip moved, this driver arrived 4 minutes outside of missed trip window
06/25/2012	NGUYEN 1221	CELESTE PETERSON	332 HARRISON ST (OAK PARK)	14:00	15:04	1:04	Driver ran into traffic en route to the pick up, caused a missed trip.
06/25/2012	GONZALES 1345	ROBERT HANSEN	303 W ERIE ST	15:04	16:16	1:12	Trip scheduled late to the run from unscheduled trips.
06/25/2012	ROSE 1554	KATE UMBERSON	744 E 133RD PL (RIVERDALE)	21:09	22:26	1:17	Trip was added to the run late

Note: Report exports in Excel or PDF format. Contractor shall use Excel format to report reason for the missed trip(s).

MCHENRY COUNTY ADA PARATRANSIT SERVICES
XI. B6: SAMPLE TRIP REQUEST DENIAL REPORT

SubT	Date	Stat	ClientCode	Provider	Name	From	To		Req	ReqLateDO	Space Type	Reason for Denial	Funding S.
ADV-Adversarial Den	8/14/2012	U	P412138X77	Best Transportation	BELL, MARY ANN	6108, W 60TH ST	1151, S STATE	ST	16:00:00		AM1	Declined 16:45 P/U	ADA
ADV-Adversarial Den	8/13/2012	U	PXX59	Best Transportation	JOHNSON, TAMMIE	7521, MADISON ST	1010, W 95TH	ST	17:30:00	18:30:00	WH2	Declined 17:15 P/U	ADA
ADV-Adversarial Den	8/19/2012	U	PXX959	Best Transportation	JOHNSON, TAMMIE	233, N MICHIGAN AVE	1301, N LA SALLE B	LVD	8:45:00	9:30:00	WH2	Declined 9:00 P/U	ADA
ADV-Adversarial Den	8/12/2012	U	P41213827	Best Transportation	LIBERMANN, CHRISTIAN	C BEST BUY:555, W ROOSEVELT RD	1314, W WASHBURNE	AVE	12:30:00		WH2	Declined 13:30 P/U	ADA
ADV-Adversarial Den	8/3/2012	U	P412138X29	Best Transportation	PORTER, TRAVIS	4001, S VINCENNES AVE	339, W 79TH	ST	11:00:00	12:00:00	AM1	Declined 10:40 P/U	ADA
ADV-Adversarial Den	8/7/2012	U	P41213832	Best Transportation	POWELL, NORTON	1049, S AUSTIN BLVD	301, LAKE	ST	9:41:00		AM1	Declined 10:00 P/U	ADA
ADV-Adversarial Den	8/16/2012	U	P412138X21	Best Transportation	ROLLINS,CLEO	C MED ADVOCATE (SYKES):2545, S KING DR	4846, S KING	DR	15:00:00		AM1	Declined 15:50 P/U	ADA
ADV-Adversarial Den	8/1/2012	U	P412138X39	Best Transportation	THOMAS, ESTHER	6105, S GREEN ST	5635, S PULASKI	RD	14:15:00	15:15:00	AM2	Declined 14:00 P/U	ADA
ADV-Adversarial Den	8/2/2012	U	P412138X09	Best Transportation	WALKER,FELISHA	700, N SACRAMENTO BLVD	2951, S KING	DR	15:15:00	16:00:00	AM1	Declined 14:30 P/U	ADA
ELG-Eligibility Den	8/17/2012	U	P412138X83	Best Transportation	BROWN,OLIVIA	1443, S TRIPP AVE	523, N NUGENT	AVE	22:30:00		AM1	Destination not Eligible after 20:00	ADA
ELG-Eligibility Den	8/16/2012	U	P41213891	Best Transportation	DALY,BETH	2650, S TUNGSTEN AVE	740, E 43RD	ST	23:00:00		AM1	Pick up time outside ADA service hours	ADA

Note: A Trapeze Report is available, however the Contractor is required to maintain a manual file in the instance the system is inoperable. The Trapeze scheduling software must be updated when the system is back on line.

Exhibit C

PACE SUBURBAN BUS SERVICE
GENERAL CONTRACT PROVISIONS
SERVICE CONTRACTS
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Exhibit C

PACE SUBURBAN BUS SERVICE
INSTRUCTIONS TO CONTRACTORS & GENERAL CONTRACT CONDITIONS

The following instructions, terms and conditions shall apply to Pace solicitations and Contracts. All Bidders or Proposers shall be referred to as "Contractors" and all bids or offers as "Bids" or "Bid Quotations" in this section of the Contract.

SECTION A - INSTRUCTIONS TO CONTRACTORS & GENERAL TERMS AND CONDITIONS

1. Conditions of Acceptance of Bid: This Invitation for Bid ol expressly limits acceptance to the terms and conditions stated herein and any supplementary or additional terms and conditions annexed hereto or incorporated herein by reference. Any additional or different terms and conditions proposed by the Contractor are objected to and hereby rejected unless accepted by Pace prior to the time and date of bid opening. The Contractor further understands and agrees that if this bid is accepted, the Contractor is to furnish any and all of the services upon which prices are quoted, at the price and delivery time stated, subject to all terms, conditions, and requirements set forth in the bid and in the resulting Contract. Pace reserves the right to extend the bid quotation opening date and to reject any or all bid quotations or any part thereof. Pace further reserves the right to excuse informalities in the bid quotations and bidding when, in the judgment of Pace, the best interests of Pace will be served and the spirit of competition will be maintained.

2. Authorities and Limitations

2.1 This Contract is made and shall be interpreted under the laws of the State of Illinois and Contractor agrees and consents that only the courts of Illinois and Federal appellate courts shall have jurisdiction over controversies arising out of this Contract.

2.2 The articles, sections, paragraphs or other headings shown are for convenience and reference only and in no way define, limit or describe the scope or intent of this Contract or its Exhibits.

2.3 This Contract together with any other document expressly incorporated herein contain the entire agreement between the parties hereto and there are no prior or contemporaneous oral or written understandings or agreements binding on Pace affecting the subject matter of this Contract other than those expressly referred to therein. No agreement, other understanding or acknowledgment, invoice, or other form used by the Contractor to modify or alter the provisions of this order resulting from acceptance by Contractor of this Contract will be binding upon Pace unless made in writing and signed by Pace's authorized representative.

2.4 All services/work shall be performed under the direction of the Chief Procurement Officer who alone shall have the authority to bind Pace and to exercise the rights, responsibilities, authorities and functions vested in him by the Contract documents, except that he shall have the right to designate authorized representatives to act for him. Wherever any provision in this Contract specifies an individual (such as, but not limited to, Engineer, Resident Engineer, Inspector, Site Manager or Architect) or organization, whether Pace or private, to perform any act on behalf of or in the interests of Pace, that individual or organization shall be deemed to be Pace Chief Procurement Officer authorized representative under this Contract but only to the extent so specified.

Pace’s Chief Procurement Officer may, at any time during the performance of this Contract, vest in any such authorized representatives, additional power and authority to act for him or designate additional representatives, specifying the extent of their authority to act for him or designate additional representatives to the extent deemed necessary by him.

2.5 The Contractor shall perform the Contract in accordance with any order (including but not limited to instruction, direction, interpretation or determination) issued by an authorized representative in accordance with the authority to act for the Pace Chief Procurement Officer, but the Contractor assumes all the risk and consequences of performing the Contract in accordance with any order (including but not limited to instruction, direction, interpretation, or determination) of anyone not authorized to issue such order.

3. Withdrawal of Bids: Once submitted, bids may only be withdrawn with Pace's consent prior to bid opening and may be superseded by a subsequent timely bid. Any bid received after the time and date specified for opening, or any postponement thereof, will not be considered. Bids shall be irrevocable for a period of ninety (90) days after the opening thereof by Pace.

4. Errors in Bids: The Contractor is cautioned to verify any Bids made before submission. No bid may be withdrawn or changed after it has been opened unless Pace has determined:

   a. That an obvious mistake of a mechanical or clerical nature was actually made; not just an error in judgment, such as underestimating material or service costs.

   b. That the "mistaken" Contractor was not guilty of culpable negligence in making the error, or in delay in communicating the fact to Pace on discovery.

5. Irregular Bids: The Contractor understands that the bid must show the unit prices for all services which are proposed to be furnished, and that extensions must be shown and that if not so shown, their bid may be rejected as irregular.

6. Performance: It is understood and agreed that time of performance is of the essence of this Contract. If the Contractor is delayed in the performance of the services purchased under the Contract by a cause beyond his control, he must immediately upon receiving knowledge of such delay, give written notice to Pace and request an extension of time for completion of the Contract. Pace shall examine the request and determine if the Contractor is entitled to an extension. Pace shall notify the Contractor of the decision in writing.

7. Assignments: The Contractor agrees that neither this Contract nor any part of it or any of the monies due from this Contract may be assigned without the prior written consent of Pace. Any successor or assign under this Contract will be required to accede to all of the terms, conditions and requirements of this Contract as a condition precedent of such succession or assignment. Assignment of any portion of the work by subcontract must be approved in advance by Pace, in writing.

8. Waiver: Pace’s failure to promptly enforce any of the conditions of this Contract shall not constitute a waiver of any of Pace's other rights.

9. Termination: Pace may terminate this Contract at any time hereafter, with or without cause, by giving written notice to the Contractor at the address specified above. Termination shall be effective upon receipt of such notice by the Contractor. If Pace terminates this Contract other than for breach thereof by the Contractor, Pace agrees to pay the Contractor, and Contractor agrees to accept as its sole remedy, cancellation charges equal to the remaining unpaid costs accrued and obligated to date of cancellation. In the event of breach or violation by the Contractor of any provision of the Contract, Pace may allow the Contractor a reasonable opportunity to cure the breach prior to termination under this provision. Upon termination of this Contract for breach by the Contractor, the Contractor assumes liability for all excess costs incurred by Pace to complete the Scope of Services specified in the Contract.

10. Price Warranty: The Contractor warrants that the unit price(s)/hourly rates(s) charged herein do not exceed the unit prices/hourly rates charged by the Contractor to any other customers in substantially similar transactions. The Contractor agrees to make any price rebate which this warranty may require.

11. Payment: Payments will be made in accordance with the terms in the Contract, or the Contractor's invoice, whichever are more favorable to Pace. The payment date shall be calculated from the receipt of invoice or final acceptance of the goods or services, whichever is later in accordance with the Local Government Prompt Payment Act. Under the Act, Pace will pay the Contractor within thirty (30) days of its approval of Contractor’s invoice. Contractor agrees that it shall pay all subcontractors who have completed satisfactory work under the subcontract no later than thirty (30) days from receipt of payment by Pace. The Contractor further agrees to return any retainage payments withheld from subcontractor within thirty (30) days after the subcontractor’s work is satisfactorily completed. This requirement is also applicable to all sub-tier subcontractors and suppliers, and shall be made a part of all subcontracts and agreements. Pace is exempt from local, state, and federal taxes.

12. Warranties: The following warranty will apply unless otherwise provided for in the Contract documents. The Contractor warrants that articles or work products delivered hereunder shall be free from defects of material and workmanship and that all products furnished will conform to samples, specifications and/or drawings submitted as may be applicable, and are fit for the purpose for which purchased. The warranty period shall be for one (1) year from the date of delivery or date of final acceptance whichever is later. Pace may return any nonconforming or defective items or work products to the Contractor or require correction or replacement of the item at the time the defect is discovered, all at the Contractor's risk and expense. Acceptance of items or work products by Pace or payment therefore, shall not relieve the Contractor of his responsibilities hereunder.

13. Additional Charges: The price quoted for each service is the full purchase price, including delivery charges, and includes all premiums

on bonds, material or service costs, patent royalties and all other overhead charges of every kind and nature. The Contractor warrants that prices include all charges for packing, crating and transportation to F.O.B. points.

14. Contractors Record and Qualifications: The Contractor, within forty-eight hours after being requested in writing by Pace, shall furnish evidence satisfactory to Pace of the Contractors ability and responsibility, financial and otherwise, to furnish the service specified in the manner and at the time prescribed and in accordance with the specifications of Pace.

15. Modifications to Solicitation or Contract:

    a. For Invitation for Bids (IFBs), request for any change in the Contract bid documents must be submitted and received in writing no later than ten (10) business days prior to the bid opening date.

    b. For Request for Proposals (RFPs), requests for any change in the Contract proposal documents must be submitted as Contract exceptions along with the technical and price proposals on the RFP due date.

    c. Request for any change in the Contract after award shall be submitted in writing to Chief Procurement Officer for his prior approval. Oral change orders are not permitted. No change in the Contract shall be made except in writing signed by the Chief Procurement Officer or his designated representative. The Contractor shall be liable for all costs resulting from, and/or for satisfactorily correcting, any specification change not properly ordered by written modification to the Contract and signed by Pace.

16. Cash Discounts: The Contractor offering the lowest bid shall be determined by comparing the gross individual unit prices, or the gross bid total, as applicable. Cash (early payment) discounts are not taken into consideration when determining the lowest bid.

17. Indemnification: The Contractor shall indemnify, keep and save harmless Pace, its agents, officials and employees against all injuries, losses, claims, suits, costs and expenses which may accrue against Pace arising out of the services or products provided under this Contract, including any copyright or patent infringement or claim of such infringement arising from the intended use of goods or services furnished hereunder. The Contractor agrees to indemnify and hold harmless Pace, its employees and Officers, from any and all claims by persons or entities that may arise out of and in the course of its performance of this Contract, and from any and all claims by its subcontractors, employees or independent contractors which may arise out of and in the course of performance of this Contract. Any and all claims for unemployment benefits and worker's compensation benefits are expressly waived by the Contractor, its subcontractors, employees, and independent contractors, who agree to maintain separate policies of insurance as hereinafter are provided in this agreement. The Contractor shall retain independent counsel and at its expense shall assume and defend all claims, demands and suits covered in this indemnification section.

18. Processing Data Between Years and Centuries: Hardware, software and firmware delivered under this Contract shall be able to accurately process data between years and centuries.

19. Regulatory Compliance: All services furnished hereunder by the Contractor shall comply with all Federal, State and local laws, rules and regulations as applicable, including, but not limited to:

    a. Surface Transportation Assistance Act of 1982, Section 165a of Public Law 100-17 (Buy America).

    b. The Occupational Safety and Health Act of 1970, and the Illinois Toxic Substance Act, with respect to the design, construction or use for their intended purpose of said goods or services and the labeling of all goods and containers for the protection and safety of persons and property.

20. Disclosures: The Contractor shall not use or disclose any data, designs or other information belonging to or supplied by or on behalf of Pace, unless expressly authorized in writing by Pace. Upon Pace's request, such data, designs or other information and any copies thereof shall be returned to Pace. Where Pace's data, designs or other information are furnished to the Contractor's suppliers for procurement of services by the Contractor for use in the performance of Pace Contracts, the Contractor shall insert the substance of this provision in its Contract.

21. Non-Collusion: In submitting a signed bid proposal to Pace, the Contractor warrants and represents that it has not paid and agrees not to pay any bonus, commission, fee or gratuity to any employee or official of Pace or to any other Contractor for the purpose of obtaining this Contract.

22. Conflict of Interest: Members of the Board, officers and employees of Pace, their spouses, their children, their parents, their brothers and sisters and their children, are prohibited from having or acquiring any Contract or any direct pecuniary interest in any Contract

which will be wholly or partially performed by the payment of funds or the transfer of property of Pace in accordance with Section 4.03 of the Pace Regulations Governing Public Bidding (Ordinance SBD 15-21).

23. Conflict In Provisions: In the event of a conflict between any of the terms and conditions contained in the base Contract and its referenced exhibits, the base Contract provisions shall apply unless otherwise provided for.

24. Approximate Quantities: Where approximate or estimated quantities are stated, the unit prices quoted in the bid will apply regardless of whether the actual quantities are greater or lesser than the assumed quantities, the stated total notwithstanding.

25. Equal Employment Opportunity: In connection with the execution of this Contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, national origin, ancestry, marital status, physical or mental handicap or unfavorable discharge from military service. The Contractor shall take affirmative actions to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, age, national origin, ancestry, marital status, physical or mental handicap or unfavorable discharge from military service. Such action shall include but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. If the Contractor is required to file an Affirmative Action Plan with any federal, state or local agency, the Contractor assures Pace that it is in full compliance with such filing requirements.

    The Contractor agrees to comply with all provisions of the "Illinois Human Rights Act", 775 ILCS Title 5, as now or hereafter amended and with all rules, regulations, and guidelines on discrimination in employment as now or hereafter promulgated thereunder. All such provisions, rules, resolutions and guidelines, including but not limited to; Article VI "Equal Opportunity Clause" of the Rules and Regulations of the Department of Human Rights are hereby incorporated into the Contract by reference.

26. Disadvantaged Business Enterprise Compliance Requirements: Pursuant to Federal regulations for Disadvantaged Business Enterprise (DBE) programs, Contractor agrees to the following DBE assurances, and agrees to include this clause in all subcontracts:

    The Contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Pace deems appropriate.

PACE HAS SET A GOAL OF _0_% DBE PARTICIPATION FOR THIS CONTRACT

DBE RESPONSIVENESS REQUIREMENTS

In order to be considered responsive, a bidder must make good faith efforts to meet the goal for Disadvantaged Business Enterprise (DBE) participation in this contract. The bidder must comply with Paragraphs A and B below and submit all documentation with submittal of the bid. If the bidder fails to do so, its bid may be deemed non-responsive and may be rejected.

A. Properly completing and signing Schedule A (Summary of DBE Participation). Schedule A is a list of all DBE subcontractors, their scope of work to be performed and dollar amount of participation of each DBE subcontractor.

    ANY DBE(s) LISTED ON SCHEDULE A MUST BE DBE CERTIFIED BY THE ILLINOIS UNIFIED CERTIFICATION PROGRAM (IL UCP) AT THE TIME OF THE BID OPENING.

B. Properly complete Schedule B (Confirmation of Proposed DBE Participation) of this Exhibit. Schedule B must list the name of the DBE subcontractor, a detailed description of DBE's scope of work, and dollar amount of participation of each, and only each, DBE that will participate in this contract. If the bidder is itself a DBE, the DBE bidder must indicate on Schedule B what scope of work its forces will actually perform outside of the work of any subcontractor, and the dollar amount of that work. If this amount does not satisfy the DBE goal, the DBE bidder must list the additional DBE subcontractor(s) that will satisfy the DBE goal, along with their scope of work and agreed upon subcontract amount(s).

DBE RESPONSIBILITY REQUIREMENTS

A. DBE Joint Ventures

If the bidder is a DBE joint venture, a two-party signed joint venture agreement (Schedule C) must be submitted to Pace for Pace's approval along with your bid. This agreement must address the administrative, financial, and field responsibilities of each partner. The DBE participation must meet the criteria as set forth in the definitions in the following section "Calculating DBE Participation."

B. Substitutions

The bidder cannot substitute any DBEs listed on Schedule A or C (if a joint venture) without prior written approval from Pace.

CALCULATING DBE PARTICIPATION

Pace will only count those DBEs that are certified by the IL UCP at the time of bid opening towards a Pace Contract goal.

A. Definitions

"Disadvantaged Business Enterprise" or **"DBE"** means a for-profit small business concern that meets all of the following criteria:

1. Is at least fifty-one percent (51%) owned by one or more individuals who are both socially and economically disadvantaged or, in the case of a corporation, in which fifty-one percent (51%) of the stock is owned by one or more such individuals

2. Whose management structure and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it

3. Is certified by the IL UCP at the time of bid opening

"Good Faith Efforts" means efforts to achieve a DBE goal which, by their scope, intensity, and appropriateness to the objective, can reasonably be expected to fulfill the program requirement. This definition is not intended to relieve the bidder of any of the responsiveness (or responsibility) requirements listed in SECTION B, ***Disadvantaged Business Enterprise Compliance Requirements*** of this Exhibit.

"Joint Venture" means an association of a DBE firm and one or more other firms to carry out a single, for-profit business enterprise, for which the parties combine their property, capital, efforts, skills and knowledge, and in which the DBE is responsible for a distinct, clearly defined portion of the work of the contract and whose share in the capital contribution, control, management, risks, and profits of the joint venture are commensurate with its ownership interest.

"Small Business concern" means with respect to firms seeking to participate as DBEs in DOT-assisted contracts, a small business concern as defined pursuant to Section 3 of the Small Business Act and Small Business Administration regulations implementing it (13 CFR Part 121) that also does not exceed the cap on average annual gross receipts specified in 49 CFR Part 26.65(b).

"Socially and Economically Disadvantaged" individual means any individual who is a citizen (or lawfully admitted permanent resident) of the United States and who is:

1. Any individual who Pace finds to be a socially and economically disadvantaged individual on a case-by-case basis.

2. Any individual in the following groups, members of which are presumed to be socially and economically disadvantaged:

   a. "*Black Americans,*" which includes persons having origins in any of the Black racial groups of Africa;

   b. "*Hispanic Americans,*" which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;

   c. "*Native American,*" which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians;

   d. "*Asian Pacific American,*" which includes persons whose origins are from Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, the Philippines, Brunei, Samoa, Guam, the U.S. Trust

Territories of the Pacific Islands (Republic of Palau), the Commonwealth of the Northern Marianas Island, Macao, Fiji, Tonga, Kiribati, Juvalu, Nauru, Federated States of Micronesia, or Hong Kong;

e. *"Subcontinent Asian American,"* which includes persons whose origins are from India, Pakistan, Bangladesh, Bhutan, the Maldives Island, Nepal or Sri Lanka;

f. *"Women";*

g. Any additional groups whose members are designated as socially and economically disadvantaged by the United States Small Business Administration (SBA), at such time as SBA designation becomes effective.

B. General Conditions/DBE Calculations

Pace will use the certification standards of Subpart D of *49 CFR Part 26* and the certification procedures of Subpart E of *49 CFR Part 26* to determine the eligibility of firms to participate as DBEs in DOT-assisted contracts. To be certified as a DBE, a firm must meet all certification eligibility standards. Pace will make its certification decision based on the facts as a whole.

As a partner in the IL UCP, Pace can provide, upon request, a directory of IL UCP DBE firms. The directory will also be available electronically at www.pacebus.com.

As required by 49 CFR Part 26.55, Pace counts DBE participation toward overall and contract goals as follows:

1. When a DBE participates in a contract, Pace counts only the value of the work actually performed by the DBE toward the DBE goal. Participation will only be credited in the DBE's area of specialization. Credit for work in other areas requires additional support documentation for each of those areas.

2. Pace counts the entire amount of that portion of a contract that is performed by the DBE's own forces. This includes the cost of supplies and materials obtained by the DBE for the work of the contract, including supplies purchased or equipment leased by the DBE (except supplies and equipment the DBE subcontractor purchases or leases from the Contractor or its affiliate).

3. Pace counts the entire amount of fees or commissions charged by a DBE firm for providing a bona fide service, such as professional, technical, consultant, or managerial services, or for providing bonds or insurance specifically required for the performance of a DOT-assisted contract, toward DBE goals, provided Pace determines the fee to be reasonable and not *excessive as compared with fees customarily allowed for similar services.*

4. When a DBE subcontracts part of the work of its contract to another firm, the value of the subcontracted work may be counted toward DBE goals only if the DBE's subcontractor is itself a DBE. Work that a DBE subcontracts to a non-DBE firm does not count toward DBE goals.

5. When a DBE performs as a participant in a joint venture, Pace counts a portion of the total dollar value of the contract equal to the distinct, clearly defined portion of the work of the contract that the DBE performs with its own forces toward DBE goals.

6. Pace counts expenditures to a DBE toward DBE goals only if the DBE is performing a commercially useful function on this contract.

   a. A DBE performs a commercially useful function when it is responsible for execution of the work of the contract and is carrying out is responsibilities by actually performing, managing, and supervising the work involved. To perform a commercially useful function, the DBE must also be responsible, with respect to materials and supplies used on the contract, for negotiating price, determining quality and quantity, ordering the material, and installing (where applicable) and paying for the material itself. To determine whether a DBE is performing a commercially useful function, Pace must evaluate the amount of work subcontracted, industry practices, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the DBE credit claimed for its performance of work, and other relevant factors.

   b. A DBE does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction, contract, or project through which funds are passed in order to obtain the appearance of DBE participation. In determining whether a DBE is such an extra participant, Pace must examine similar transactions particularly those in which DBEs do not participate.

c. If a DBE firm acting as a Contractor and/or as a subcontractor under this contract does not perform or exercise responsibility for at least thirty percent (30%) of the total cost of its contract with its own work force, or the DBE subcontracts a greater portion of the work of a contract than would be expected on the basis of normal industry practice for the type of work involved, Pace must presume that it is not performing a commercially useful function.

d. Pace uses the following factors in determining whether a DBE trucking company is performing a commercially useful function:

i. The DBE must be responsible for the management and supervision of the entire trucking operation for which it is responsible on a particular contract, and there cannot be a contrived arrangement for the purpose of meeting DBE goals;

ii. The DBE must itself own and operate at least one fully licensed, insured, and operational truck used on the contract;

iii. The DBE receives credit for the total value of the transportation services it provides on the contract using trucks it owns, insures, and operates using drivers it employs;

iv. The DBE may lease trucks from another DBE firm, including an owner-operator who is certified as a DBE. The DBE who leases trucks from another DBE receives credit for the total value of the transportation services the lessee DBE provides on the contract;

v. The DBE may also lease trucks from a non-DBE firm, including an owner-operator. The DBE who leases trucks from a non-DBE is entitled to credit only for the fee or commission it receives as a result of the lease agreement. The DBE does not receive credit for the total value of the transportation services provided by the lessee, since these services are not provided by a DBE; and

vi. For purposes of this subparagraph (d), a lease must indicate that the DBE has exclusive use of and control over the truck. This does not preclude the leased truck from working for others during the term of the lease with the consent of the DBE, so long as the lease gives the DBE absolute priority for use of the leased truck. Leased trucks must display the name and identification number of the DBE.

e. If a DBE is presumed not to be performing a commercially useful function as provided in these requirements, the DBE may present evidence to rebut this presumption. Pace may determine that the firm is performing a commercially useful function given the type of work involved and normal industry practices.

f. Pace's decisions on commercially useful function matters are subject to review by the Federal Transit Administration, but are not administratively appealable to United States Department of Transportation.

7. Pace counts expenditures with DBEs for materials or supplies toward DBE goals as provided in the following:

a. If the materials or supplies are obtained from a DBE manufacturer, Pace counts 100 percent (100%) of the cost of the materials or supplies toward DBE goals;

b. For purposes of these requirements, a manufacturer is a firm that operates or maintains a factory or establishment that produces, on the premises, the materials, supplies, articles, or equipment required under the contract and of the general character described by the specifications;

c. If materials or supplies are purchased from a DBE regular dealer, Pace counts sixty percent (60%) of the cost of the materials or supplies toward DBE goals;

d. For purposes of these requirements, a regular dealer is a firm that owns, operates, or maintains a store, warehouse, or other establishment in which the materials, supplies, articles or equipment of the general character described by the specifications and required under the contract are bought, kept in stock, and regularly sold or leased to the public in the usual course of business.

i. To be a regular dealer, the firm must be an established, regular business that engages, as its principal business and under its own name, in the purchase and sale or lease of the products in question;

ii. A person may be a regular dealer in such bulk items as petroleum products, steel, cement, gravel, stone, or asphalt without owning, operating, or maintaining a place of business as provided in this paragraph if the person both owns and operates distribution equipment for the products. Any supplementing of regular dealer's own distribution equipment shall be by a long-term lease agreement and not on an ad hoc or contract-by-contract basis;

iii. Packagers, brokers, manufacturers' representatives, or other persons who arrange or expedite transactions are not regular dealers within the meaning of this paragraph;

iv. With respect to materials or supplies purchased from a DBE which is neither a manufacturer nor a regular dealer, Pace counts the entire amount of fees or commissions charged for assistance in the procurement of the materials and supplies, or fees or transportation charges for the delivery of materials or supplies required on a job site, toward DBE goals, provided Pace determines the fees to be reasonable and not excessive as compared with fees customarily allowed for similar service. Pace will not count any portion of the cost of the materials and supplies themselves toward DBE goals, however;

8. Pace will not count toward its overall goal the dollar value of work performed under a contract by a firm after it has ceased to be certified.

9. Pace will not count the participation of a DBE subcontractor toward the Contractor's DBE achievements or Pace's overall goal until the amount being counted toward the goal has been paid to the DBE.

GOOD FAITH EFFORTS

In order to be responsive, a bidder must make good faith efforts to meet Pace's DBE goal in either of two ways. The bidder must either 1) document how it will meet the full goal by completing and signing Schedule A or C (if a joint venture); or 2) document its attempt to meet the goal through detailed, corroborating evidence, i.e. demonstrate that it took *all necessary and reasonable steps* which, by their scope, intensity, and appropriateness to the objective, could reasonably be expected to obtain sufficient DBE participation, even if the bidder was not fully successful. Pace will make a fair and reasonable judgment whether a bidder that did not meet the goal made adequate good faith efforts. Pace will consider the quality, quantity, and intensity of the different kinds of efforts that the bidder/proposer made. The efforts employed by the bidder should be those that one would reasonably expect a bidder to take if the bidder were actively and aggressively trying to obtain DBE participation sufficient to meet the DBE contract goal. Mere *pro forma* efforts are not good faith efforts to meet the DBE contract requirements.

The following is a list of types of action that Pace will consider as part of the evaluation of the bidder's good faith efforts to obtain DBE participation. It is not intended to be a mandatory check list, or to be exclusive or exhaustive. Other factors or types of efforts may be relevant in appropriate cases:

A. Soliciting through all reasonable and available means (e.g. attendance at pre-bid meetings, if applicable, advertising, and/or written notices) the interest of all certified DBEs who have the ability to perform the work of the contract. The bidder must solicit this interest within sufficient time to allow the DBEs to respond to the solicitation. The bidder must determine with certainty if the DBEs are interested by taking appropriate steps to follow up initial solicitations.

B. Selecting portions of the work to be performed by DBEs in order to increase the likelihood that the DBE goals will be achieved. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate DBE participation, even when the bidder might otherwise prefer to perform these work items with its own forces.

C. Providing interested DBEs with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding to a solicitation.

D. Negotiating in Good Faith with interested DBEs

1. It is the bidder's responsibility to make a portion of the work available to DBE subcontractors and suppliers and to select those portions of the work or material needs consistent with the available DBE subcontractors and suppliers, so as to facilitate DBE participation. Evidence of such negotiation includes:

   a. the names, addresses, and telephone numbers of DBEs that were considered
   b. a description of the information provided regarding the plans and specifications for the work selected for subcontracting
   c. evidence as to why additional agreements could not be reached for DBEs to perform the work

2. A bidder using good business judgment would consider a number of factors in negotiating with subcontractors, including DBE subcontractors, and would take into consideration a firm's price and capabilities, as well as contract goals. The fact that there may be some additional costs involved in finding and using DBEs, however, is not in itself sufficient reason for a bidder's failure to meet the contract DBE goal, as long as such costs are reasonable. Also, the ability or desire of a bidder to perform the work of a contract with its own organization does not relieve the bidder of the responsibility to make good faith efforts. Bidders are not, however, required to accept high quotes from DBEs if the price difference is excessive or unreasonable.

E. Not rejecting DBEs as being unqualified without sound reasons based on a thorough investigation of their capabilities. The bidder's standing within the industry, membership in specific groups, organizations, or associations and political or social affiliations (for example, union vs. non-union employee status) are not legitimate causes for the rejection or non-solicitation of bids in the bidder's efforts to meet the project goal.

F. Making efforts to assist interested DBEs in obtaining bonding, lines of credit, or insurance as required by Pace or the bidder.

G. Making efforts to assist interested DBEs in obtaining necessary equipment, supplies, materials, or related assistance or services.

H. Effectively using the services of available minority/women community organizations; minority/women contractors' groups; local, state, and federal minority/women business assistance offices, and other organizations as allowed on a case-by-case basis to provide assistance in the recruitment and placement of DBEs.

Pace will also take into account the performance of other bidders in meeting the contract goal. For example, when the apparent successful bidder fails to commit to the contract goal, but others commit to the goal, Pace will raise the question of whether, with additional reasonable efforts, the apparent successful bidder could have committed to the goal. If the apparent successful bidder fails to commit to the goal, but meets or exceeds the average DBE participation obtained by other bidders, Pace may view this, in conjunction with other factors, as evidence that the apparent successful bidder made good faith efforts.

The DBE Liaison Officer for Pace is responsible for determining whether a bidder has properly committed to meet the DBE goal and whether a bidder who has not committed to meeting the goal has documented good faith efforts in order to be responsive. Pace must be satisfied that all information is complete and accurate, and adequately documents the bidder's good faith efforts before Pace commits to the performance of the contract by the successful bidder.

RECONSIDERATION

In accordance with 49 CFR §26.53(d), if Pace determines that a bidder is not responsive because it has not committed to meeting the contract goal or has not documented sufficient good faith efforts, it will notify the bidder in writing, and the bidder will have five (5) business days after receipt of this notification to request administrative reconsideration. The bidder must make this request in writing to the following Pace Reconsideration Official:

General Counsel
Pace Suburban Bus
550 W. Algonquin Road
Arlington Heights, IL 60005

The Reconsideration Official will not have played any role in the original determination that the bidder did not document sufficient good faith efforts.

As part of this Reconsideration, the bidder shall have the opportunity to provide written documentation or argument concerning the issue of whether it committed to meeting the contract goal or made adequate good faith efforts to do so. The bidder can also request in writing to meet in person with Pace's Reconsideration Official to discuss these issues; this request for a meeting must be submitted within five (5) business days after receipt of notification of non-compliance. Pace will send the bidder a written decision within ten (10) business days after its reconsideration request was received by Pace, explaining Pace's basis for the finding that the bidder did or did not meet the goal or did or did not make adequate good faith efforts to do so. The result of this reconsideration process is not administratively appealable to the United States Department of Transportation and Pace's decision shall be final.

DOCUMENTATION REQUIREMENTS

A. Documentation of Subcontracts and Subcontractor Agreements after Contract Award

Within thirty (30) days upon receipt of an executed purchase order and contract, the Contractor must submit to the DBE Liaison Officer at Pace copies of SIGNED contracts between the Contractor and the DBE company/companies listed on its original DBE Schedules A and B.

FAILURE TO PROVIDE THE SIGNED SUBCONTRACT(S) TO PACE WITHIN THE TIME FRAME REQUIRED SHALL CONSTITUTE A BREACH OF THIS CONTRACT, AND UPON SUCH BREACH, PACE MAY TERMINATE THIS CONTRACT AND/OR EXERCISE OTHER SANCTIONS, PENALTIES, OR REMEDIES AS ALLOWED BY LAW OR EQUITY, AND AS PACE DEEMS APPROPRIATE.

B. Documentation of Payments Made to DBE Firms

1. The Contractor must submit copies to the DBE's monthly contract invoices including support documentation to the DBE Liaison Officer at the same time they are submitted to Pace Account Payable.

2. The Contractor must submit copies of the form illustrated below (including support documentation) to the DBE Liaison Officer on a quarterly basis. This form must be used in order to properly credit the Contractor's progress in attaining the DBE goal.

SAMPLE ONLY – DO NOT COMPLETE

Subcontract or Name (Company)	Description of services/work/product performed	Committed Percentage (for this reporting quarter)	Committed Percentage (YTD)	Total paid to Sub (Current quarter)	YTD paid to Sub (From date of contract)
				$	$
				$	$
				$	$
				$	$
Total					$

SAMPLE ONLY - DO NOT COMPLETE

C. Pace may make on-site visits from time to time during the course of this contract to ensure compliance with the requirements set forth herein.

Pace may require verification of any commitment represented to us in connection with the Contractor's use of DBE businesses in the performance of this contract. Pace reserves the right to review the certified payrolls for the Contractor and all contractors working on this contract.

Further, if problems should arise with respect to the Contractor's subcontract with any DBEs, please contact Pace's DBE Liaison Officer so that Pace may be apprised of all DBE issues.

D. Substitution or Termination of DBE Firms

The Contractor may not terminate a listed and approved DBE subcontractor or an approved substitute DBE firm without the prior written approval of Pace's DBE Liaison Officer and Pace's Project Manager. This includes, but is not limited to, instances in which a Contractor seeks to perform work originally designated for a DBE subcontractor with its own forces or those of an affiliate, a non-DBE firm, or with another DBE firm. The Contractor will have to show good cause in order to terminate the listed and approved DBE firm.

Good Cause includes the following circumstances:

1. The listed DBE subcontractor fails or refuses to execute a written contract;
2. The listed DBE subcontractor fails or refuses to perform work of its subcontract in a way consistent with normal industry standards. Provided, however, that good cause does not exist if the failure or refusal of the DBE subcontractor to perform its work on the subcontract results from the bad faith or discriminatory action of the Contractor;
3. The listed DBE subcontractor fails or refuses to meet the Contractor's reasonable, nondiscriminatory bond requirements;
4. The listed DBE subcontractor becomes bankrupt, insolvent, or exhibits credit unworthiness;
5. The listed DBE subcontractor is ineligible to work on public works projects because of suspension and debarment proceedings pursuant to 2 CFR Parts 180, 215, and 1200 or applicable state law;
6. Pace's DBE Liaison Office has determined that the listed DBE subcontractor is not a responsible Contractor;
7. The listed DBE subcontractor voluntarily withdraws from the project and provides to you written notice of its withdrawal;
8. The listed DBE is ineligible to receive DBE credit for the type of work required;
9. A DBE owner dies or becomes disabled with the result that the listed DBE contractor is unable to complete its work on the contract.
10. Other documented good cause that Pace's DBE Liaison Office determines compels the termination of the DBE subcontractor. Provided that good cause does not exist if;
    - The Contractor seeks to terminate a DBE it relied upon to obtain the contract so that the Contractor can self-perform the work for which the DBE subcontractor was engaged; or
    - So that the Contractor can substitute another DBE or non-DBE subcontractor after contract award.

Before the Contractor seeks to terminate and/or substitute a DBE subcontractor, the Contractor must give notice in writing to the DBE subcontractor, with a copy to Pace's Project Manager and Pace's DBE Liaison Officer, of its intent to request to terminate and/or substitute, and the reason for the request. The DBE firm will have five (5) working days (or less if required by public necessity) to respond to the Contractor's notice and advise the DBE Liaison Officer and the Contractor of the reasons, if any, why it objects to the proposed termination of its subcontract and why Pace should not approve the Contractor's action.

In the situation where the DBE's work scope has been modified by Pace, the Contractor must immediately notify Pace's Project Manager and Pace's DBE Liaison Officer to discuss a revised "Commitment to DBE Participation".

These provisions apply to post-award terminations and pre-award deletions of, or substitutions for, DBE firms put forward by offerors in negotiated procurements.

E. Inspections and Records

1. Pace may, with or without notice, periodically conduct on-site visits of any contract performance site or the place of business of any Contractor or DBE subcontractor from time to time during the course of a contract to ensure compliance with the requirements set forth in Pace's contracts. The DBE department may be assisted by other Pace staff, and shall be entitled to reasonable access to facilities, personnel, and records related to the compliance plan.

2. Pace may require verification of any commitment represented to us in connection with the Contractor's use of DBE businesses in the performance of this contract.

3. Pace reserves the right to review the certified payrolls, performance/payment records concerning subcontractors' payroll records, tax returns and records, and books of accounts for the Contractor and all subcontractors working on any Pace contract. Full access shall be granted upon 48-hours' notice by Pace or any duly authorized representative thereof or any law enforcement authority.

F. Change Orders

The contract specific DBE goals applicable to a contract may also be applicable to change orders or contract modifications, when the proposed change order work relates to the services provided by the DBE subcontractor.

G. Non-Compliance and Sanctions

1. Determination of Non-Compliance

a. It will be the responsibility of Pace's DBE Liaison Officer to monitor the compliance plan, as well as the fulfillment of any special conditions, work order goals, or other obligations of the contract as it pertains to the DBE program and DBE goals.
b. Prior to contract closeout, the DBE Liaison Officer shall determine whether a Contractor has complied with the obligations under its compliance plan and other related requirements. The Contractor has the burden of proving compliance with all obligations and requirements
c. If the Contractor fails to fulfill the requirements of the compliance plan or other compliance-related contractual obligation, Pace will notify the Contractor of the deficiencies. Following notification, the Contractor shall have sixty (60) days to cure the deficiencies. If the deficiencies are not cured, Pace shall make a determination of non-compliance and recommend the imposition of sanctions.

2. Sanctions for Non-Compliance

a. Sanctions for non-compliance may include, but are not limited to, the following:

i. Withholding of payments under the contract;
ii. Recommendation not to exercise contract renewal option, if any;
iii. Termination of the contract
iv. Debarment from future business with Pace

DBE Schedule A Checklist

A completed and signed Schedule A consists of the following elements:

- ☐ **1.** Contractor
- ☐ **2.** Name of Project
- ☐ **3.** Phone
- ☐ **4.** Email
- ☐ **5.** IFB/RFP Number
- ☐ **6.** **TOTAL** Estimated Contract Amount
- ☐ **7.** Projected DATES
- ☐ **8.** Title of Affiant (Contractor Duly Authorized Representative)
- ☐ **9.** Contractor Company Name
- ☐ **10.** DBE Participant(s) Company Name(s)
- ☐ **11.** Scope of Work / Description (In Detail) for Each DBE Participant
- ☐ **12.** Dollar Amount of Each DBE Contract - **Total** from each DBE's Schedule B)
- ☐ **13** Net DBE Credit *60% credited for materials and supplies (see notation below if applicable)
- ☐ **14.** TOTAL Dollar Amount for All DBE Contracts Listed
- ☐ **15.** TOTAL Net DBE Credit (If applicable)
- ☐ **16.** Printed or Typed Name of Contractor 's Affiant
- ☐ **17.** Title of Affiant
- ☐ **18.** Signature of Affiant
- ☐ **19.** Date Signed

Note: This Checklist serves solely as a reference guide to assist the Bidder in adequately submitting all required documents

Instructions for NET DBE CREDIT

If the materials or supplies are obtained from a DBE manufacturer, count 100 percent **(100%)** of the cost of the materials or supplies toward DBE goals.

A ***manufacturer*** is a firm that operates or maintains a factory or establishment that produces, on the premises, the materials, supplies, articles, or equipment required under the contract and of the general character described by the specifications.

If the materials or supplies are purchased from a DBE regular dealer, count 60 percent **(60%)** of the cost of the materials or supplies toward DBE goals.

A regular **dealer** is a firm that owns, operates, or maintains a store, warehouse, or other establishment in which the materials, supplies, articles or equipment of the general character described by the specifications and required under the contract are bought, kept in stock, and regularly sold or leased to the public in the usual course of business.

Pace will not count the participation of a DBE subcontractor toward a contractor's final compliance with its DBE obligations on a contract until the amount being counted has actually been paid to the DBE.

Not Applicable

SCHEDULE A

CONTRACTOR - SUMMARY OF DBE PARTICIPATION AS SUBCONTRACTOR, SUPPLIER AND/OR CONSULTANT

NAME OF CONTRACTOR: (1) _____ NAME OF PROJECT: (2) _____

PHONE # (3) _____ EMAIL: (4) _____ IFB/RFP NUMBER: (5) _____

TOTAL ESTIMATED CONTRACT AMOUNT: (6) $ _____ PROJECTED BEGINNING/ENDING DATES OF WORK: (7) _____

In connection with the above captioned contract, I HEREBY DECLARE AND AFFIRM that I am the (8) _____ and duly authorized representative of (9) _____

(Title of Affiant) *(Name of Contractor)*

and that I have personally reviewed the material and facts set forth in and submitted with the attached Disadvantaged Business Enterprises (DBE) Schedules for each DBE. Listed below is/are the agreement(s) that correspond(s) with the Schedule B submitted by **each** DBE and **listed separately** for **each** DBE participating on the above mentioned contract:

NAME OF DBE SUBCONTRACTOR (10)	SCOPE OF WORK TO BE PERFORMED (11)	AGREED SUBCONTRACT PRICE (12)	NET DBE CREDIT * (13)

NOTE: PRICES REPRESENTED ON THIS PAGE SHOULD ACCURATELY REFLECT AGREEMENT BETWEEN CONTRACTOR AND SUBCONTRACTOR.	TOTAL DBE (14) CONTRACT AMOUNT $
* ONLY 60% OF AGREED SUBCONTRACT PRICE MAY BE CREDITED FOR MATERIALS AND SUPPLIES **LIST ONLY BONA FIDE DBE OWNED & CONTROLLED FIRMS THAT WILL PARTICIPATE IN THIS CONTRACT.**	TOTAL NET (15) DBE CREDIT $

AFFIDAVIT OF CONTRACTOR – ***failure to submit this form without a signature will result in the bid being rejected in its entirety***

The undersigned will enter into formal agreements with all listed DBE firms for work as indicated by this Schedule A and accompanying Schedules, and will enter into such agreements within thirty (30) calendar days after receipt of the contract executed by Pace. In the event the Contractor cannot meet said thirty (30) day schedule, it must provide a written explanation for the delay and an estimate date by which the written agreement will be completed.

I understand that if I knowingly provide incorrect information or false statements or fail to comply with contract DBE requirements that Pace has an obligation (49 CFR 29.17(B)) to inform the U.S. Department of Transportation who may then initiate actions which would prohibit the Contractor from participation in future government contracts and may result in conviction for a Class 2 felony, including a penalty for one and a half times the value of the contract. Any substitutions of the above-named subcontractors requires prior written approval from Pace.

I do solemnly declare and affirm under penalty of perjury that the contents of the foregoing document are true and correct, and no material facts have been omitted, and that I am authorized on behalf of the Contractor to make this affidavit.

_____ _____ _____ _____

(Name of Contractor's Affiant – Print or Type) *Title of Affiant* *(Signature)* *(Date)*

Not Applicable

DBE Schedule B Checklist

Letter of Intent from DBE to Perform as Subcontractor, Supplier and/or Consultant

A completed and signed Schedule B consists of the following elements:

- ☐ **1.** IFB/RFP Number
- ☐ **2.** Name of Project
- ☐ **3.** DBE Participant Company Name
- ☐ **4.** Contractor Company Name
- ☐ **5.** DBE Participant Address
- ☐ **6.** DBE Participant Phone Number
- ☐ **7.** DBE Participant Email Address
- ☐ **8.** Date of IL UCP DBE Certification Letter
- ☐ **9.** Description/Type of Work (In Detail)
- ☐ **10.** Quantity/Unit Price, if Applicable
- ☐ **11.** Dollar Amount of DBE Contract Total Sum Amount for Work or Extended Price for individual Quantity Items) **NOTE: Specify Total Value**
- ☐ **12.** Grand Total of above Amount(s) and/or Extended Price(s)
- ☐ **13.** Phase (if Applicable) in Which Above-Described Work Will Be Performed

Subcontracting Levels

☐ **14.** % *___of the dollar amount of the DBE's Subcontract will be sublet to DBE Contractors.

☐ **15.** % *___of the dollar amount of the DBE's Subcontract will be sublet to non-DBE Contractors.

- ∗ *This is to disclose the % of above-named DBE participant's work to be further subcontracted to others (DBE or non-DBE), not the DBE Participant's % of work on the Contractor's contract.*
- ∗ *% is to be filled in with a Zero (0) if the above-named DBE Participant will not be further subcontracting any of the work described in this Schedule B*

- ☐ **16.** Explanation and Description of the Work To Be Sublet (if applicable)
- ☐ **17.** Printed Name/Title of Owner, President or Authorized Agent of DBE Company
- ☐ **18.** Signature of Owner, President or Authorized Agent of DBE Company
- ☐ **19.** Date Signed

If proposing to perform as a DBE/non-DBE Joint Venture:

- ☐ **20.** Completed SCHEDULE C must be attached

Note: This Checklist serves solely as a reference guide to assist the Bidder in adequately submitting all required documents.

Not Applicable

SCHEDULE B

CONFIRMATION OF PROPOSED DBE PARTICIPATION

Proposer's failure to submit both pages of this form with its bid will result in the bid being rejected in its entirety

IFB/RFP NUMBER: (1) _____

NAME OF PROJECT: (2) _____

FROM: (3) _____
(Name of DBE firm)

(5) _____
(Address of DBE Firm)

_____

TO: (4) _____ and Pace.
(Name of Contractor)

(6) _____
(Phone Number of *Authorized Agent of* DBE firm)

(7) _____
(Email Address of *Authorized Agent* DBE firm)

The DBE status of the undersigned is confirmed by the attached Letter of Certification from the IL UCP dated, (8) _____
(If proposing to perform as a DBE/non-DBE Joint Venture, the Letter of Certification from the DBE venturer is attached along with a completed Schedule B and joint venture agreement).

The undersigned is prepared to provide the following described services or supply the following described goods in connection with the above named project/contract:

Description/Type of Work (In Detail) (9)	**Quantity (If Applicable)** (10)	**Dollar Amount of DBE Contract** (11)

TOTAL VALUE $_____(12)

Multi-Phase Project(s). For those projects that are multi-phase, please indicate the phase in which the DBE will be performing work: (13)

_____

Not Applicable

SCHEDULE B

AFFIDAVIT OF DBE SUBCONTRACTOR

Subcontracting Levels

(14) %_____of the dollar amount of the DBE's subcontract will be sublet to ***DBE Subcontractors***.

(15) %_____of the dollar amount of the DBE's subcontract will be sublet to ***non-DBE Subcontractors***.

NOTICE: IF THE DBE WILL NOT BE SUBCONTRACTING ANY OF THE WORK DESCRIBED IN THIS SCHEDULE, A ZERO (0) MUST BE SHOWN IN EACH BLANK ABOVE.

IF **ANY** DOLLAR AMOUNT OF THE DBE's SCOPE OF WORK WILL BE SUBLET, A BRIEF EXPLANATION AND DESCRIPTION OF THE WORK TO BE SUBLET MUST BE LISTED BELOW: (16)

_____

_____

NOTICE: Any misrepresentation regarding the status of a person or an entity in order to qualify for DBE status may result in conviction for a Class 2 felony, including a penalty for one and a half times the value of the contract. Material misrepresentation on any matter will also be grounds for terminating any contract which may be awarded, and for initiating action under federal or state laws concerning false statements.

The undersigned will enter into a formal written agreement for the above work with the Contractor conditioned upon their execution of a contract with Pace, and will do so within thirty (30) calendar days of their receipt of a signed contract from Pace.

I further understand that any willful falsification, fraudulent statement, or misrepresentation will result in appropriate sanctions, which may include debarment and/or prosecution under applicable State and Federal laws.

(17)_____
Print - Name and Title

(18)_____
Signature of Owner, President or Authorized Agent of DBE

(19)_____
Date

Pursuant to 49 CFR §26.13(b), each subcontract the contractor signs with a subcontractor must include the following assurance:

The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Pace deems appropriate.

Pursuant to 49 CFR §26.27, Pace encourages you to utilize financial institutions owned and controlled by socially and economically disadvantaged individuals within your community.

Not Applicable

SCHEDULE C

AFFIDAVIT OF DBE/NON-DBE JOINT VENTURE

This Schedule C need not be submitted if all joint ventures are DBEs. In such a case, however, the written joint venture agreement and a copy of the current IL UCP Letter of Certification for each DBE must be submitted.

ALL INFORMATION REQUESTED BY THIS SCHEDULE MUST BE ANSWERED IN THE SPACES PROVIDED BY JOINT VENTURERS AT ANY TIER. ADDITIONAL SHEETS MAY BE ATTACHED.

I. Name of joint venture: _____

Address of joint venture: _____
Street City State Zip

Phone number of joint venture:

II. Identify each non-DBE venture(s): _____

Name of Firm: _____

Address: _____
Street City State Zip

Phone: _____

Contact person for matters concerning DBE compliance: _____

III. Identify each DBE venturer(s): _____

Name of Firm: _____

Address: _____
Street City State Zip

Phone: _____

Contact person for matters concerning DBE compliance: _____

IV. Describe the role(s) of the DBE venturer(s) in the joint venture:

_____

_____

_____

_____

V. Attach a copy of the joint venture agreement. In order to demonstrate the DBE venturer's share in the ownership, control management responsibilities, risks and profits of the joint venture, the proposed joint venture agreement must include specific details related to: (1) the contributions of capital and equipment; (2) work items to be performed by the DBE's own forces, (3) work items to be performed under the supervision of the DBE venturer; and (4) the commitment of management, supervisory and operative personnel employed by the DBE to be dedicated to the performance of the project.

VI. Attach a copy of the current IL UCP Letter of Certification for each DBE joint venturer.

VII. Ownership of the Joint Venture:

A. What is the percentage(s) of DBE ownership in the joint venture?

DBE ownership percentage(s): _____

Non-DBE ownership percentage(s): _____

Not Applicable

SCHEDULE C
AFFIDAVIT OF DBE/NON-DBE JOINT VENTURE

VII. **Ownership of the Joint Venture** *(continued)***:**

A. Specify DBE/non-DBE percentages for each of the following (provide narrative descriptions and other detail as applicable):

1. Sharing of profit and loss: _____

2. Capital contributions:

(a) Dollar amounts of initial contribution: _____

_____

(b) Dollar amounts of anticipated on-going contributions: _____

_____

3. Contributions of equipment *(specify types, quality and quantities of equipment to be provided by each venturer)*:

_____

_____

_____

_____

4. Other applicable ownership interests, including ownership options or other agreements, which restrict or limit ownership and/or control:

_____

_____

_____

_____

5. Provide copies of all written agreements between venturers concerning this project.

6. Identify each current Pace contract and each contract completed during the past two (2) years by either of the joint venture partners participating in this joint venture:

_____

_____

_____

_____

_____

VIII. **Control of and Participation in the Joint Venture.** Identify by name and firm those individuals who are, or will be, responsible for and have the authority to engage in the following management functions and policy decisions. (Indicate any limitations to their authority such as dollar limits and co-signatory requirements.):

A. Joint venture check signing:

_____

_____

_____

_____

B. Authority to enter contracts on behalf of the joint venture:

_____

Not Applicable

_____
_____
_____
_____

C. Signing, co-signing and/or collateralizing loans:

_____
_____
_____

D. Acquisition of lines of credit:

_____
_____
_____

E. Acquisition and indemnification of payment and performance bonds:

_____
_____
_____

F. Negotiating and signing labor agreements:

_____
_____
_____

G. Management of contract performance. *(Identify by name and firm only)*:

1. Supervision of field operations: _____
_____

2. Major purchases: _____
_____

3. Estimating: _____
_____

4. Estimating: _____
_____

IX. Financial Controls of Joint Venture:

A. Which firm and/or individual will be responsible for keeping the books of account?

_____

B. Identify the "managing partner," if any, and describe the means and measure of their compensation:

_____

Not Applicable

SCHEDULE C
AFFIDAVIT OF DBE/NON-DBE JOINT VENTURE

C. What authority does each venturer have to commit or obligate the other to insurance and bonding companies, financing institutions, suppliers, subcontractors, and/or other parties participating in the performance of this contract or the work of this

X. State the approximate number of personnel (by trade) needed to perform the joint venture's work under this contract. Indicate whether they will be employees of the majority firm, DBE firm, or the joint venture.

Trade	Non-DBE Firm (number)	DBE (number)	Joint Venture (number)

Professional

Administrative/Clerical

Unskilled Labor

Not Applicable

If **any** personnel proposed for this project will be employees of the joint venture:

A. Are any proposed joint venture employees currently employed by either venture? _____
Employed by non-DBE (number): _____ Employed by DBE: _____

B. Identify by name and firm the individual who will be responsible for joint venture hiring:

_____

XI. Please state any material facts and additional information pertinent to the control and structure of this joint venture:

_____

_____

_____

The undersigned affirm that the foregoing statements are correct and include all material information necessary to identify and explain the terms and operations of our joint venture and the intended participation of each venturer in the undertaking. Further, the undersigned covenant and agree, under which work is done for Pace by the venturers. to provide to Pace current, complete and accurate information regarding actual joint venture work and the payment therefore, and any proposed changes to any provision of the joint venture, or those of each venturer relevant to the joint venture by authorized representatives of Pace, its Inspector General or any of its funding agencies.

Any misrepresentation regarding the status of a person or an entity in order to qualify for DBE status may result in conviction for a Class 2 felony, including a penalty for one and a half times the value of the contract. Material misrepresentation on any matter will also be grounds for terminating any contract which may be awarded, and for initiating action under federal or state laws concerning false statements.

NOTE: ***If, after filing this Schedule C and before the completion of the joint venture's work on the project, there is any change in the information submitted, the joint venture must inform the DBE Liaison Officer directly in writing or through the contractor if the joint venture is a subcontractor.***

_____	_____
Name of DBE Partner Firm	Name of Non-DBE Partner Firm
_____	_____
Signature of Affiant	Signature of Affiant
_____	_____
Name and Title of Affiant (Type of Print)	Name and Title of Affiant (Type of Print)
_____	_____
Date	Date

Not Applicable

27. Retention of Records: Unless otherwise specified elsewhere in the Contract, the Contractor shall maintain all records produced under the Contract, including records to support actual time and costs incurred, for a minimum period of five (5) years after completion of the Contract. All records maintained under the Contract shall be subject to inspection and audit by Pace and/or its designated agent upon reasonable notice to the Contractor.

28. Bid Protest Procedures

SECTION I

A. Pace will hear and consider a bona fide bid protest regarding its procurement actions in accordance with the following procedures. Due to the significantly reduced role of FTA in bid protests, as described in Section II, it is anticipated that the majority of all protests will be evaluated and finally decided by Pace. Accordingly, Pace intends to provide a thorough review of all bona fide bid protests. Pace's primary concern, however, is the timely procurement of needed capital equipment, supplies or services. It does not intend to allow the filing of bid protests to unnecessarily delay the procurement process, especially if the protest involved is vexatious or frivolous in nature.

Notwithstanding the availability of these protest procedures, any interested party is encouraged to exhaust all methods described in the Contract Documents of resolving a procurement issue before filing a formal protest with Pace. In its consideration of a bid protest, Pace reserves the right to give due consideration to the good faith efforts of the protestor to resolve the issue involved through informal methods.

B. Definitions

For purposes of this section

1. The term "days" refers to working days of Pace

2. The term "interested party" means any person (a) who is an actual bidder/proposer or prospective bidder/proposer in the procurement involved, and (b) whose direct economic interest would be affected by the award of the Contract or by a failure to award the Contract

C. Submission of Protests

Any interested party may file a bid protest with Pace on the basis that Pace has failed to comply with applicable Federal or State law or with Pace's Procurement Regulations. The protest must be filed in accordance with the timing requirements set forth in subsection D of this section, and must include:

1. The name and address of the protestor
2. The number of the Contract solicitation
3. A statement of the grounds for the protest, and in particular the Federal or State law or Authority Regulation alleged to have been violated; this statement should be accompanied by any supporting documentation the protesting party desires Pace to consider in making its decision

Protests should be submitted to: Chief Procurement Officer
Pace
550 W. Algonquin Road
Arlington Heights, IL 60005

D. Types of Protests and Timing

The requirement for timely filing of a bid protest with Pace will depend upon the type of protests involved. Pace will consider the following three types of protests by interested parties.

1. Protests regarding solicitation

Any bid protest regarding the solicitation by Pace must be filed no later than **five (5) days** before the opening of bids/closing date of the Request for Proposal. Any protest filed after that date which raises issues regarding the solicitation will not be considered by Pace.

This type of protest would include any claim that the solicitation contained exclusionary or discriminatory specifications, any challenge to the basis of award, or any claim that the solicitation documents or the solicitation process violated applicable Federal or State law, or that Pace failed to follow its Procurement Regulations in the solicitation of bids/proposals.

2. Protests regarding bid evaluation (Invitation for Bids)

Any bid protest regarding the evaluation of bids, submitted in response to an Invitation for Bid (IFB) issued by Pace, must be filed with Pace no later than **fifteen (15) days** after the public opening of bids. Any protest filed after such date which raises issues regarding the IFB evaluation will not be considered by Pace.

This type of protest would include any challenge to determinations by Pace of the responsiveness of a bid or the responsibility of a bidder, or any claim that the evaluation of bids violated Federal or State law or Pace's Procurement Regulations.

3. Protests regarding proposal evaluation (Request for Proposals)

The Request for Proposal (RFP) evaluation process, and all evaluation materials associated with this process, shall be considered confidential until final award of the Contract is made. Therefore, any protest regarding the evaluation of proposals, submitted in response to an RFP issued by Pace, must be filed with Pace no later than **fifteen (15) days** after the date of Contract award. Any protest filed after such date which raises issues regarding the RFP evaluation will not be considered.

This type of protest would include any challenge to determinations by Pace of the responsiveness of a proposal or the responsibility of a proposer, or any claim that the evaluation of proposals violated Federal or State law or Pace's Procurement Regulations.

4. Protests Regarding Award of Contract

Any protest regarding the award of the Contract must be filed no later than **fifteen (15) days** after the date of award. Any protest regarding the award of the Contract filed after that date will not be considered by Pace.

This type of protest will only be entertained by Pace if the protestor is able to demonstrate that the party awarded the Contract fraudulently represented itself as a responsible bidder or that Pace violated Federal or State law or its Procurement Regulations in the award of the Contract.

E. Pace Response

1. Types of Protests

Pace will notify the protestor upon timely receipt of a bid protest and may, where appropriate, request additional information from the protestor. Pace may, in its discretion, meet with the protestor to review the matters raised by the protest. Pace's consideration of the particular types of protests will, except as otherwise provided in Paragraph 2 of this subsection, be in accordance with the following provisions:

a. Protests regarding solicitation

Upon receipt of a timely filed protest regarding the solicitation, Pace will postpone the opening of bids until resolution of the protest. No additional bids will be accepted during the period of postponement.

If the protest regarding the solicitation involves a claim of unduly restrictive or exclusionary specifications, Pace will, in evaluating the protest, consider both the specific need of Pace for the feature or item challenged and whether competition is negatively impacted by including the specification regarding that feature or item. If Pace determines that such feature or item was included in the specification in order to meet justified and valid transit needs of Pace, and was not unduly restrictive of competition or designed to exclude a particular competitor, then Pace will have grounds to deny the protest.

b. Protest regarding bid evaluation (Invitation for Bids)
Upon receipt of a timely filed protest regarding the evaluation of bids, submitted in response to an Invitation for Bid (IFB) issued by Pace, Pace will suspend its evaluation, or award, of any or all bids submitted until resolution of the protest if Pace determines that the protestor has established that there is substantial evidence that there are doubts regarding the responsiveness of a bid or the responsibility of a bidder or regarding Pace's compliance with Federal or State law or its Procurement Regulations.

c. Protest regarding proposal evaluation (Request for Proposals)
Upon receipt of a timely filed protest regarding the evaluation of proposals, submitted in response to an RFP issued by Pace, Pace will issue a stop work order, if necessary, until the resolution of the protest if Pace determines that the protestor has established that there is substantial evidence that there are doubts regarding the responsiveness of a proposal or the responsibility of a proposer or regarding Pace’s compliance with Federal or State law or its Procurement Regulations.

d. Protests after award
Upon receipt of a timely filed protest regarding the award of a Contract, Pace will issue a stop work order, if necessary, until the resolution of the protest if Pace determines that the protestor has established a **Prima facie** case that the Contract was awarded fraudulently or in violation of Federal or State law or Pace's Procurement Regulations.

2. Decisions by Pace

As indicated above, in most instances Pace will suspend the procurement process upon receipt of a bona fide bid protest. However, Pace reserves the right, notwithstanding the pendency of a protest, to proceed with the appropriate action in the procurement process or under the Contract in the following cases:

a. where the item to be procured is urgently required
b. where Pace determines that the protest was vexatious or frivolous
c. where delivery or performance will be unduly delayed, or other undue harm will occur, by failure to make the award promptly

After review of a bid protest submitted under this section, Pace will issue a written decision on the basis of the information provided by the protestor, the results of any meetings with the protestor, and Pace's own investigation. If the protest is upheld, Pace will take appropriate action to correct the procurement process and protect the rights of the protestor, including re-solicitation of bids/proposals, revised evaluation of bids/proposals or Pace determinations, or termination of the Contract. If the protest is denied, Pace will lift any suspension imposed and proceed with the procurement process or the Contract, as the case may be.

The availability of review of bid protests by FTA is described in Section II. As noted in that section, under FTA's revised procurement guidelines the role of the Federal government in bid protest review is quite limited.

SECTION II - FTA BID PROTEST PROCEDURE

Under Circular 4220.1F, FTA has substantially limited its review of bid protests recognizing that most protest issues are best resolved at the State or Local level. FTA will now only accept protests alleging that: Pace failed to have written protest procedures; or, Pace violated their own protest procedures.

If a protest is brought before FTA on either of these allegations, the only remedy recognized by FTA under Circular 4220.1F is to require Pace to follow its own protest procedures. FTA does not have the right to change Pace's substantive decision by substituting FTA's judgment for that of Pace.

Any protest to FTA must be filed in accordance with the requirements contained in FTA Circular 4220.1F and may only be made by an "interested party" which FTA has defined as "an actual or prospective bidder or offerer whose direct economic interest would be affected by the award of the Contract or by failure to award the Contract."

No protest may be filed with FTA later than five days after a final decision under Pace's procedure. As used in the preceding sentence, "filed" refers to the date of receipt by FTA and "days" refers to working days of the Federal Government.

Any alleged violation of a specified Federal requirement that provides an applicable complaint procedure shall be submitted and processed in accordance with the applicable Federal regulations instead of the requirements of FTA Circular 4220.1F. For example, see the Buy America Requirements, 40 C.F.R. Part 661 (Section 661.15); Participation of Minority Business Enterprises in Department of Transportation Program, 49 C.F.R. Section 26.107.

29. Illinois Freedom of Information Act (FOIA)

As a government agency, Pace is subject to the Illinois Freedom of Information Act (FOIA) or 5 ILCS 140/1, et. seq. as amended. Therefore, the contents of this Request for Proposals (RFP) or Invitation for Bids (IFB) and the Contractor's proposal or bid submitted in response to this RFP or IFB are subject to the Illinois FOIA statutes. However, there are various items that may be exempt, which include but are not limited to trade secrets or commercial/financial information that are proprietary, privileged, or confidential, or where disclosure of the same would result in competitive harm (refer to Section 4002 of the Technology Advancement and Development Act and to Section 7 of the Illinois Freedom of Information Act). If any such proprietary, privileged, or confidential information or data is included in the Contractor's proposal or bid, each page that contains this information or data should be marked as such (e.g., "Proprietary and Competition Sensitive") in order to indicate your claim to an exemption provided in the Illinois FOIA.

It is Pace's sole right and responsibility, however, to make the determination whether these items are exempt or not exempt under the Illinois FOIA statutes.

30. Dispute Resolution:

a. Governing Law - This contract will be governed by and construed in accordance with the laws of the State of Illinois.

b. Notice of Dispute and Negotiation - Either party may initiate a dispute by sending notice of a dispute to the other party. Once initiated, the parties shall attempt to promptly resolve the dispute through good faith negotiations.

c. Performance During Dispute - Unless otherwise directed by Pace's authorized representative, contractor shall continue performance under this contract while matters in dispute are being resolved.

d. Litigation, Venue and Jurisdiction - If the dispute is not resolved within fourteen (14) days after receipt of a notice of dispute, either party may then submit the dispute to an Illinois court of competent jurisdiction. The parties agree to submit to the exclusive jurisdiction of the Illinois courts over any claim or matter arising under or in connection with this contract.

SECTION B – FTA/IDOT/RTA REQUIREMENTS

U.S. DEPARTMENT OF TRANSPORTATION (DOT)
FEDERAL TRANSIT ADMINISTRATION (FTA)
ILLINOIS DEPARTMENT OF TRANSPORTATION (IDOT)
AND THE REGIONAL TRANSPORTATION AUTHORITY (RTA)

The following terms and conditions are incorporated herein by reference and made a part of any contract(s) issued as a result of a Pace Request for Quotation, Invitation for Bid or Request for Proposal.

FTA Requirements

1. **Fly America Requirements**: The Fly America requirements apply to all contracts greater than $3,000 which include the transportation of persons or property, by air, between a place in the U.S. and a place outside the U.S., or between places outside the U.S. The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and sub-recipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S. Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

2. **Surface Transportation Assistance Act/Buy America**: The Buy America requirements apply to the following types of contracts: Construction Contracts and Acquisition of Goods or Rolling Stock (valued at more than $100,000). The Buy America requirements flow down from FTA recipients and sub-recipients to first tier contractors, who are responsible for ensuring that lower tier contractors and subcontractors are in compliance. The $100,000 threshold applies only to the grantee's (Pace's) contracts, subcontracts under that amount are subject to Buy America.

   A. Pursuant to Section 165.a and 165.b of the Surface Transportation Assistance Act of 1982, the Contractor acknowledges that federal funds shall not be appropriated or utilized for any contract awarded pursuant to this bid unless steel, cement and manufactured products used in such projects are produced in the United States; provided however, that the foregoing provision shall not apply where the Secretary of Transportation has made one of the following determinations:

      (1) That the application of the foregoing provision would be inconsistent with the public interest
      (2) That such materials and products are not produced in the United States in sufficient and reasonably available quantities and of a satisfactory quality
      (3) In the case of the procurement of bus and other rolling stock (including train control, communication, and traction power equipment), that (a) the cost of components which are produced in the United States is more than 60% of the vehicle or equipment described in this paragraph, and (b) final assembly of the vehicle or equipment described in this paragraph has taken place in the United States
      (4) That inclusion of domestic material will increase the cost of the overall project contract by more than 25%

   B. For purposes of this section, in calculating components' costs, labor costs involved in final assembly shall not be included in the calculation.

   C. Likewise, the Contractor agrees as a condition of responsiveness to and in order to induce the acceptance of this Bid Proposal, that it will submit with its Bid Proposal, a completed Buy America Certification as set forth herein.

3. **Charter Service Operations**: The Charter Bus requirements apply to the following type of contract: Operational Service Contracts greater than $3,000. The contractor agrees to comply with 49 U.S.C. 5323(d) and 49 CFR Part 604, which provides that recipients and sub-recipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is

at least one private charter operator willing and able to provide the service, except under one of the exceptions at 49 CFR 604.9. Any charter service provided under one of the exceptions must be "incidental," i.e., it must not interfere with or detract from the provision of mass transportation.

4. **School Bus Operations**: The School Bus requirements apply to the following type of contract: Operational Service Contracts greater than $3,000. Pursuant to 69 U.S.C. 5323(f) and 49 CFR Part 605, recipients and sub-recipients of FTA assistance may not engage in school bus operations exclusively for the transportation of students and school personnel in competition with private school bus operators unless qualified under specified exemptions. When operating exclusive school bus service under an allowable exemption, recipients and sub-recipients may not use federally funded equipment, vehicles, or facilities.

5. **Cargo Preference – Use of United States Flag Vessels**: The Cargo Preference requirements apply to all contracts greater than $3,000 which involving equipment, materials, or commodities which may be transported by ocean vessels. The Contractor agrees:

   A. To utilize privately owned United States flag commercial vessels to ship at least 50% of the gross tonnage (computed separately for dry bulk carriers, dry cargo lines, and tankers) involved, whenever shipping any equipment, materials, or commodities pursuant to this contract, to the extent such vessels are available at fair and reasonable rates for United States flag commercial vessels.

   B. To furnish within 20 days following the date of loading, for shipment originating within the United States or within 30 working days following the date of loading for shipments originating outside the United States, a legible copy of a rated, "on board" commercial ocean bill-of-lading in English for each shipment of cargo described in the preceding paragraph to Pace (through the prime contractor in the case of subcontractor bills-of-lading) and to the Division of National Cargo, Office of Market Development, Maritime Administration 400 Seventh Street, S.W., Washington, D.C. 20590, marked with appropriate identification of the project.

   C. To insert the substance of the provisions of this clause in all subcontracts issued pursuant to this contract.

6. **Seismic Safety**: The Seismic Safety requirements apply only to contracts for the construction of new buildings or additions to existing buildings which are greater than $3,000.00. The Contractor agrees that any new building or addition to an existing building will be designed and constructed in accordance with the standards for Seismic Safety required in Department of Transportation Seismic Safety Regulations 49 CFR Part 41 and will certify to compliance to the extent required by the regulation. The Contractor also agrees to ensure that all work performed under this contract including work performed by a subcontractor is in compliance with the standards required by the Seismic Safety Regulations and the certification of compliance issued on the project.

7. **Energy Conservation Requirements**: The Energy Conservation requirements are applicable to all contracts which are greater than $3,000. The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

8. **Clean Water Requirements**: The Clean Water requirements apply to each contract and subcontract which exceeds $100,000. (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. The Contractor agrees to report each violation to Pace and understands and agrees that Pace will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office. (2) The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

9. **Byrd Anti Lobbying Amendment**: Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of $100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an

employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. The Standard Form-LLL shall be submitted to the Pace Legal Department, Attn: General Counsel who, pursuant to federal regulations, will submit the form(s) to the Federal Transit Administration.

10. **Audit**: Applicable to all contracts greater than $3,000. The Contractor shall permit the authorized representatives of Pace, IDOT, FTA, RTA and the Comptroller General of the United States to inspect and audit all work, materials, data and records of the Contractor relating to performance under the contract.

11. **Federal Changes**: The Federal Changes requirement applies to all contracts greater than $3,000. The Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the FTA Master Agreement (available from the FTA website) between Pace and FTA, as they may be amended or promulgated from time to time during the term of this contract. The Contractor's failure to so comply shall constitute a material breach of this contract.

12. **Clean Air Requirements**: The Clean Air requirements apply to all contracts exceeding $100,000 including indefinite quantities where the amount is expected to exceed $100,000 in any year. The Clean Air requirements flow down to all subcontracts which exceed $100,000. (1) The Contractor agrees to comply with all applicable standards, order or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq. The Contractor agrees to report each violation to Pace and understands and agrees that Pace will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office. (2) The Contractor also agrees to include these requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

13. **Recovered Materials:** The Contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

14. **Davis-Bacon and Copeland Anti-Kickback Acts**: The Davis-Bacon and Related Acts apply to contractors and subcontractors performing on federally funded or assisted contracts in excess of $2,000 for the construction, alteration, or repair (including painting and decorating) of public buildings or public works.

(1) **Minimum Wages**

(i) All laborers and mechanics employed or working upon the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), will be paid unconditionally and not less often than once a week, and without subsequent deduction or rebate on any account (except such payroll deductions as are permitted by regulations issued by the Secretary of Labor under the Copeland Act (29 CFR part 3)), the full amount of wages and bona fide fringe benefits (or cash equivalents thereof) due at time of payment computed at rates not less than those contained in the wage determination of the Secretary of Labor which is attached hereto and made a part hereof, regardless of any contractual relationship which may be alleged to exist between the Contractor and such laborers and mechanics.

Contributions made or costs reasonably anticipated for bona fide fringe benefits under section 1(b)(2) of the Davis-Bacon Act on behalf of laborers or mechanics are considered wages paid to such laborers or mechanics, subject to the provisions of paragraph (1)(iv) of this section; also, regular contributions made or costs incurred for more than a weekly period (but not less often than quarterly) under plans, funds, or programs which cover the particular weekly period, are deemed to be constructively made or incurred during such weekly period. Such laborers and mechanics shall be paid the appropriate wage rate and fringe benefits on the wage determination for the classification of work actually performed, without regard to skill, except as provided in 29 CFR Part 5.5(a)(4). Laborers or mechanics performing work in more than one classification may be compensated at the rate specified for each classification for the time actually worked therein: Provided, that the employer's payroll records accurately set forth the time spent in each classification in which work is performed. The wage determination (including any additional classifications and wage rates conformed under paragraph (1)(ii) of this section) and the Davis-Bacon poster (WH-1321) shall be posted at all times by the Contractor and its subcontractors at the site of the work in a prominent and accessible place where it can be easily seen by the workers.

(ii)(A)The contracting officer shall require that any class of laborers or mechanics, including helpers, which is not listed in the wage determination and which is to be employed under the contract shall be classified in conformance with the wage determination. The contracting officer shall approve an additional classification and wage rate and fringe benefits therefore only when the following criteria have been met:

(1) Except with respect to helpers as defined as 29 CFR 5.2(n)(4), the work to be performed by the classification requested is not performed by a classification in the wage determination; and

(2) The classification is utilized in the area by the construction industry; and

(3) The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination; and

(4) With respect to helpers as defined in 29 CFR 5.2(n)(4), such a classification prevails in the area in which the work is performed.

(B) If the Contractor and the laborers and mechanics to be employed in the classification (if known), or their representatives, and the contracting officer agree on the classification and wage rate (including the amount designated for fringe benefits where appropriate), a report of the action taken shall be sent by the contracting officer to the Administrator of the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, Washington, DC 20210. The Administrator, or an authorized representative, will approve, modify, or disapprove every additional classification action within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(C) In the event the Contractor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate (including the amount designated for fringe benefits, where appropriate), the contracting officer shall refer the questions, including the views of all interested parties and the recommendation of the contracting officer, to the Administrator for determination. The Administrator, or an authorized representative, will issue a determination within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(D) The wage rate (including fringe benefits where appropriate) determined pursuant to paragraphs (a)(1)(ii) (B) or (C) of this section, shall be paid to all workers performing work in the classification under this contract from the first day on which work is performed in the classification.

(iii) Whenever the minimum wage rate prescribed in the contract for a class of laborers or mechanics includes a fringe benefit which is not expressed as an hourly rate, the Contractor shall either pay the benefit as stated in the wage determination or shall pay another bona fide fringe benefit or an hourly cash equivalent thereof.

(iv) If the Contractor does not make payments to a trustee or other third person, the Contractor may consider as part of the wages of any laborer or mechanic the amount of any costs reasonably anticipated in providing bona fide fringe benefits under a plan or program, Provided, That the Secretary of Labor has found, upon the written request of the Contractor, that the applicable standards of the Davis-Bacon Act have been met. The Secretary of Labor may require the Contractor to set aside in a separate account assets for the meeting of obligations under the plan or program.

(v)(A) The contracting officer shall require that any class of laborers or mechanics which is not listed in the wage determination and which is to be employed under the contract shall be classified in conformance with the wage determination. The contracting officer shall approve an additional classification and wage rate and fringe benefits therefore only when the following criteria have been met:

(1) The work to be performed by the classification requested is not performed by a classification in the wage determination; and

(2) The classification is utilized in the area by the construction industry; and

(3) The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination.

(B) If the Contractor and the laborers and mechanics to be employed in the classification (if known), or their representatives, and the contracting officer agree on the classification and wage rate (including the amount designated for fringe benefits where appropriate), a report of the action taken shall be sent by the contracting officer to the Administrator of the Wage and Hour Division, Employment Standards Administration, Washington, DC 20210. The Administrator, or an authorized representative, will approve, modify, or disapprove every additional classification action within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(C) In the event the Contractor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate (including the amount designated for fringe benefits, where appropriate), the contracting officer shall refer the questions, including the views of all interested parties and the recommendation of the contracting officer, to the Administrator for determination. The Administrator, or an authorized representative, will issue a determination with 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(D) The wage rate (including fringe benefits where appropriate) determined pursuant to paragraphs (a)(1)(v) (B) or (C) of this section, shall be paid to all workers performing work in the classification under this contract from the first day on which work is performed in the classification.

(2) **Withholding** – The Suburban Bus Division of the Regional Transportation Authority (Pace) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld from the Contractor under this contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to Davis-Bacon prevailing wage requirements, which is held by the same prime Contractor, so much of the accrued payments or advances as may be considered necessary to pay laborers and mechanics, including apprentices, trainees, and helpers, employed by the Contractor or any subcontractor the full amount of wages required by the contract. In the event of failure to pay any laborer or mechanic, including any apprentice, trainee, or helper, employed or working on the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), all or part of the wages required by the contract, the Suburban Bus Division of the Regional Transportation Authority (Pace) may, after written notice to the Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds until such violations have ceased.

(3) **Payrolls and basic records**

(i) Payrolls and basic records relating thereto shall be maintained by the Contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, the Contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan or program is financially responsible, and that the plan or program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

(ii)(A) The Contractor shall submit weekly for each week in which any contract work is performed a copy of all payrolls to the Suburban Bus Division of the Regional Transportation Authority (Pace) for transmission to the Federal Transit Administration. The payrolls submitted shall set out accurately and completely all of the information required to be

maintained under section 5.5(a)(3)(i) of Regulations, 29 CFR part 5. This information may be submitted in any form desired. Optional Form WH-347 is available for this purpose and may be purchased from the Superintendent of Documents (Federal Stock Number 029-005-00014-1), U.S. Government Printing Office, Washington DC 20402. The prime Contractor is responsible for the submission of copies of payrolls by all subcontractors.

(B) Each payroll submitted shall be accompanied by a "Statement of Compliance," signed by the Contractor or subcontractor or his or her agent who pays or supervises the payment of the persons employed under the contract and shall certify the following:

(1) That the payroll for the payroll period contains the information required to be maintained under section 5.5(a)(3)(i) of Regulations, 29 CFR part 5 and that such information is correct and complete;

(2) That each laborer or mechanic (including each helper, apprentice, and trainee) employed on the contract during the payroll period has been paid the full weekly wages earned, without rebate, either directly or indirectly, and that no deductions have been made either directly or indirectly from the full wages earned, other than permissible deductions as set forth in Regulations, 29 CFR part 3;

(3) That each laborer or mechanic has been paid not less than the applicable wage rates and fringe benefits or cash equivalents for the classification of work performed, as specified in the applicable wage determination incorporated into the contract.

(C) The weekly submission of a properly executed certification set forth on the reverse side of Optional Form WH-347 shall satisfy the requirement for submission of the "Statement of Compliance" required by paragraph (a)(3)(ii)(B) of this section.

(D) The falsification of any of the above certifications may subject the Contractor or subcontractor to civil or criminal prosecution under section 1001 of title 18 and section 231 of title 31 of the United States Code.

(iii) The Contractor or subcontractor shall make the records required under paragraph (a)(3)(i) of this section available for inspection, copying, or transcription by authorized representatives of the Federal Transit Administration or the Department of Labor, and shall permit such representatives to interview employees during working hours on the job. If the Contractor or subcontractor fails to submit the required records or to make them available, the Federal agency may, after written notice to the Contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment action pursuant to 29 CFR 5.12.

(4) **Apprentices and trainees**

(i) Apprentices – Apprentices will be permitted to work at less than the predetermined rate for the work they performed when they are employed pursuant to and individually registered in a bona fide apprenticeship program registered with the U.S. Department of Labor, Employment and Training Administration, Bureau of Apprenticeship and Training, or with a State Apprenticeship Agency recognized by the Bureau, or if a person is employed in his or her first 90 days of probationary employment as an apprentice in such an apprenticeship program, who is not individually registered in the program, but who has been certified by the Bureau of Apprenticeship and Training or a State Apprenticeship Agency (where appropriate) to be eligible for probationary employment as an apprentice. The allowable ratio of apprentices to journeymen on the job site in any craft classification shall not be greater than the ratio permitted to the Contractor as to the entire work force under the registered program. Any worker listed on a payroll at an apprentice wage rate, who is not registered or otherwise employed as stated above, shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any apprentice performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. Where a Contractor is performing construction on a project in a locality other than that in which its program is registered, the ratios and wage rates (expressed in percentages of the journeyman's hourly rate) specified in the Contractor's or subcontractor's registered program shall be observed. Every apprentice must be paid at not less than the rate specified in the registered program for the apprentice's level of progress, expressed as a percentage of the journeymen hourly rate specified in the applicable wage determination. Apprentices shall be paid fringe benefits in accordance with the provisions of the apprenticeship program. If the apprenticeship program does not specify fringe benefits, apprentices must be paid the full amount of fringe benefits listed on the wage determination for

the applicable classification. If the Administrator of the Wage and Hour Division of the U.S. Department of Labor determines that a different practice prevails for the applicable apprentice classification, fringes shall be paid in accordance with that determination. In the event the Bureau of Apprenticeship and Training, or a State Apprenticeship Agency recognized by the Bureau, withdraws approval of an apprenticeship program, the Contractor will no longer be permitted to utilize apprentices at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(ii) Trainees – Except as provided in 29 CFR 5.16, trainees will not be permitted to work at less than the predetermined rate for the work performed unless they are employed pursuant to and individually registered in a program which has received prior approval, evidenced by formal certification by the U.S. Department of Labor, Employment and Training Administration. The ratio of trainees to journeymen on the job site shall not be greater than permitted under the plan approved by the Employment and Training Administration. Every trainee must be paid at not less than the rate specified in the approved program for the trainee's level of progress, expressed as a percentage of the journeyman hourly rate specified in the applicable wage determination. Trainees shall be paid fringe benefits in accordance with the provisions of the trainee program. If the trainee program does not mention fringe benefits, trainees shall be paid the full amount of fringe benefits listed on the wage determination unless the Administrator of the Wage and Hour Division determines that there is an apprenticeship program associated with the corresponding journeyman wage rate on the wage determination which provides for less than full fringe benefits for apprentices. Any employee listed on the payroll at a trainee rate who is not registered and participating in a training plan approved by the Employment and Training Administration shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any trainee performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. In the event the Employment and Training Administration withdraws approval of a training program, the Contractor will no longer be permitted to utilize trainees at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(iii) Equal employment opportunity – The utilization of apprentices, trainees and journeymen under this part shall be in conformity with the equal employment opportunity requirements of Executive Order 11246, as amended, and 29 CFR part 30.

(5) **Compliance with Copeland Act requirements** – The Contractor shall comply with the requirements of 29 CFR Part 3, which are incorporated by reference in this contract.

(6) **Subcontracts** – The Contractor or subcontractor shall insert in any subcontracts the clauses contained in 29 CFR 5.5(a)(1) through (10) and such other clauses as the Federal Transit Administration may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all the contract clauses in 29 CFR 5.5.

(7) **Contract termination: debarment** - A breach of the contract clauses in 29 CFR 5.5 may be grounds for termination of the contract, and for debarment as a Contractor and a subcontractor as provided in 29 CFR 5.12.

(8) **Compliance with Davis-Bacon and Related Act requirements** – All rulings and interpretations of the Davis-Bacon and Related Acts contained in 29 CFR parts 1, 3, and 5 are herein incorporated by reference in this contract.

(9) **Disputes concerning labor standards** – Disputes arising out of the labor standards provisions of this contract shall not be subject to the general disputes clause of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR parts 5, 6, and 7. Disputes within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

(10) **Certification of eligibility** –

(i) By entering into this contract, the Contractor certifies that neither it (nor he or she) nor any person or firm who has an interest in the Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(ii) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(iii) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001

15. **Contract Work Hours and Safety Standards:** This Act applies to construction contracts greater than $100,000 and, in very limited circumstances, non-construction projects greater than $100,000.00 that employ laborers or mechanics on public work.

    (1) **Overtime requirements** – No Contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

    (2) **Violation; liability for unpaid wages; liquidated damages** – In the event of any violation of the clause set forth in paragraph (1) of this section the Contractor and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of $10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

    (3) **Withholding for unpaid wages and liquidated damages** – Pace shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

    (4) **Subcontracts** – The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

16. **No Obligation by the Federal Government**: Applicable to all contracts greater than $3,000. (1) Pace and the Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Pace, the Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract. (2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

17. **Program Fraud and False or Fraudulent Statements or Related Acts**: These requirements are applicable to all contracts greater than $3,000.

    (1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

    (2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right

to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

18. **Ineligible Contractors and Subcontractors**: Applicable to all contracts of any value. Any name appearing upon the Comptroller General of the United States' list of ineligible Contractors for federally financed and assisted projects shall not be eligible to act as a subcontractor for the Contractor pursuant to this contract. In the event the Contractor is on the Comptroller General's list of ineligible Contractors for federally financed or assisted projects, this contract may be canceled, terminated or suspended by Pace.

19. **Contracts Involving Federal Privacy Act Requirements**: When a grantee maintains files on drug and alcohol enforcement activities for FTA, and those files are organized so that information could be retrieved by personal identifier, the Privacy Act requirements apply to all contracts greater than $3,000. The following requirements apply to the Contractor and its employees that administer any system of records on behalf of the Federal Government under any contract: (1) The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract. (2) The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

20. **Civil Rights:** Applicable to all contracts greater than $3,000. The Contractor, for itself, its assignees and successors in interests, agrees that it will comply with the following regulations:

1) Construction Contracts – For any contract for construction, the Contractor shall comply with the equal opportunity requirements of 41 CFR, Subsection 60-1.4(b)(1) and Subsection 60-1.4(c); the provisions of Executive Order 11246 Subsection 202 and as set forth in the most current FTA Master Agreement available from the FTA website. The Contractor shall include a citation to said requirements in all subcontracts.

2) Nondiscrimination – In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

3) Equal Employment Opportunity – The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex – In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age – In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities – In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

4) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

21. **Patent Rights**: Patent and rights in data requirements for federally assisted projects ONLY apply to research projects in which FTA finances the purpose of the grant is to finance the development of a product or information on contracts greater than $3,000. These patent and data rights requirements do not apply to capital projects or operating projects, even though a small portion of the sales price may cover the cost of product development or writing the user's manual. This Agreement shall be subject to the FTA's policy on any invention, improvement, or discovery conceived or first actually reduced to practice in conjunction with planning, research development or demonstration projects as stated in the most current FTA Master Agreement available from the FTA website.

22. **Copyright and Rights in Data**: Patent and rights in data requirements for federally assisted projects ONLY apply to research projects in which FTA finances the purpose of the grant is to finance the development of a product or information on contracts greater than $3,000. These patent and data rights requirements do not apply to capital projects or operating projects, even though a small portion of the sales price may cover the cost of product development or writing the user's manual. This Agreement shall be subject to the FTA's policy on copyrights and rights in data with respect to reports and other technical materials developed with in conjunction with planning, research development or demonstration projects. That policy as set forth in the most current FTA Master Agreement available from the FTA website permits the author or grantee to copyright the work but FTA reserves a royalty-free nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, the work for Government purposes.

23. **Transit Employee Protective Provisions**: The Transit Employee Protective Provisions apply to each contract greater than $3,000 for transit operations performed by employees of a Contractor recognized by FTA to be a transit operator.

(1) The Contractor agrees to comply with applicable transit employee protective requirements as follows:

(a) General Transit Employee Protective Requirements – To the extent that FTA determines that transit operations are involved, the Contractor agrees to carry out the transit operations work on the underlying contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this contract and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA Recipient's project from which Federal assistance is provided to support work on the underlying contract. The Contractor agrees to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any contract financed with Federal assistance provided by FTA either for projects for elderly individuals and individuals with disabilities authorized by 49 U.S.C. § 5310(a)(2), or for projects for non-urbanized areas authorized by 49 U.S.C. § 5311. Alternate provisions for those projects are set forth in subsections (b) and (c) of this clause.

(b) Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. § 5310(a)(2) for Elderly Individuals and Individuals with Disabilities – If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5310(a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. § 5333(b) are necessary or appropriate for the state and the public body sub-recipient for which work is performed on the underlying contract, the Contractor agrees to carry out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. § 5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified

in the U.S. DOL's letter of certification to FTA, the date of which is set forth Grant Agreement or Cooperative Agreement with the state. The Contractor agrees to perform transit operations in connection with the underlying contract in compliance with the conditions stated in that U.S. DOL letter.

(c) Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C.§ 5311 in Non-urbanized Areas – If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5311, the Contractor agrees to comply with the terms and conditions of the Special Warranty for the Non-urbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, and the procedures implemented by U.S. DOL or any revision thereto.

(2) The Contractor also agrees to include any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

24. **Drug and Alcohol Testing**: This provision applies to all Operational Service Contracts greater than $3,000. The Contractor agrees to participate in Pace's drug and alcohol program established in compliance with 49 CFR 655 which if applicable shall be attached as a separate exhibit to this contract.

25. **Incorporation of Federal Transit Administration (FTA) Terms**: The incorporation of FTA terms applies to all contracts greater than $3,000. The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F or most recent version are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any Suburban Bus Division of the Regional Transportation Authority (Pace) requests which would cause the Suburban Bus Division of the Regional Transportation Authority (Pace) to be in violation of the FTA terms and conditions.

26. **Veterans Employment**: Recipients and subrecipients of Federal financial assistance under this chapter shall ensure that contractors working on a capital project funded using such assistance give a hiring preference, to the extent practicable, to veterans (as defined in section 2108 of title 5) who have the requisite skills and abilities to perform the construction work required under the contract. This subsection shall not be understood, construed or enforced in any manner that would require an employer to give preference to any veteran over any equally qualified applicant who is a member of any racial or ethnic minority, female, an individual with a disability, or former employee.

IDOT/RTA/State Requirements

27. **Illinois Prevailing Wage Act (820 ILCS 130)**: It is the policy of the State of Illinois that a wage of no less than the general prevailing hourly rate as paid for work of a similar character in the locality in which the work is performed, shall be paid to all laborers, workers and mechanics employed by or on behalf of any and all public bodies engaged in public works. This Act applies to the wages of laborers, mechanics and other workers employed in any public works, as stated in the Illinois Prevailing Wage Act (820 ILCS 130), by any public body and to anyone under Contract for public works. This includes any maintenance, repair, assembly, or disassembly work performed on equipment whether owned, leased, or rented. Public works is defined as all fixed construction work performed by or on behalf of any public body, paid in whole or in part with public funds.

    Only such laborers, workers and mechanics as are directly employed by contractors or subcontractors in actual construction work on the site of the building or construction job, and laborers, workers and mechanics engaged in the transportation of materials and equipment to or from the site, but not including the transportation by the sellers and suppliers or the manufacturer or processing of materials or equipment, in the execution of any contract or contracts for public works with any public body shall be deemed to be employed upon public works. The wage for a tradesman performing maintenance is equivalent to that of a tradesman engaged in construction or demolition.

28. **Bid Evaluation Requirements**: In the event a single bid is received, it may be necessary for Pace to conduct a price and or cost analysis of the bid price with the Contractor's full cooperation. The Contractor shall provide all documents requested by Pace to perform the analysis.

29. **The Americans with Disabilities Act**: Applicable to all contracts greater than $3,000. The Contractor agrees to comply with, and assure that any subcontractor complies with all applicable requirements of 42 USC 12101 et seq.

30. **Use of Metric Units of Measure and English Language**: All Contract documents, conferences, letters, technical information and drawings provided by the Contractor shall be conducted or offered solely in the English language and using both the U.S. customary system of weights and measures and the Metric units system of weights and measures.

31. **Interest of Members of Congress**: No member of or delegate to the Congress of the United States shall be admitted to any share or part of this contract or to any benefit arising therefrom.

32. **Financial Assistance Contract**: This contract is subject to the provisions of the financial assistance contracts between Pace and other sponsoring agencies which are identified in the Invitation for Bids as FTA, IDOT, and RTA.

33. **State of Illinois Non-Collusion**: The bidder shall certify that the bid/proposal submitted was not made in the interest of or on behalf of any undisclosed person, partnership, company, organization or corporation; that such bid is genuine and not collusive or sham, and that said bidder has not been a party to any agreement or collusion among bidders or prospective bidders in restraint of freedom of competition by agreement to bid a fixed price, or otherwise, or to refrain from bidding and has not, directly or indirectly, by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of the Suburban Bus Division of the Regional Transportation Authority (Pace) or any bidder or anyone else interested in the proposed contract

34. **State of Illinois Ineligible Contractors and Subcontractors**: The Contractor shall certify that it is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code (Ill. Rev. Stat. Chap.38,33E-1,ET.SEQ.)

CERTIFICATION OF RESTRICTIONS ON LOBBYING

This Certification is required to be completed and returned with the solicitation if the offer **EXCEEDS $100,000**. Failure to return this Certification with the solicitation may result in a determination that the offer is non responsive or unacceptable. The undersigned certifies, to the best of his or her knowledge or belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. The Standard Form-LLL shall be submitted to the Pace Legal Department, Attn: General Counsel who, pursuant to federal regulations, will submit the form(s) to the Federal Transit Administration.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants, and Contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each failure.

Executed this _____ day of _____, _____.

By: _____
(Signature of authorized official)

_____
(printed/typed name)

_____
(Title of authorized official)

CERTIFICATION REGARDING SUSPENSION AND DEBARMENT

This Contract is a covered transaction for purposes of 49 CFR Part 29. As such, the Contractor is required to verify that none of the Contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The Contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into. By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the Suburban Bus Division of the Regional Transportation Authority (Pace). If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the Suburban Bus Division of the Regional Transportation Authority (Pace), the Federal Government may pursue available remedies, including but not limited to, suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any Contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

_____

(Signature and Title of Authorized Official)

NON-COLLUSION AFFIDAVIT

IMPORTANT: This affidavit must be properly completed and submitted with all bids

STATE OF _____

COUNTY OF _____

_____,

(Enter name of person making affidavit)

being first duly sworn, deposes and says that he/she is

_____,

(Enter "Sole owner", "A Partner", "President", or other proper title)

of _____.

(Enter name of firm)

the bidder submitting this proposal; that such bid was not made in the interest of or on behalf of any undisclosed person, partnership, company, organization or corporation; that such bid is genuine and not collusive or sham, and that said bidder has not been a party to any agreement or collusion among bidders or prospective bidders in restraint of freedom of competition by agreement to bid a fixed price, or otherwise, or to refrain from bidding and has not, directly or indirectly, by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of the Suburban Bus Division or any bidder or anyone else interested in the proposed Contract. The bidder further certifies that it is not barred from contracting with any State or unit of local government as a result of a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Illinois Criminal Code (III. Rev. Stat. Chap.38,33E-1,ET.SEQ.)

_____

(Signature of person making affidavit)

SUBSCRIBED AND SWORN TO BEFORE ME

this _____ day of_____,201__

_____

Notary Public (NOTARY SEAL)

R66 (5/92)

CONFLICT OF INTEREST

The Contractor is prohibited from performing any work or services for Pace which would result in an Organizational Conflict of Interest ("OCI"). An OCI occurs when, because of activities or relationships with other persons, companies, and/or contracting entities, a person is unable or potentially unable to render impartial assistance or advice to Pace, or a person's objectivity in performing services to Pace is or might become impaired, or a person has an unfair competitive advantage. In general, OCIs fall into three categories: (1) a person has access to non-public information as part of its performance of services to Pace and that information might provide that person with a competitive advantage in a future procurement; (2) a person, as part of its performance of contract responsibilities to Pace, has set the ground rules for the performance of a future contract by, for example, writing the statement of work or defining the specifications; and (3) a person's work under one contract with Pace could entail evaluating its own work or that of a competitor, either through an assessment of performance under another contract or through an evaluation of submittals.

The Contractor has sole responsibility for compliance with this provision and, in the event of an OCI, Contractor shall provide Pace with recommendations to avoid, neutralize, or mitigate the OCI.
Toward that end, offerors are being asked to submit a separate document to be labeled **Conflicts Mitigation Information** containing the following information:

1. Identify the name, title and role of personnel who will be responsible for formulating the proposer's mitigation plan.
2. Submit a preliminary plan detailing offeror's approach to mitigating current/potential conflict of interest issues for this contract. Proposer will be allowed to amend and update the preliminary plan prior to negotiation.
3. Submit a list of Pace projects in which your firm is currently or recently engaged and define your firm's role.
4. Complete, Sign and Date the *Conflicts of Interest Disclosure Statement.*

Pace's Chief Procurement Officer (CPO) or designee, in consultation with the Pace's General Counsel, shall make the final determination as to whether an OCI exists and whether the Contractor's recommendation's to avoid, neutralize, or mitigate the OCI are sufficient. Any violation of this provision is a material breach of the Contract, which is cause for termination.
A Contractor that has participated in an existing Pace contract or was involved in writing the specifications or scope/requirements for a follow-on contract would be precluded from performing over that same project. At the time of negotiation, the proposer that is recommended for contract award will be required to submit details of any real or apparent conflict of interest issues as they currently or potentially exist. The proposer will also be required to submit a recommended plan to avoid, neutralize or mitigate its conflict of interest issue(s). The proposer's recommended plan must comply with all Organizational Conflict of Interest rules and regulations including, but not limited to, the requirements set forth in the most current Federal Transit Administration (FTA) Circular 4220.1F, and the Federal Common Grant Rules.

CONFLICT-OF-INTEREST DISCLOSURE STATEMENT

"In order to prevent real or apparent conflicts of interest, Pace prohibits Consultants that have participated in FTA-funded design or evaluation services from bidding on any resulting construction work, services, or capital equipment purchases. All specifications prepared by design Consultants must be written in such a manner that any reasonable, competent contractor could understand the requirement and perform the work."

_____, ("Contractor") has been retained by Pace Suburban Bus to provide McHenry County Transportation and Call Center Services

Contractor affirms that it does not have any financial or other interest in the outcome of this project. Contractor further affirms that it does not have any agreement, enforceable promise, or guarantee to provide any future work on this project. Contractor has no personal associations or professional or business relationships with anyone who has a financial interest in the outcome of this project, nor does anyone with a financial interest in the outcome of this project exercise any control over the Contractor's preparation of this document.

Contractor further agrees to include a provision requiring compliance with this Conflict-of-Interest Disclosure Statement in all Subcontractor awards.

For: _____
Contractor Firm Name

By: _____
Authorized Officer

Date: _____

EXHIBIT D

TERMS AND CONDITIONS
APPLICABLE TO PACE PARATRANSIT EQUIPMENT

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1. **Pace Rights to Pace Equipment**. This Exhibit applies to all Pace Equipment provided by Pace to the Contractor at any time during the term of the agreement, including the list of Pace Equipment attached as Exhibit D-1. Pace reserves the absolute right, in its sole discretion, to (1) determine the number and type of Pace Vehicles provided to the Contractor, (2) substitute or replace any Pace Vehicles provided to the Contractor and (3) direct to Pace, or its designee, the return of any or all Pace Vehicles at any time. In the absence of fault by the Contractor or other good cause, Pace shall not take action that would prevent, or materially and adversely affect, the ability of the Contractor to provide bus service as provided for in this Contract.

2. **Pace Equipment Provided: Inventory and Documentation**. The Contractor agrees to comply with all Pace procedures for handling Pace Equipment as described in the Pace Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A) and in this Scope of Work (Exhibit B).The Contractor agrees to cooperate fully with Pace in developing and maintaining an accurate inventory of all Pace Equipment which may periodically be in the Contractor's possession. The Contractor shall complete and process all documentation necessary to evidence and record the receipt, possession, return or transfer of any Pace Equipment coming into, being in, or leaving its possession, all as required by Pace. Copies of all such documentation with respect to Pace Vehicles shall be attached to, and become part of the Pace vehicle permanent file.

3. **Equipment Inspection Upon Delivery or Return**. The Contractor and Pace shall jointly inspect all Pace Equipment prior to being provided to the Contractor and prior to when such Equipment is being returned to Pace. The Pace Equipment is to be fully maintained, serviced, and cleaned prior to each joint inspection. The Contractor and Pace shall each sign the inspection sheet which will include notes on any deficiencies found during the inspection including any damaged or malfunctioning components. The deficiencies noted on the inspection sheet shall be corrected by the receiving party with costs incurred in performing such corrective work being billed to the other party. In the event that any Equipment is returned to Pace in such poor condition that it cannot be safely used in revenue service or if the maintenance records reveal gross violations of maintenance requirements, then the Contractor shall be assessed liquidated damages of $350.00 per day for each day the vehicle is out of service in addition to the actual costs to correct the deficiencies.

4. **No Consideration**. The Contractor shall not be required to pay any separate consideration for the use of Pace Equipment during the Contract Term.

5. **Contractor Acceptance of Pace Equipment**. The Contractor shall accept delivery of Pace Equipment at such times and places within the six county region as Pace shall designate, upon notice to Contractor that such Equipment is available for delivery. In the case of any unreasonable delay, neglect, refusal, or failure to accept any Pace Equipment at the time and place designated, all costs and expenses incurred by Pace arising from such delay, neglect, refusal or failure shall be reimbursed by the Contractor immediately upon written demand by Pace.

6. **Pace Equipment Returns and Substitutions**. Any Pace Equipment that Pace designates to be returned or transferred shall, upon reasonable notice, be delivered by the Contractor at a

time and place designated by Pace within the six county region. Contractor shall also accept delivery of any substitute Pace Equipment at a time and place designated by Pace within the six county region. All terms and conditions of this Exhibit shall apply to such substitute Pace Equipment.

7. **Surplus Pace Equipment**. Any Pace Vehicle not scheduled for use in providing or supporting the bus service, and not required as a spare as determined by Pace, for a period of ten days or more, shall be considered surplus Pace Equipment. Any other Pace Equipment not required, as determined by Pace, for providing bus service or other services pursuant to this Exhibit shall be considered surplus Pace Equipment. Pace may require the Contractor either to return such surplus Pace Equipment to Pace, to transfer it to Pace's designee, or to store it at such locations as Pace may direct. Contractor shall have ten working days after such surplus Pace Equipment is deemed so to return the equipment as directed. Contractor shall be assessed liquidated damages of $150.00 per day for each day the vehicle(s) are not returned to Pace.

8. **Pace Right to Repossess Pace Equipment**. Upon failure by the Contractor to return or deliver any Pace Equipment as directed by Pace, or if the Contractor fails to use, repair or maintain any Pace Equipment as required by this Exhibit, the Contractor shall permit Pace, without demand, legal process, or breach of the peace, to enter any premises where the Pace Equipment is or may be located and to take possession of and remove the Pace Equipment. The Contractor shall not prosecute, or assist in the prosecution, of any claim, suit, action, or other proceeding arising out of any such repossession by Pace. The Contractor shall reimburse Pace for any and all costs incurred by Pace in connection with actions taken by Pace pursuant to this Subsection.

9. **Pace Equipment Inspection**. Pace shall have the right to inspect any and all Pace Equipment, or cause any or all Pace Equipment to be inspected, at any time, with or without prior notice to the Contractor. Pace shall also have the right to demand, from time to time, a written statement from the Contractor setting forth the condition of the Pace Equipment, or any part of it. The Contractor shall furnish such a statement to Pace within ten days after receipt of Pace's demand therefor. Should Pace or its designee determine, in their sole discretion, that any Pace Equipment has not been maintained in accordance with this Contract, Pace or its designee shall report all deficiencies to the Contractor in writing. Except for safety related deficiencies, which shall be corrected as soon as reasonably possible and prior to placing the vehicles in service, the Contractor shall have 30 days to correct the reported deficiencies. If Contractor has failed to repair the reported defects within the 30 day period, the Contractor will be required to deliver and pick up the vehicle from a Pace facility or a facility designated by Pace where these repairs will be completed.

   Pace shall have the option of deducting amounts from future payments for Pace maintenance and or repair services provided to the Contractor during the operation of this Contract. These may include, but are not limited to bus parts, bus repairs and outstanding insurance deductibles. Pace shall supply the Contractor with supporting documentation of these charges in the month the charges are deducted from the Contractor's payment.

10. **Return of Pace Equipment and Related Records Upon Termination**. Immediately following termination of this Contract, whether by completion of the Contract Term or for any reason, The Contractor shall surrender and deliver to Pace all Pace Equipment and related records subject to the provisions in Paragraph 3.

11. **Title to Pace Equipment Licensing and Registration**. The Contractor acknowledges and agrees that Pace owns all Pace Equipment. All Pace Vehicles shall be licensed and registered by Pace, in Pace's name and at Pace's expense. Nothing contained herein shall affect Pace's absolute ownership of and title to, the Pace Equipment, such ownership and title being hereby expressly reserved to and retained by Pace. The Contractor shall not obtain, acquire, or otherwise be construed to own any property or other interest in the Pace Equipment, except the right to use

it for the purposes and under the conditions stated in this Contract during the Contract Term. The Contractor further agrees that it will not, in any manner, allow or permit the Pace Equipment or any part of it to be pledged, seized, or held for any tax, debt, lien or other obligation. Should the Pace Equipment or any part of it become subject to or encumbered by, any tax, debt, lien or other obligation during the Contract Term, or before the actual delivery of the Pace Equipment to Pace after the Contract Term, the Contractor shall, subject to its right to in good faith protest any such tax, debt, lien or other obligation, promptly pay or discharge such tax, debt, lien or other obligation and relieve such Pace Equipment from the encumbrance thereof.

12. **Warranty**. **NEITHER PACE NOR** THE **CONTRACTOR IS THE MANUFACTURER OF THE PACE EQUIPMENT**, **NOR THE** MANUFACTURERS' **AGENT, AND NEITHER MAKES ANY EXPRESS OR IMPLIED WARRANTY OF ANY NATURE REGARDING THE PACE EQUIPMENT, INCLUDING, BUT NOT LIMITED TO: ITS MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE; ITS DESIGN OR CONDITION; ITS WORKMANSHIP; ITS FREEDOM FROM LATENT DEFECTS; ITS COMPLIANCE WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT; OR ITS** NON-INFRINGEMENT OF **ANY** PATENT, TRADEMARK OR LICENSE. Provided Pace, or the manufacturer, has supplied required warranty documents to the Contractor, the Contractor shall take all actions authorized by this Contract to preserve any and all manufacturer's warranties regarding the Pace Equipment. This Contract shall not operate to release or waive any rights of Pace or the Contractor against any person not a party hereto, including the manufacturer of the Pace Equipment. Provided that Pace or the manufacturer has supplied required warranty documents to the Contractor, the Contractor shall take all actions it is authorized to take under this Contract to preserve any and all manufacturers' warranties regarding the Pace Equipment. This Contract shall not operate to release or waive any rights of Pace or the Contractor against any person not a party hereto, including the manufacturer of the Pace Equipment.

13. **Maintenance Requirements**. The Contractor shall at all times maintain all Pace Equipment in good mechanical condition and in conformity with all applicable safety practices, laws and regulations. In addition, the Contractor shall, at all times, maintain all Pace Equipment in accordance with the terms and provisions of this Contract, shall comply with all maintenance policies, practices, procedures, conditions and requirements as described in the Pace Paratransit Manual for Private Providers Contracting Directly with Pace(Exhibit A), and shall comply with all manufacturers' maintenance schedules and warranty requirements. The Contractor shall keep both the exterior and interior of all Pace Vehicles neat, clean and in first class condition at all times. The Contractor shall assure all Pace Vehicles are at all times maintained in accordance with the requirements of the Illinois Department of Transportation. The Contractor shall assure all Pace Vehicles at all times have valid Illinois Department of Transportation stickers affixed to them. All maintenance and repair costs should be entirely paid for by the Contractor, except as provided for by paragraph 15.

14. **Maintenance Records**. The Contractor shall prepare and maintain accurate records relating to all maintenance work performed by or for the Contractor on all Pace Equipment, and in that regard shall comply with the provisions of this Contract and with all applicable Pace policies, practices, procedures, conditions and requirements as set forth in the Pace Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A) and in the Scope of Work (Exhibit B). The Contractor shall maintain a separate maintenance file for each Pace Vehicle containing all maintenance records pertaining thereto. The Contractor shall also complete, maintain and transmit to Pace all maintenance forms required in Pace's preventative maintenance program, and any other records requested by Pace including, without limitation, Vehicle maintenance records, fuel consumption records as more particularly set forth in the Pace Paratransit Manual for Private Providers Contracting Directly with Pace (Exhibit A). The Contractor shall comply with all applicable requirements of any lease agreements through which tires are provided for the Pace Equipment and fuel consumption records.

15. **Pace Compensation for Major Repairs Not Related To Accidents**. Major repairs are repairs not resulting from accidents to engine, transmission, air conditioning or other major repair systems (not including brake systems, suspension systems, electrical systems, seating systems, windshield wiper and washer systems, body damage, door systems, and other wearing items and systems) where actual cost of components exceed $1,000, according to the coach manufacturer's current parts price list. Pace will compensate the Contractor for certain components used for major repairs which are not the result of accidents as long as capital grant funds are available to cover the cost. The Contractor shall be responsible for major repairs as required in the *Pace Paratransit Manual for Private Providers Contracting Directly with Pace* (Exhibit A). Major repairs shall be performed by the Contractor upon receiving prior written approval by Pace Paratransit. Pace may provide parts for repairs that exceed $1,000.00, and the Contractor shall be responsible for installation of these parts in a professional manner. In certain cases, when the cost of a new part exceeds $1,000.00 but a satisfactory rebuilt part may be obtained for less than $1,000.00, Pace may authorize purchase of a rebuilt part at Pace's expense. The Contractor shall be responsible for all installation costs.

16. **Damage Caused By Accidents**. The Contractor is solely responsible for all loss or damage to the Pace Equipment which is accident related which includes, but is not limited to, vehicular collision or overturn, fire, lightening, explosion, theft, windstorm, hail, earthquake, flood, mischief, and vandalism. If the equipment is damaged to the extent that it is rendered a constructive total loss and cannot be repaired, it is the Contractor's responsibility to replace it with similar equipment of like kind and quality or reimburse Pace the actual cash value of the equipment based on like kind and quality. The replacement equipment must meet Pace's approval and comply with the Illinois Department of Transportation Safety Regulation for public transit equipment as well as comply with all Federal Motor Carrier Safety Regulations. All repairs or replacement/reimbursement of equipment by the Contractor required herein shall be made as soon after the accident as possible and in no event shall such repairs or replacement take longer than 4 weeks unless otherwise approved in writing by Pace's Bus Operations Department. As provided in the insurance section of the base Contract, the Contractor is required to have insurance in effect for the actual cash value of the Pace-owned equipment. The Contractor is responsible for all loss of or damage to the Pace Equipment whether or not insurance coverage applies.

17. **Damage or Stolen Pace Equipment Excluding Vehicles**. The Contractor is solely responsible for all loss or damage to the Pace Equipment. It is the Contractor's responsibility to replace it with similar equipment of like kind and quality or reimburse Pace the actual replacement value of the equipment based on like kind and quality. As provided in the insurance section of the base Contract, the Contractor is required to have insurance in effect for the actual cash value of the Pace-owned equipment. The Contractor is responsible for all loss of or damage to the Pace Equipment whether or not insurance coverage applies.

18. **Pace Vehicle Identification**. The Contractor shall maintain, and not change or obstruct in any way, all identification markings and decals on all Pace Vehicles as supplied and affixed by Pace. Unless otherwise approved in writing by Pace, the Contractor shall not affix to, or display on, any Pace Vehicle any identification markings or decals other than those supplied and affixed by Pace.

19. **Advertising**. Contractor shall allow Pace or its Contractor access to the Contractor's premises where the Pace Vehicles are stored in order to install and maintain advertising frames and advertising posters on Pace Vehicles. Contractor shall not remove, damage, change or take any other action to effect the advertising on Pace Vehicles. Unless otherwise approved by Pace, Contractor shall not install or display any advertising on Pace Vehicles.

20. **Storage of Pace Equipment**. The Contractor shall store all Pace Equipment at suitable locations, where such Equipment is protected from vandalism and theft. The Contractor must receive Pace approval of the storage facility for Pace Equipment. Indoor storage shall have adequate fire protection, which complies with all applicable federal, state and local laws and regulations, and shall have the approval of the Fire Underwriters' Laboratory. The Contractor is responsible for all Pace-issued Equipment, including fareboxes, which may be lost, damaged, or stolen. Any planned change in location of storage or repair facilities after approval of the Contract must be approved in writing by the Pace Paratransit Department.

21. **Fareboxes**. Except as expressly approved in writing by Pace, the Contractor shall utilize only fareboxes and related equipment provided by Pace. The Contractor shall install and maintain such fareboxes in good condition.

EXHIBIT E

DRUG AND ALCOHOL TESTING PROGRAM

Pace Drug and Alcohol Policy

In accordance with the Omnibus Transportation Employee Testing Act of 1991 and USDOT Regulations, Pace enacted the Pace Suburban Bus Drug and Alcohol Policy and Testing Program. As a condition of providing contracted services for Pace, all contractors must adhere to the Pace adopted policy.

A copy of Pace's Drug and Alcohol Policy and Testing Program for Service Provider's Employees Performing Safety Sensitive Service to Pace is included in Attachment 1. It is essential that this document be reviewed in order to gain detailed information regarding Pace's drug and alcohol policy. **All safety sensitive employees of the Contractors providing service to Pace must receive a company adopted policy which explains the company's drug/alcohol testing program.**

The following sections summarize information contained in Pace's Drug and Alcohol Policy and Testing Program. This summary is not intended to replace Pace's Drug and Alcohol Policy and Testing Program, but is provided to familiarize the contractor with key elements of the policy.

Pace requires testing for drivers and persons holding other safety sensitive positions in the following circumstances:

- Pre-employment
- Post-accident
- Random
- Reasonable suspicion
- Whenever requested by Pace, for cause

Drug Testing in Pre-employment Health Evaluation

All operators and employees in safety sensitive positions shall undergo a DOT **NIDA-5** drug testing as a part of the pre-employment health evaluation. Employees who refuse to submit to pre-employment drug testing may not perform in a safety sensitive position.

Post-Accident Drug and Alcohol Testing

All safety sensitive employees involved in an accident or incident shall undergo **DOT NIDA-5** drug testing and a DOT breath alcohol testing if:

- The accident or incident results in a fatality
- The accident or incident results in any injury that must be immediately treated away from the scene of the accident or incident
- The accident or incident results in any vehicle being transported away from the scene of the accident or incident by a tow truck or other vehicle due to disabling damage

In the case of all other accidents covered by this policy (i.e., those not involving a fatality), each safety-sensitive employee operating the Pace vehicle at the time of the accident will be tested unless management determines, using the best information available at the time of the decision, that the safety-sensitive employee's performance can be completely discounted as a contributing factor to the accident. Additionally, any other safety-sensitive employees whose performance could have contributed to the accident, as determined by management using the best information available at the time of the accident, will be tested.

If safety sensitive employees must be tested for drugs and alcohol, they may not operate, dispatch, or perform maintenance on any vehicle in contractor service until the results of the drug/alcohol test are received. Refusal to sign the necessary forms for drug/alcohol testing or refusal to be tested will result in the employee being prohibited from performing safety sensitive functions.

Note: The employee must be accompanied to the testing facility by a supervisor, trainer, or other staff person.

Random Drug and Alcohol Testing

All safety sensitive employees are required to submit to random **NIDA-5** drug testing and DOT breath alcohol testing. Contractors are to ensure that at least twenty-five (25) percent of the total number of safety sensitive employees are randomly selected for drug testing and ten (10) percent are randomly selected for alcohol testing each year. In conducting these tests, the method for random selection must be unannounced, as well as random. For contractors participating in Pace's random drug and alcohol testing pool, the above percentages do not apply. The designated contact person will be notified when safety sensitive employees have been selected for random testing.

Drug and Alcohol Testing for Reasonable Suspicion

Safety sensitive employees will be required to submit to a **DOT NIDA-5** drug testing and/or DOT breath alcohol testing when observation of an employee indicates the possibility that the employee may be reporting for work or working under the influence of drugs or alcohol. Requests for employees to undergo reasonable suspicion tests will be based on specific contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of the person to whom the request is directed. Supervisors who are in a position to make this determination must be trained in the facts, circumstances, physical evidence, physical signs and symptoms, and patterns of performance and/or behavior associated with drug use and alcohol misuse.

Safety sensitive employees who are tested for drugs and alcohol as a result of reasonable suspicion may not operate, dispatch, or perform maintenance on any vehicle in contractor service until the results of the drug/alcohol test are received. Refusal to sign the necessary forms for drug/alcohol testing or refusal to be tested will result in the employee being prohibited from performing safety sensitive functions.

Note: The employee must be accompanied to the testing facility by a supervisor, trainer, or other staff person.

Drug and Alcohol Testing Guidelines

1. Contractors must make arrangements with a medical facility to have testing done.

2. Only tests which screen for the **five drugs (NIDA-5) and/or breath alcohol** are acceptable for pre-employment (drug only), post-accident, random, and reasonable suspicion testing. Any employee testing positive for drugs or alcohol may not operate, dispatch, or maintain a vehicle in Pace service, or operate a Pace owned vehicle.

3. Any employee testing positive for drugs may not operate or maintain a vehicle in Pace service, or operate a Pace owned vehicle.

4. Any employee testing positive for drugs may request that a split sampling analysis be conducted using samples obtained from the initial test. However, if the employee tests positive on the initial test and does not request a split sample test, Pace will require that the employee be removed from Pace service.

Reporting Requirements

In compliance with Federal Transit Administration (FTA) requirements regarding drug and alcohol testing, several reports must be submitted to the FTA by Pace on a recurring basis. In order for Pace to accurately complete these reports, certain information regarding the number of tests conducted and the reasons for testing must be provided to Pace by each contractor. Therefore, contractors must track the number and type of all drug and alcohol tests, as well as the reasons for testing (e.g., post-accident, random, etc.). Pace will provide the contractor with specific forms and instructions for reporting this information.

Certification of Compliance to the DOT Drug/Alcohol Policy

The Certification Statement contained in Attachment 2 must be signed by the contractor and submitted along with the bid document.

Attachment 1

DRUG AND ALCOHOL POLICY

AND TESTING PROGRAM

For Providers

Providing Transit Service To Pace

Effective: January 1, 1995

Revised: May 1, 2007

August 25, 2008

August 31, 2009

October 1, 2010

December 1, 2011

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I. Overview

Under the Drug-Free Workplace Act of 1988, the U.S. Congress required recipients of federal funds to take certain steps to provide for drug-free workplaces for their employees. Additionally, under the Omnibus Transportation Employee Testing Act of 1991, the U.S. Congress directed the Federal Transit Administration ("FTA") to issue regulations on drug and alcohol testing for mass transit workers in safety-sensitive positions. In response, the FTA has published regulations prohibiting drug use and alcohol misuse by transit employees and requiring transit agencies to test for prohibited drug use and alcohol misuse. These regulations are 49 CFR Part 655, "Prevention of Prohibited Drug Use and Alcohol Misuse in Transit Operations." In addition, the Department of Transportation ("DOT") has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs," and amendments which prescribes the testing methods to be followed.

This document sets forth the drug and alcohol policy and testing program of (Name of Provider) ("Provider") and has been adopted by the Provider Board of Directors pursuant to resolution. It was developed to comply with the requirements identified in the foregoing laws and FTA and DOT regulations. Where applicable, the document will identify those policies and procedures that are Provider-mandated drug and alcohol policies and testing programs not required by the DOT or the FTA. Additionally, in adopting this policy and program, Provider does not otherwise waive its right to enforce already established rules, policies, or programs, or the terms and provisions of any applicable collective bargaining agreement governing drug and alcohol use, possession and testing.

II. Introduction

A. Policy and Program Purposes

Provider performs a vital service for the public. To ensure that this service is delivered safety, and effectively, each Provider employee has the responsibility to perform his/her duties in a safe, conscientious, and courteous manner.

The purpose of this policy is to establish guidelines to maintain a drug and alcohol-free workplace and to reduce the probability of accidents or incidents related to the use and/or misuse of alcohol and other drugs by employees so that transit services are delivered safely, efficiently, and effectively.

This policy outlines four principles as a means to achieve Provider's goal of providing a workplace free from the effects of drug and alcohol use and/or misuse for its employees. The first principle emphasizes deterrence from the use of drugs and alcohol in or affecting the workplace. Provider will make education and training available for all employees regarding the effects of substance abuse on individuals and on the workplace. Supervisors and managers will receive specialized training in detection, early intervention, and enforcement.

The second principle is treatment and rehabilitation. Provider maintains an Employee Assistance Program ("EAP") to assist employees with personal problems, including those surrounding the misuse of drugs and alcohol. Provider supports rehabilitation before an employee's job is in jeopardy. Although employees are encouraged to receive help for drug and alcohol problems, participation in Provider's EAP will not excuse an employee's failure to comply with Provider rules and regulations; nor will it preclude discipline for rule or policy violations.

The third principle is detection. Toward this end, Provider employs six (6) FTA mandated drug and/or alcohol tests in the following circumstances: pre-employment, reasonable suspicion, post-accident, random, return to duty, and follow-up. The foregoing drug and /or alcohol tests will apply to all full-time, part-time, seasonal and temporary employees of Provider engaged in the performance of safety-sensitive functions. It also applies to: applicants for positions of employment involving the performance of safety-sensitive functions for Provider; and operators who are third party contractors.

The fourth principle is enforcement, which is essential if deterrence, rehabilitation, and detection are to be successful. All employees must be fit for duty as defined within this policy. Accordingly, the failure to properly report the use of dispensing, possession, or use of a controlled substance or narcotic contrary to the terms of this policy, and the use or possession of intoxicants contrary to the terms of this policy is prohibited and will result in disciplinary action up to and including discharge.

B. Employee and Management Responsibilities

All Provider employees covered by this policy are required to refrain from using drugs and alcohol contrary to the specific prohibitions identified herein. (Provider Drug Program Manager) (or a designated representative) will monitor Provider practices to ensure compliance. Anyone with questions regarding this policy, its practices or procedures should contact the Program Manager at (address and phone number).

Employees are responsible for ensuring adherence to this policy. Managers and supervisors will be held accountable for both the application of the policy and the consistency of its enforcement. To that end, Provider prohibits the discriminatory application, implementation, or enforcement of any provision of this policy on the basis of race, color, age, sex, religion, national origin and ancestry, sexual orientation, veteran status, or disability.

C. Confidentiality

Confidentiality will be maintained throughout the drug and alcohol screening process. Provider will maintain records in a manner so that disclosure of information to unauthorized persons does not occur. Additionally, the specimen collection site, testing laboratory, medical review officer ("MRO"), breath alcohol technician ("BAT"), and substance abuse professional ("SAP") will be held to strict confidentiality requirements consistent with the following:

- The testing laboratory: shall maintain employee test records in confidence as provided by DOT requirements: shall ensure the security of data transmission and limit access to any data transmission, storage, and retrieval system; will report individual drug test results only to the employee tested, the designated MRO, or the decision makers in a lawsuit, grievance, or other proceeding initiated by or on behalf of the employee and arising from a certified positive drug test; and shall retain all records pertaining to a given urine specimen for a minimum of two (2) years.

- The MRO, BAT, and SAP will report individual test results only to: the employee tested, Provider's EAP, if applicable, and the Provider management official empowered to recommend or take administrative action (or the official's designated agent).

Provider will release individual test results to the employee tested upon written request. Provider will not release individual test results to any other party absent a specific written consent of the employee tested authorizing such release to a specifically identified person(s) except as follows:

- To the decision maker in a lawsuit, grievance, or other proceeding initiated by or on behalf of the employee tested and arising from a test administered under this policy.
- To the National Transportation Safety Board ("NTSB") about any post-accident test performed for an accident under NTSB investigation.
- When requested by the DOT or any state or federal agency with regulatory authority over Provider or any of its employees.

EAP personnel will be expected to carry out all actions relative to this policy in a manner which respects the dignity and confidentiality of those involved. EAP records are regarded as confidential medical records and are not available for inspection by anyone except EAP staff absent a written release of information by the employee. EAP personnel will release information to Provider personnel only on a need-to-know basis subject to advance notice to the employee whenever feasible. In any case where the employee raises a claim against Provider involving his/her participation in the EAP, the employee shall be deemed to have waived his/her right to confidentiality and Provider shall have the right to explore thoroughly and evaluate the employee's participation in the EAP.

Any employee covered by this policy is entitled, upon written request, to obtain copies of any records pertaining to the employee's use of prohibited drugs or alcohol; including any records pertaining to his or her drug or alcohol tests. Provider shall provide promptly the records requested by the employee. Access by the employee to his or her records shall not be contingent upon payment for records other than those specifically requested.

III. Implementation Guidelines for Promoting a Drug and Alcohol-Free Workplace

A. Deterrence

1. Fitness for Duty

Provider has determined that an employee is fit for duty when he/she is unequivocally able to perform his/her duties, including when he/she is ready for work or working without the presence of any alcohol or the presence of any specified drugs or their metabolites as prescribed by this policy. Employees must understand that they are responsible for assuring that their job conduct is safe and appropriate.

2. Reporting the Use of Prescription Medication

Separate from any FTA requirements, safety-sensitive employees are required to report their use of prescription medication to Provider. Safety-sensitive employees who fail to report their use of prescription medication in accordance with this section, and subsequently have a positive drug or alcohol screen, are subject to progressive discipline up to and including discharge. Accordingly, all such employees are advised to inform their physicians and/or pharmacists of their employment requirements regarding fitness for duty prior to obtaining medication.

3. Education and Training

Provider recognizes that education and training of its workforce and supervisors are major components of a successful drug and alcohol program. To that extent:

- All employees subject to testing under this policy will be provided a copy.
- Provider will display and distribute informational material about the effect of drugs along with a community service hotline telephone number to assist employees who may be experiencing problems with prohibited drugs.
- Provider will provide educational materials that explain the requirements of the FTA's alcohol rule and the policies and procedures identified in this document.
- Provider will distribute informational material about the signs and symptoms of an alcohol problem and the effects of alcohol misuse on an individual's health, work and personal life.
- A minimum of sixty minutes of training will be provided to all employees subject to testing under this policy on the manifestations and behavioral cues indicating drug use on a personal health, safety, and the work environment.
- A minimum of an additional sixty minutes of training for the alcohol program and sixty minutes of training for the drug program will be provided to supervisors who will be determining when it is appropriate to administer "reasonable suspicion" drug or alcohol tests under this policy.

In addition to the foregoing, Provider will consider and implement such other education and training programs as will help promote safety goals, maintain the integrity of Provider's drug and alcohol testing program, and enhance the benefits of that program.

B. Treatment and Rehabilitation

1. Employee Assistance Program (EAP) Responsibilities

In order to promote a drug and alcohol-free environment, Provider will work to assist eligible employees with problems due to the use of drugs or misuse of alcohol.

Accordingly, separate from any programs regarding drug and alcohol testing mandated by the FTA and DOT, Provider has established and encourages the use of its Employee Assistance Program ("the EAP"). The EAP was established in part so that an employee who recognizes that he/she has a drug use or alcohol misuse problem may have the opportunity to receive treatment and rehabilitation.

Provider's EAP will assist eligible employees with drug use and alcohol misuse problems, and related concerns, through one or more of the following depending upon the circumstances of each particular case:

- Consultation with supervisors and/or other Provider officials
- Evaluation and referral
- Individual and group counseling
- Individual case management
- Crisis intervention
- Specialized education and training programs

2. EAP Referral

There are two ways to begin rehabilitation through Provider's EAP-voluntary self-referral and management referral.

Voluntary self-referral is preferred by Provider as a means to resolve drug and/or alcohol problems. Such an option is not available to an employee after he/she has been notified to submit to a drug or alcohol test under this policy. Nor can an employee become a volunteer when subject to disciplinary action in order to avoid discipline.

Voluntary participation in the EAP will not adversely impact an employee's employment or promotional opportunities at Provider. However, employees who do not make a commitment to overcome their drug and/or alcohol problems may experience work performance problems as a result. Accordingly, an employee who exhibits poor or improper job performance as a result or tests positive for drugs and/or alcohol pursuant to a test administered under this policy will be subject to disciplinary action.

The second avenue for referral to the EAP is through management. Supervisors and managers of Provider may refer to the EAP for an evaluation for any employee who demonstrates performance problems such as excessive absenteeism, tardiness, or overall poor work performance. Based upon the reason for the referral and the assessment of the EAP counselor, employee referred to the EAP and determined to have a drug use or alcohol misuse problem may be removed from their position and suspended or assigned to alternative duty subject to the availability of such work, the need to accommodate other employees, and any federal and state statutory and regulatory requirements.

The managerial option to refer any employee to Provider's EAP shall not, however, restrict Provider's right to terminate or otherwise discipline an employee. In the event an employee requests admission into the EAP after commission of an act (including a violation of this policy) which subjects him/her to discharge, Provider in its discretion may convert the discharge to a suspension and allow the employee admission into the EAP. Such a determination will be based upon the following criteria; the type of rule violation and all circumstances attendant to the incident in question; the employee's length of service; and the employee's overall work record.

Employees are directed to any pertinent collective bargaining agreement for the terms and provisions of, and restrictions and benefits attendant to, EAP participation. Any questions regarding Provider's EAP should be referred to the Regional Manager (or a designated representative).

C. Effects of Alcohol

Alcohol is the most commonly abused chemical substance in this country and in the work-place. Out of the two-thirds of all Americans who drink, there are an estimated thirteen million people with serious drinking problems. A problem drinker is anyone who frequently drinks to the state of intoxication. While intoxicated, he/she may exhibit behavior that would never occur while sober. Alcohol problems have a devastating impact on family life, health, and the workplace. The family may be subjected to frequent episodes of violence, physical and emotional neglect, diabetes, ulcers, hypertension, and kidney problems. Emotional health is affected as well due to alcohol misuse, presenting symptoms such as depression anxiety, hallucinations, and insomnia. Alcohol abuse in the

workplace costs corporate America millions of dollars each year through excessive absenteeism, lack of motivation, and a rise in the use of medical benefits associated with illness caused by alcoholism.

The most effective way to combat alcohol misuse is treatment. Alcohol detoxification rehabilitation is the only method of intervention used to interrupt alcoholism.

IV. Provisions for Drug and Alcohol Testing

A. General Conditions

1. Persons Subject to Testing

The following persons will be subject to alcohol testing just before, during or just after performing a safety sensitive function and will be subject to drug testing any time while on duty pursuant to the terms of this policy:

- All full-time, part-time, seasonal, and temporary employees of Provider engaged in the performance of safety-sensitive functions;
- Applicants for positions of employment with Provider involving the performance of safety-sensitive functions;
- Employees of contractors engaged in the performance of safety-sensitive functions for Provider; and
- Employees of operators who are third party contractors engaged in the performance of safety-sensitive functions.

"Safety-Sensitive functions" are performed by those persons who:

- Operate revenue service vehicles (including when not in revenue service).
- Operate non-revenue service vehicles required to be operated by a holder of a commercial driver's license.
- Dispatch or control revenue service vehicles.
- Maintain a revenue service vehicle or equipment used in revenue service.
- Carry a firearm for security purposes.

Included in the foregoing are supervisors who in fact perform safety-sensitive functions. Supervisors of covered employees who themselves do not perform safety-sensitive functions are excluded. Attached to this policy is a list of the position titles identifying the persons subject to drug and alcohol testing.

2. Drug Rule

All persons covered by this policy are prohibited from using any of the following five substances: Marijuana; Cocaine; Opiates; Amphetamines; and Phencyclidine. Pursuant to FTA requirements, drug testing is administered in accordance with any of the following circumstances as described in detail in each case in Section IV.B.1 a. through f. of this policy: pre-employment; post-accident; reasonable suspicion; random; and return to duty/follow-up.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance on Provider property by any person at any time also is prohibited.

Additionally, separate from any DOT or FTA requirements.

- The use of illegal drugs by Provider employees at any time is prohibited.
- The use or possession of a controlled substance or narcotic from the time an employee reports for work until the conclusion of the employee's workday or reporting for work in an impaired condition due to the use of the same is prohibited.
- An employee may not have a controlled substance or narcotic in his/her system from the time of reporting for work until the conclusion of the workday.
- An employee shall not knowingly accept relief from or permit an employee to work who is under the influence of a controlled substance or narcotic.

3. Alcohol Rule – Required Hours of Compliance

All persons covered by this policy are prohibited from consuming alcohol: while performing a safety-sensitive function; within four hours prior to performing a safety-sensitive function (including on-call safety sensitive employees); and up to eight hours following an accident or until the employee undergoes a post-accident test. Under FTA requirements, each person covered by this policy is subject to alcohol testing: while performing any safety-sensitive function; immediately before performing any safety-sensitive function; and immediately after performing any safety-sensitive function.

Additionally, separate from any DOT or FTA requirements:

- Provider prohibits the use or possession of intoxicants on its property at any time.
- Employees, while in a Provider uniform, shall not either enter an establishment of which the main business is the selling of intoxicants or partake of an intoxicant in a public place.
- An employee shall not knowingly accept relief from or permit an employee to work who is under the influence of an intoxicant.

B. Detection

1. Circumstances for Testing

a. Pre-Employment

No applicant for employment will be placed in a safety-sensitive position by Provider unless the applicant submits to a pre-employment drug test and a verified negative drug test is received. The test will be administered as part of the pre-placement physical examination. Additionally, no Provider employee will be transferred into a safety-sensitive position unless the employee

submits to a drug test and a verified negative drug test is received. The test will be administered as part of the qualifying physical examination.

If an applicant or employee drug test is cancelled, the applicant or employee must submit to another drug test.

In addition, when a covered employee or applicant has not performed a safety-sensitive function for 90 consecutive calendar days regardless of the reason, and the employee has not been in the Provider random selection pool during that time, Provider will ensure that the employee takes a pre-employment drug test with a verified negative result.

b. Reasonable Suspicion

All employees covered by this policy will be required to submit to a drug and alcohol test with Provider, through observations made by a supervisor, has reasonable suspicion that the employee has used a prohibited drug or misused alcohol contrary to the terms of this policy. The request to undergo a reasonable suspicion test will be based on specific contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of the person to whom the request is directed.

Supervisors who will be expected to make such a determination will be trained in the facts, circumstances, physical evidence, physical signs and symptoms, and patterns of performance and/or behavior associated with drug use and alcohol misuse.

Any supervisory person who orders an employee to undergo a reasonable suspicion test will complete a “Condition of Employee Report”, a sample of which is attached as Appendix C.

c. Post-Accident

All employees covered by this policy who are involved in an accident will be required to submit to a drug and alcohol test. An “accident” is defined as an occurrence associated with the operation of a Provider vehicle in which:

- An individual dies:
- An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident; or
- Any vehicle involved incurs disabling damage and is transported away from the scene by a tow truck or other vehicle.

In the case of any accident involving a fatality, each surviving safety sensitive employee on duty in the Provider vehicle at the time of the accident will be tested.

Additionally, safety-sensitive employees not on the vehicle whose performance could have contributed to the accident, as determined by Provider using the best information available at the time of the accident, will be tested.

In the case of all other accidents covered by this policy (i.e., those not involving a fatality), each safety-sensitive employee operating the Provider vehicle at the time of the accident will be tested unless Provider determines, using the best information available at the time of the decision, that the safety-sensitive employee's performance can be completely discounted as a contributing factor to the accident. Additionally, any other safety-sensitive employees whose performance could have contributed to the accident, as determined by Provider using the best information available at the time of the accident, will be tested.

Post-accident drug tests will be performed as soon as possible but no later than thirty-two (32) hours following the accident. Post-accident alcohol tests will be performed within two (2) hours but no later than eight (8) hours following the accident. If an alcohol test is not administered within two (2) hours following the accident, Provider will prepare and maintain a record stating the reason(s) the test was not so administered. If an alcohol test still is not administered within eight (8) hours following the accident, all attempts to administer the test will cease.

An employee subject to post-accident testing who fails to remain available for such testing, including notifying Provider of his/her location after leaving the scene of the accident, may be deemed to have refused to submit to testing.

Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary medical care.

d. Random Testing

All employees covered by this policy will be subject to random drug and alcohol testing. The random selection method will be a scientifically valid method, such as a random number table or a computer-based random number generator.

Subject to adjustment by the FTA, each year at least twenty-five percent (25%) of the total number of safety-sensitive employees will be subject to drug testing and ten percent (10%) to alcohol testing. In conducting such tests, the process will be unannounced as well as random. The dates for administering unannounced testing of randomly-selected covered employees shall be spread reasonably throughout the calendar year including all days and hours during which safety-sensitive functions are performed, so as to ensure that all covered employees have a reasonable expectation that they might be randomly tested for prohibited drug use anytime while on duty. Each covered employee shall have an equal chance of being tested each time selections are conducted. Once the employee has been notified of selection for testing, the employee will be required to report immediately to the designated collection site.

e. Return to Duty

Before any employee covered by this policy is allowed to return to duty to perform a safety-sensitive function following a verified positive drug test result, an alcohol test result of 0.04 or greater, or a refusal to submit to a test, the employee will be required to:

- Be evaluated by a substance abuse professional ("SAP") designated by Provider to determine whether the employee has followed the recommendations for action by the recommendations for action by the SAP, including participation in any rehabilitation program; and
- Pass a return to duty drug and alcohol test.

If a drug test is cancelled, the employee will be subject to and required to pass another drug test.

In addition to the foregoing and separate from any FTA requirements, Provider requires that all employees covered by this policy submit to a return to duty drug and alcohol test using non-DOT forms when:

- The employee is returning from a drug and/or alcohol rehabilitation program known to, or arranged by, Provider, or made known to Provider.
- The employee has signed a treatment plan, work resumption, or return to work agreement that requires the test.
- The employee is returning to work from an absence longer than thirty (30) consecutive calendar days.
- The employee is returning to duty to perform a safety-sensitive function following an alcohol test result of 0.02 or greater but less than 0.04.

f. Follow-Up

An employee who is allowed to return to duty to perform a safety-sensitive function following a verified positive drug test result, an alcohol test of 0.04 or greater, or a refusal to submit to a test will be subject to unannounced follow-up testing for at least twelve (12) but not more than sixty (60) months. The frequency and duration of the follow-up testing will be determined by the SAP, but subject to the conducting of a minimum of six (6) tests during the first twelve (12) months after the employee has returned to duty.

The foregoing is separate from and in addition to Provider's random testing program. Employees subject to follow-up testing also will remain in the standard random pool and will be tested whenever subject to random testing, even if as a result the employee is tested twice in the same month, week, or day.

In addition to the foregoing, and separate from any FTA requirements, Provider requires that any employee who participates as a volunteer in Provider's EAP comply with all drug and/or alcohol testing recommended by the EAP counselor.

2. Conduct that Constitutes a Refusal to Submit to a Test

The following conduct will be regarded by Provider as a refusal to submit to a drug and/or alcohol test and constitutes a positive test result:

- Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Provider.
- Fail to remain at the testing site until the testing process is complete. Provided, that an employee who leaves the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test.
- Fail to attempt to provide a urine or breath specimen. Provided that an employee who does not provide a urine specimen because he or she has left the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test.
- In a case of a directly observed or monitored collection in your drug test, fail to permit the observation or monitoring of your provision of a specimen including the failure to follow the collector's instructions to raise and lower your clothing and to turn around to permit the observer to determine if there is evidence of a prosthetic or other device that could be used to interfere with the collection process.
- Fail to provide a sufficient amount of urine or breath when directed and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
- Fail or decline to take a second test Provider or collector has directed you to take.
- Fail to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process.
- Fail to sign the certification at step 2 of the Alcohol Testing Form.
- Fail to cooperate with any part of the testing process, including refusal to wash hands after being directed to do so.
- Admitting to collection site personnel or Medical Review officer that he/she has adulterated or substituted their specimen.
- The employee possesses or wears a prosthetic or other device that could be used to interfere with the collection process.
- As an employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

V. Methodology

All Federally Mandated drug and alcohol testing will be conducted in accordance with 49 CFR Part 40 and will include the procedures that will be used to test for the presence of illegal drugs or alcohol misuse, protect the employee and the integrity of the drug and alcohol testing process, safeguard the validity of the test results, and ensure the test results are attributed to the correct employee.

A. Drug Testing

1. Collection Procedures

When ordered to do so by Provider, an employee shall submit to drug testing through urine analysis. At the time specimens are collected, the employee will be given written instructions setting forth his/her responsibilities. The employee's identify will be verified through the use of a photo identification card or through a representative designated by Provider.

Forty-five (45) milliliters (about 1-1/2 ounces) of urine will be collected. The collection site technician will pour fifteen (15) ml into one bottle to be used as a split specimen. The remainder (at least thirty (30) ml) will be retained in the collection bottle or poured into another bottle to be used as the primary specimen.

If the employee is unable to provide at least forty-five (45) ml of urine the specimen will be discarded unless the insufficient specimen was out of temperature range or showed evidence of adulteration or tampering. The collection site technician will instruct the employee, who must remain at the collection site, to drink up to forty (40) ounces of fluids, distributed reasonably through a period of up to three (3) hours, or until the employee has provided a new urine specimen, whichever occurs first. The employee will then provide a new sample using a fresh collection container. Both the new and the original insufficient sample will be sent to the laboratory if the original specimen was out of temperature range or there is evidence of adulteration or tampering. If the employee is still unable to provide an adequate specimen, testing will be discontinued and the employee will be directed to obtain, as soon as possible after the attempted provision of urine, an evaluation from a licensed physician who is a acceptable to the Medical Review Officer concerning the employee's ability to procure an adequate amount of urine.

Within four (4) minutes of receiving the specimen, the temperature of the specimen will be recorded. Any specimen temperature out of the range of 32 to 38C/90 to 100F will require that an observed collection take place. The collection site technician also will examine the specimen visually for any unusual color or sediment, and note the results on the custody and control form.

Both bottles will be sealed and labeled in the presence of the employee. The donor will initial the labels verifying the specimen is his/hers. A custody and control form will be completed and signed by the collection site technician and the donor. Both the primary and split specimen will be sealed in a single shipping container, together with the appropriate pages of the custody and control form. The tape seal on the container will bear the initials of the collection person and the date of closure for shipment. The specimen will be placed in secure storage until dispatched to the laboratory.

Procedures for collecting urine specimens shall allow individual privacy. If, however, any of the following circumstances exist, a collection site person of the same gender as the individual providing the urine specimen shall obtain a specimen by direct observation.

Direct observation shall include the lifting of clothing to just above the navel or lowering to mid-thigh and turning towards the same sex collector to prove the individual is not concealing a prosthetic device to beat the test.

- The individual previously has been determined to have used a controlled substance without medical authorization and the test being conducted is a return to duty or follow-up test.
- The individual has provided a urine specimen that falls outside the normal temperature range (32 to 38C/90 to 100F
- The collection site person observes conduct indicating an attempt to substitute or adulterate the specimen. In such event, the collection site person will prepare and maintain a written report concerning the observation.
- Individuals who have tested positive, adulterated or substituted and their split sample was not available or testing. (Splits not collected, missing or destroyed in transit.)
- Individuals providing a specimen resulting in a creatine level between 2 and 5.

2. Laboratory Testing

All drug testing will be completed in a laboratory certified by the Department of Health and Human Services (DHHS). Provider has contracted with (Name, address and phone number of certified laboratory) to conduct all drug testing administered on its behalf under this policy. As of the revised date of this policy, the Federal Register has identified Quest Diagnostics as DHHS-certified.

An immunoassay test will be performed initially on the specimen. If any prohibited drug registers above the cutoff level on the immunoassay screen, an aliquot of the same urine specimen will be confirmed by using gas chromatography/mass spectrometry (GC,MS). All FTA and Provider mandated tests will undergo validity testing which is designed to deter and detect attempts to adulterate or substitute specimens. Which testing must conform with 49 CFR Part 40 as amended and effective January 18, 2001.

All FTA-mandated drug testing will be performed to detect for the presence of the following five (5) substances: Marijuana; Cocaine; Opiates; Phencyclidine; and Amphetamines. The following initial cutoff levels will be used when screening specimens to determine whether they are negative for the identified drugs:

Initial Test Analyte	**Initial Test Cutoff Concentration**	**Confirmatory Test Analyte**	**Confirmatory Test Cutoff Concentration**
Marijuana metabolites	50 ng/mL	(1) THCA	15 ng/mL
Cocaine metabolites	150 ng/mL	Benzoylecgonine	100 ng mL
Opiate metabolites			
(2) Codeine/Morphine	2000 ng/mL	Codeine	2000 ng/mL
		Morphine	2000 ng/mL

6-Acetylmorphine	10 ng/mL	6-Acetylmorphine	10 ng/mL
Phencyclidine	25 ng/mL	Phencyclidine	25 ng/mL
(3) Amphetamines			
(4) AMP/MAMP	500 ng/mL	Amphetamine	250 ng/mL
		(5) Methamphetamine	250 ng/mL
(6) MDMA	500 ng/mL	MDMA	250 ng/mL
		(7) MDA	250 ng/mL
		(8) MDEA	250 ng/mL
1. Delta-9- tetrahydrocannabinol-9-carboxylic acid (THCA).			
2. Morphine is the target analyte for codeine/morphine testing.			
3. Either a single initial test kit or multiple initial test kits may be used provided the single test kit detects each target analyte independently at the specified cutoff.			
4. Methamphetamine is the target analyte for amphetamine/methamphetamine testing.			
5. To be reported positive for methamphetamine, a specimen must also contain amphetamine at a concentration equal to or greater than 100 ng/mL			
6. Methylenedioxymethamphetamine (MDMA).			
7. Methylenedioxyamphetamine (MDA).			
8. Methylendioxyethylamphetamine (MDEA).			

All Provider-mandated testing will be performed to detect for the presence of, in addition to the foregoing five (5) substances, the following five (5) substances: Barbiturates; Benzodiazepine metabolites; Methadone; Methaqualone; and Propoxyphene.

The following initial cutoff levels will be used when screening specimens to determine whether they are negative for the identified drugs:

Drug	Cutoff Levels (ng/ml)
Barbiturates	300
Benzodiazepine metabolites	300
Methadone	300

Methaqualone	300
Propoxyphene	300

The following confirmatory cutoff levels will be used:

Drug	Cutoff Levels (ng/ml)
Barbiturates	200
Benzodiazepine metabolites	200
Methadone	200
Methaqualone	200
Propoxyphene	200

Long-term frozen storage (-20 deg. C or less) ensures that positive urine specimens will be available for any necessary retest during administrative or disciplinary proceedings. All confirmed positive specimens will be retained by the laboratory in their original labeled specimen bottles for a minimum of one year in properly secured long-term frozen storage.

Within this one year period, Provider or any other person designed by DOT regulation may request the laboratory to retain the specimen for an additional period of time. If no such request is received, the laboratory may discard the specimen after the end of one year, except the laboratory shall maintain any specimen known to be under legal challenge for an indefinite period.

3. Review by Medical Review Officer (MRO)

All drug testing laboratory results shall be reviewed by a qualified medical review officer ("MRO") designated by Provider to verify and validate the test results. As of the revised date of this policy, Provider has contracted with (Name of Medical review Officer) to serve as its MRO. (Office address and phone number)

The MRO will conduct an administrative review of the control and custody form to ensure its accuracy. The MRO will review and interpret an individual's confirmed positive test by: (1) reviewing the individual's medical history; (2) affording the individual an opportunity to discuss the test result; and (3) deciding whether there is a legitimate medical explanation for the result, including legally prescribed medication. In addition, to ensure fairness to employees, the MRO will review the test results when a laboratory indicates that an employee's specimen may have been adulterated or substituted. The foregoing applies to both FTA-mandated and Provider-mandated drug testing.

4. Notification and Split Sampling

The MRO will notify each employee who has a verified positive test that the employee has seventy-two hours within which to request a test of the split specimen. If the employee requests an analysis of the split specimen, the MRO will direct the laboratory, in writing, to ship the split specimen to another DHHS laboratory for analysis. An employee may also request an analysis of the split specimen for any specimen deemed to have been adulterated or substituted.

If the analysis of the split specimen fails to confirm the presence of the drug(s), drug Metabolite(s), or evidence of adulteration or substitution, found in the primary specimen, or if the split specimen in unavailable or inadequate for testing, the MRO will cancel the test and report the cancellation and the reasons for it to the DOT, the employer, and the employee.

If the employee has not contacted the MRO within seventy-two (72) hours of being notified of a verified positive drug test or evidence of adulteration or substitution, the employee may present to the MRO information documenting that serious illness, injury, inability to contact the MRO, lack of actual notice of the verified positive test or evidence of adulteration or substitution, or other unavoidable circumstances prevented the employee from contacting the MRO in time. If the MRO concludes that there is a legitimate explanation for the employee's failure to contact the MRO, the MRO will direct that an analysis of the split sample be performed. If the MRO concludes that there is no legitimate explanation, the MRO is not required to direct the analysis of the split specimen.

If, after the MRO makes all reasonable efforts (and documents them), the MRO is unable to reach the individual directly, the MRO will contact a designated Provider representative who will direct the employee to contact the MRO as soon as possible. If, after making all reasonable efforts, the designated Provider representative is unable to contact the employee, Provider may place the employee on temporary unqualified status or medical leave.

The MRO will report each verified test result to the person designated by Provider to receive the results. Reporting of a verified positive result or taking action required as a result of a positive drug test will not be delayed pending the split sampling analysis. The MRO will maintain all necessary records and send test result reports to Provider's Drug and Alcohol Program Manager (or a designated representative).

The MRO will also report all negative drug tests which indicate the urine was diluted. It is Provider policy to ensure that the retesting of employees is consistent and therefore require the immediate retesting for all negative pre-employment reasonable suspicion, return to duty and follow-up testing where results have indicated a diluted urine sample. Such re-collections will not be collected under direct observation, unless there is another basis for use of direct observation.

B. Alcohol Testing

1. Breath Testing Procedures

When ordered to do so by Provider, an employee shall submit to breath alcohol testing through the use of an evidential breath testing device ("EBT"). Upon arrival at the collection site, the employee's identity will be verified through the use of a photo identification card or through a representative designated by Provider. The testing procedures will be explained to the employee after which the employee and a breath alcohol technician ("BAT") designated by Provider will complete, date and sign the alcohol testing form.

The BAT will inform the employee of the need to conduct a screening test. The BAT and the employee will read the sequential test number displayed by the EBT. The BAT will open an individually sealed, disposable mouthpiece in view of the employee and attach it to the EBT. The BAT will instruct the employee to blow forcefully into the mouthpiece for at least six seconds or until an adequate amount of breath has been obtained. Following the screening test, the BAT will show the employee the result displayed on the EBT or the printed result. If the result of the screening test is an alcohol concentration of less than 0.02, no further testing is required and the test will be reported to Provider as a negative test. The employee may then return to his/her safety-sensitive position. If the result of the screening test is an alcohol concentration of 0.02 or greater, a confirmation test will be performed. The confirmation test will be conducted at least fifteen (15) minutes, but not more than thirty (30) minutes, after the completion of the initial test. This delay prevents any accumulation of alcohol in the mouth from leading to an artificially high reading. The employee will be instructed not to eat, drink, or put any object or substance in his/her mouth. The BAT will instruct the employee not to belch to the extent possible while awaiting the confirmation test. The BAT will inform the employee that the test will be conducted at the end of the waiting period, even if the employee has disregarded the instructions.

Before the confirmation test is administered, the BAT will conduct an air blank on the EBT. If the reading is greater than 0.00, the BAT will conduct one more air blank. If the second air blank is greater than 0.00, the EBT will not be used to conduct the test. The confirmation test will be conducted using the same procedure as the screening test. A new mouthpiece will be used.

If the initial and confirmatory test results are not identical, the confirmation test result will be deemed to be the final result. If the result displayed on the EBT is not the same as that on the printed form, the test will be cancelled and the EBT removed from service.

The BAT will sign and date the alcohol testing form. The employee will sign and date the certification statement, which includes a notice that the employee cannot perform safety-sensitive duties or operate a motor vehicle if the results are 0.02 or greater. The BAT will attach the alcohol test result printout directly on to the alcohol collection form with tamper proof tape (unless the results are printed directly on the form).

If a screening or confirmatory test cannot be completed, the BAT will, if practicable, begin a new alcohol testing form with a new sequential test number. Refusal by an employee to complete and sign the alcohol testing form, to provide breath, or otherwise to cooperate with the collection process will be noted on the form and the test will be terminated.

2. Notification

The BAT will transmit all non-negative results to a designated Provider representative immediately.

3. Positive Test Results at Designated Threshold Levels

The event of a test result of 0.02 or greater but less than 0.04, the employee shall be removed from duty for at least eight hours following the administration of the test. **Separate from any FTA requirements**, in no event will the employee be allowed to return to duty unless he/she passes a return to duty alcohol test showing an alcohol concentration of less than 0.02.

In the event of a federally mandated test result equal to or greater than 0.04, the employee shall be prohibited from performing any safety-sensitive duties until he/she has been evaluated by a substance abuse professional and has passed a return to duty test.

C. Substance Abuse Professional (SAP) Evaluation

Any individual who has a verified positive drug test result or a breath alcohol concentration of 0.04 or greater will be advised of the resources available to evaluate and resolve problems associated with drug abuse or alcohol misuse, including the names, addresses, and telephone numbers of substance abuse professionals and counseling and treatment programs. The employee also will be assessed by a substance abuse professional ("SAP") designated by Provider who will determine what assistance the employee needs in resolving problems associated with prohibited drug use or alcohol misuse.

As of the revised date of the policy, Provider has contracted with (name of Employee Assistance Program provider, address and contact number) As discussed in Section III,B. of this policy, the EAP is designed to assist Provider employees with personal problems, including problems associated with drug abuse or alcohol misuse.

The SAP will carry out the following responsibilities:

- Evaluate whether an employee who has refused to submit to a drug or alcohol test or who has a positive test result is in need of assistance in resolving problems associated with drug use or alcohol misuse.
- Evaluate whether any employee who previously tested positive and desires to return to work has properly followed the SAP's recommendations for treatment. Recommend whether a returning employee who previously tested positive for drug use also should be subject to return to duty and/or follow-up testing for alcohol misuse.
- Document all contacts with referred employees and present regular periodic reports to Provider's drug and alcohol program manager or his/her designee.
- Recommend whether a returning employee who previously tested positive for alcohol misuse also should be subject to return to duty and/or follow-up testing for drug use.

The foregoing applies to FTA-mandated testing only.

VI. Enforcement of Policy Through Discipline

Separate from any FTA requirement Provider will under its own authority exercise the following discipline as a result of drug and or alcohol misuse.

A. Pre-Employment

Any applicant who tests positive for drugs and/or alcohol will be disqualified from consideration for a safety-sensitive position with Provider.

B. Reasonable Suspicion

Any employee who tests positive for drugs and/or alcohol pursuant to a reasonable suspicion test administered under this policy will be discharged.

C. Post-Accident

Any employee involved in an accident who tests positive for drugs and/or alcohol pursuant to a test administered under this policy will be discharged.

D. Random

Any employee who tests positive for drugs and/or alcohol pursuant to a random test administered under this policy will be discharged.

E. Return to Duty

Any employee who tests positive for drugs and/or alcohol pursuant to a return to duty test administered under this policy will be discharged.

F. Follow-Up

Any employee who tests positive for drugs and/or alcohol pursuant to a follow-up test administered under this policy will be discharged.

G. Refusal to Take Test and/or Non-Compliance with Test Procedures

Any employee who refuses to submit to any drug or alcohol test administered under this policy, to complete and sign the requisite testing forms, or otherwise to cooperate with the testing process in a way that prevents the completion of the test will be discharged.

H. Inability to Provide Adequate Amount of Urine Specimen or Breath

Any applicant or employee who is unable to provide an adequate amount or urine specimen for drug testing will be directed to drink up to forty (40) ounces of fluid, distributed reasonably through a period of up to three(3) hours, or until the employee has provided a new urine specimen, whichever occurs first.

In all cases involving an employee who cannot provide an adequate specimen within the three (3) hour period, a Provider designated MRO shall refer the employee for a medical evaluation to develop pertinent information concerning whether the employee's inability to provide a specimen is genuine or constitutes a refusal to provide a specimen.

If the former, Provider will make whatever accommodation is reasonable in light of all circumstances relevant to the case. If the latter, the employee's failure to provide an adequate amount of urine will be discharged. In pre-employment testing involving an applicant who cannot provide an adequate specimen with the three (3) hour period, the applicant will be disqualified from consideration for employment with Provider (without resort to an MRO referral).

An employee who in unable to provide an adequate amount of breath for alcohol testing will be directed to obtain an evaluation from a licensed physician who is acceptable to Provider concerning the employee's medical ability to provide an adequate amount of breath. If the physician concludes that a medical condition has or could have precluded the employee from providing an adequate amount of breath, the employee's failure to do so will not be regarded as a refusal to take the test. If the physician is unable to make such a determination, the employee's failure to provide an adequate amount of breath will be regarded as a refusal to take the test and the employee will be discharged. An applicant who is unable to provide an adequate amount of breath for alcohol testing will be disqualified from consideration for employment with Provider (without referral to a physician).

I. Urine Specimen Alteration

In any case where it has been determined that an employee has altered or attempted to alter his/her urine specimen for a drug test administered under this policy, the employee will be discharged. In any case where it has been determined that an applicant has altered or

attempted to alter his/her urine specimen for a drug test administered under this policy, the applicant will be disqualified from consideration for employment with Provider.

J. Unsatisfactory Employee Assistance Program Participation

An employee allowed entry into Provider's EAP who fails to participate in the recommended treatment program, fails to comply with the terms of his/her EAP plan, or refuses to take a drug and/or alcohol screen when ordered to do so will be discharged.

K. Conviction for a Violation of a Criminal Drug Statute

As a condition of employment with Provider, an employee must notify Provider in writing of his/her conviction for a violation of any criminal drug statute no later than five (5) calendar days after such conviction. Any employee convicted for such a violation occurring on Provider property will be discharged. In all other cases, discipline up to and including discharge will be issued based upon all circumstances relevant to the case.

L. Applicability of Policy to Provider Contractors

All Provider contractor employees who are engaged in the performance of safety-sensitive functions for Provider are subject to the provisions of this policy pertaining to *Deterrence (Section 111A), Provisions for Drug and Alcohol Testing (Section IV), and Methodology (Section V).* Employees of third party contractors which operate transportation service for Provider contractors who are engaged in the performance of safety-sensitive functions also are subject to these provisions. Provider does not mandate the application of other provisions of this policy relating to *Treatment and Rehabilitation (the Employee Assistance Program, Section III)* and *Rehabilitation Policy Through Discipline (Section VI)* to contractor employees. These areas are left to the contractor's discretion. However, any contractor employee who violates Provider's policies on *Deterrence, Provisions for Drug And Alcohol Testing,* and Methodology will not be allowed to perform safety-sensitive functions in Provider-funded service.

Contractors are required to ensure compliance with the applicable provisions of Provider's policy and must provide timely data to Provider, as requested by Provider, in order that Provider may include such information in its mandated reports to DOT.

Provider will make every reasonable effort to assist contractors in compliance, which may include offering Provider-obtained services for testing, MRO and SAP reviews, and education and training, for the fee(s) charged to Provider.

Appendix A
Terms and Definitions

Adulterated Specimen A specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance.

Air Blank A reading by an EBT of ambient air containing no alcohol.

Alcohol The intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl or isopropyl alcohol.

Alcohol Concentration The alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as indicated by a breath test.

Alcohol Use	The consumption of any beverage, mixture, or preparation including any medication, containing alcohol.
Aliquot	A portion of a specimen used for testing.
Breath Alcohol Technician (BAT)	An individual who instructs and assists individuals in the alcohol testing process and operates an EBT.
Cancelled or Invalid Test	In drug testing, a drug test that has been declared invalid by a Medical Review Officer. A cancelled test is neither a positive nor a negative test. A sample that has been rejected for testing by a laboratory is treated the same as a cancelled test. In alcohol testing, a test that is deemed to be invalid is neither a positive nor a negative test.
Collection Container	A container into which the employee urinates to provide the urine sample used for a drug test.
Collection Site	A place designated by Provider where individuals present themselves for the purpose of providing a specimen of their urine to be analyzed for the presence of drugs.
Collection Site Person	A person who instructs and assists individuals at a collection site and who receives and makes a screening examination of the urine specimen provided by those individuals.
Confirmation (or Confirmatory) Test	In drug testing, a second analytical procedure performed on a different aliquot of the original specimen to identify the presence of a specific drug or metabolite that is independent of the screening test and that uses a different technique and chemical principle from that of the screening test to ensure reliability and accuracy. (Gas chromatography/mass spectrometry [GC/MS] is the only authorized confirmation method for cocaine, marijuana, opiates, amphetamines, and phencyclidine.) In alcohol testing, a second test, following a screening test with a result of 0.02 or greater that provides quantitative data of alcohol concentration.
Contractor	A person or organization that provides a service for Provider consistent with a specific understanding or arrangement. The understanding can be a written contract or an informal arrangement that reflects an ongoing relationship between the parties.
Controlled Substance	The substances defined and included in the Schedules of Article II of the Illinois Controlled Substances Act, 720 ILES 570/201 et seq.
DHHS	The U.S. Department of Health and Human Services or any designee of the Secretary of the Department of Health and Human Services.
DOT	The Department of Transportation or any designee of the Secretary of the Department of Transportation.
Drug Metabolite	The specific substance produced when the human body metabolizes a given prohibited drug as it passes through the body and is excreted in urine.
Drug Test	The laboratory analysis of a urine specimen collected in accordance with regulations promulgated by the DOT and analyzed in a DHHS-approved laboratory.

Evidential Breath Testing Device (EBT)	An EBT approved by the National Highway Traffic Safety Administration (NHTSA) for the evidential testing of breath and placed on NHTSA's "Conforming Products List of Evidential Breath Measurement Devices (CPL).
FTA	Federal Transit Administration
Initial Drug Test	(Also known as a "Screening drug test"). The test used to differentiate a negative specimen from one that requires further testing for drugs or drug metabolites.
Initial Specimen Validity Test	The first test used to determine if a urine specimen is adulterated, diluted, substituted, or invalid.
Invalid Drug Test	The result reported by an HHS-certified laboratory in accordance with the criteria established by HHS Mandatory Guidelines when a positive, negative, adulterated, or substituted result cannot be established for a specific drug or specimen validity test.
Laboratory.	Any U.S. laboratory certified by HHS under the National Laboratory Certification Program as meeting the minimum standards of Subpart C of the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs; or, in the case of foreign laboratories, a laboratory approved for participation by DOT under this part.
Limit of Detection (LOD)	The lowest concentration at which a measurant can be identified, but (for quantitative assays) the concentration cannot be accurately calculated.
Limit of Quantitation	For quantitative assays, the lowest concentration at which the identity and concentration of the measurant can be accurately established.
Medical Review Officer (MRO)	A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by Provider's drug testing program who has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate an individual's confirmed positive test results together with his or her medical history and any other relevant biomedical information.
Narcotic	The substance defined and included in Section 102 of the Illinois Controlled Substances Act, 720 ILES 570/102.
Negative Result	The result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen.

Pass a Drug Test An individual passes a drug test when a Medical Review Officer determines, in accordance with procedures established by the DOT, that the results of the test:

- Showed no evidence or insufficient evidence of a prohibited drug or drug metabolite
- Showed evidence of a prohibited drug or drug metabolite for which there was a legitimate medical explanation
- Were scientifically insufficient to warrant further action

Performing a Safety-Sensitive Function A covered employee is considered to be performing a safety-sensitive function and includes any period in which he or she is actually performing, ready to perform, or immediately available to perform such functions.

Prescribed Drug Any controlled substance or narcotic prescribed by a qualified, licensed health provider.

Positive Result The result reported by an HHS-certified laboratory when a specimen contains a drug or drug metabolite equal to or greater than the cutoff concentrations.

Prohibited Drug Marijuana, Cocaine, Opiates, Amphetamines, or Phencyclidine

Reconfirmed The result reported for a split specimen when the second laboratory is able to corroborate the original result reported for the primary specimen.

Rejected for Testing The result reported by an HHS-certified laboratory when no tests are performed for a specimen because of a fatal flaw or a correctable flaw that is not corrected.

Safety-Sensitive Position A duty, position, or job category that requires the performance of a safety-sensitive function(s).

Split Specimen Collection. A collection in which the urine collected is divided into two separate specimen bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Screening Test In drug testing, an immunoassay screen to eliminate **(or Initial Test)**"negative" urine specimens from further analysis. In alcohol testing, an analytic procedure to determine whether an employee may have a prohibited concentration of alcohol in a breath specimen.

Shipping Container A container capable of being secured with a tamper-evident seal that is used to transfer one or more urine specimen bottle(s) and associated documentation from the collection site to the laboratory.

Specimen Bottle The bottle that, after being labeled and sealed, is used to transmit a urine sample to the laboratory.

Split Specimen An additional specimen collected with the original specimen to be tested in the event the original specimen tests positive.

Substance Abuse Professional (SAP) A licensed physician (medical doctor or doctor of osteopathy), or a licensed or certified psychologist, social worker, employee assistance professional,

state-licensed or certified marriage and family therapist or addiction counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission), with knowledge of and clinical experience in the diagnosis and treatment of drug- and alcohol-related disorders.

Validity Testing Tests conducted by the laboratory designed to deter and detect attempts to adulterate or substitute specimens.

Volunteer A permanent, temporary, or part-time worker who is not compensated for his/her services unless involved either in the operation of a vehicle designed to transport sixteen or more passengers, including the driver, or in the provision of a charitable service with the expectation of receiving a benefit. The term volunteer includes any van pool driver who pursuant to FTA regulations is not subject to drug or alcohol testing.

Appendix B
Safety-Sensitive Positions

(List titles of safety sensitive employees)

Attachment 2

CERTIFICATION OF COMPLIANCE WITH
PACE'S DRUG & ALCOHOL POLICY AND TESTING PROGRAM

Date: _____

I,_____,_____,
(Printed Name of Official) (Title of Official)

_____,
(Name of Company/Municipality)

DO HEREBY CERTIFY that an anti-drug and alcohol misuse prevention program has been established in accordance with the terms of the *Code of Federal Regulations, Title 49, Part 40, Part 655* ("Federal regulations") and the *Pace Suburban Bus Division Drug and Alcohol Policy and Testing Program for Provider's Employees performing Safety Sensitive Service to Pace* ("Pace policy"). I further certify that the program specifically includes provisions for:

1. Training for safety-sensitive employees and training for supervisors in accordance with the Federal regulations and Pace policy.

2. Testing of safety-sensitive employees for drugs and alcohol in accordance with the approved testing protocols and procedures set forth in the Federal regulations and Pace policy under the following circumstances:

   - Pre-employment (drug testing only)
   - Reasonable Suspicion
   - Post-accident
   - Random
   - Return to duty
   - Follow up
   - Blind performance testing (if greater than 2,000 employees)

3. Use of a Medical Review Officer ("MRO") for all drug tests and a Substance Abuse Professional ("SAP") for evaluations and follow-up treatment and testing recommendations for all individuals who test positive under any drug or alcohol test, as these requirements are set forth in the Federal regulations and Pace policy.

4. Maintenance of records in accordance wit the Federal regulations and Pace policy, which records will be made available upon request to Pace or its designee.

_____
(Signature of Official)

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
RFP PROCESS

I. EVALUATION CRITERIA

The Evaluation Committee will score each proposal in accordance with the general evaluation criteria and scoring system described below. Technical proposals will be weighted at 45% and price will be weighted at 55% of the evaluation. Evaluation of price is kept separate from the technical scoring of the proposal. **Do not include any pricing information in your technical proposal.**

A. Technical Criteria

Technical proposals will be evaluated based on the following criteria, which are listed in descending order of importance.

1. **Experience** - Prior experience of the firm, qualifications and prior experience of the proposed project manager, qualifications and prior experience of all other key staff persons, and the proposing company's effectiveness in addressing various service and operational issues encountered in the operation of paratransit services. Prior experience of any and all major subcontractors. A major subcontractor is a subcontractor providing a significant part of the Scope of Work of the underlying contract. Also, the prior experience and qualification of key staff employed by the subcontractor.

2. **Service Plan** - Dispatching/scheduling procedures, staffing plans, training plans and programs, safety programs, emergency procedures, understanding of the proposed project (including the concept of integration of service components as part of both manual and automated scheduling systems), understanding of Pace policies, procedures, and requirements, and start-up plans. This includes the role proposed for all major subcontractor(s).

3. **Maintenance and Housing of Vehicles** – Proposed preventive maintenance plans/ procedures/staffing, proposed program and procedures for the safe housing of vehicles, proposed plans/procedures/staffing to perform other required maintenance and repairs, experience of the firm and personnel to be assigned to perform maintenance. This includes the assessment of proposed maintenance plans provided by any and all major subcontractor(s).

B. Price Criteria

Pricing will be evaluated and scored on the basis of the overall Grand Total which shall be the sum of the Grand Totals included in *Exhibit G* and *Exhibit G2*.

II. PROPOSAL CONTENT AND RFP SUBMISSION REQUIREMENTS

A. Contract Documents

Submit the original ***Agreement Contract*** with all exhibits in their entirety. To be a valid submission, the agreement contract must be signed, dated and submitted on the RFP due date.

All forms must be completed, dated, signed and/or notarized (when applicable). The contract and exhibits submitted shall be the originals provided with the solicitation package and shall not be altered or modified.

Any exceptions to the terms and conditions of the contract shall be clearly detailed in a ***Request for Change to Terms and Conditions -Exhibit K***.

B. Technical Proposals

Submit one (1) original and eight (8) copies of your technical proposal. Technical proposals shall provide a straight-forward, concise description of the Contractor's capabilities to satisfy the requirements of this RFP and will be incorporated into the final contract. Pace shall not be liable for any expense incurred in the preparation of proposals. Pace shall be under no obligation to return any response to this RFP or other material submitted as a result of this RFP.

Structure the proposal per the outline below. All information must be provided. Include information for subcontractors in each item if applicable. If information is not provided per this outline, your proposal cannot be properly evaluated.

I. PRIOR EXPERIENCE

A. Firm

1. *List non-Pace service operated by firm and/or proposed major subcontractor (i.e., ADA, advance reservation, interactive, route deviation, taxi, multiple service components, etc.) Indicate size of the services (including number of vehicles, vehicle types, budget, number of staff, ridership, whether an automated scheduling system was used or any other technologies, etc.)*
2. *List Pace service operated by firm and/or proposed subcontractor (describe service, including number of staff, buses, type, whether an automated scheduling system was used, or any other technologies, etc.)*
3. *Provide an organizational chart with key personnel identified*
4. *Provide and organizational chart with key personnel identified for any and all proposed major subcontractors*

B. Project Manager

1. *Name Project Manager (attach resume)*
2. *List skills and experience of Project Manager, include management, planning, general and/or public transportation, paratransit, dispatching, etc.*
3. *List paratransit operation(s) the individual has been with (i.e., ADA, advance reservation, real time, route deviation, taxi, etc.) List size of operation(s) (i.e., number of buses, budget, ridership, whether coordination of multiple components of*

service was involved, whether an automated scheduling system was used and which one, etc.)

C. Other Key Staff

Detail key individuals involved with the start-up and/or on-going operation. Describe functions, experience, etc. and attach resumes. For individuals involved with the start-up, specify how long and to what degree they will be committed to the project.

D. Company's Effectiveness in Addressing Paratransit Issues

Provide procedures proposed to be used in managing day to day Pace Paratransit services. Describe examples of how the company deals with day-to-day paratransit operating and service issues.

II. SERVICE PLAN

A. Dispatching/Scheduling

1. *Describe how you will handle ride requests. This includes how the trip will be scheduled, how the ride will be dispatched (driver and dispatcher procedures, from the beginning of the drivers shift), and plans for monitoring the service delivery. Describe proposed procedures for coordinating trip requests with the central call center. Describe the proposed procedure should the automated scheduling and routing system, Trapeze, is non functional. This includes the proposed process for backing up the daily trip manifest.*
2. *List number of personnel involved with, scheduling, and dispatching, including a breakdown by function by hours of the service day. For staff doing more than one function, list their primary function.*
3. *Attach copies of any forms that may be used in the scheduling and or dispatching.*
4. *Provide background and experience of anyone you intend to assign as schedulers, or dispatchers. If individuals are not yet identified, describe qualifications and experience you desire. (Attach job descriptions if they exist.)*

B. Staffing Plans

1. *State the number of drivers. How many full-time? How many part-time? How many split shift?*
2. *Indicate driver deployment. Show numbers available by time of the day or provide a staffing chart.*

C. Training

1. *Provide a detailed description of proposed driver training program. Include subjects covered, training tapes, number of days in the classroom and on the road, and the procedure and form certifying an individual is ready to drive in the service. Include materials, videos, etc.*
2. *Provide a detailed description of dispatcher training program. Include subjects, training tapes, number of days in the classroom and on the road, and the procedure and form certifying an individual is ready to dispatch/schedule in the service.*

Include copies of materials, resources, videos, etc.

3. *Describe on-going training programs, including subjects covered and proposed schedule for such training.*

D. Safety Program

1. *Present safety program. Describe accident procedures, monitoring program, safety meetings (including frequency of meetings), awards programs, discipline steps, retraining programs, on the road monitoring, etc.*
2. *Describe how complaints will be handled with regard to investigation, discipline, and prevention.*

E. Emergency Procedures

1. *Describe procedures for vehicle breakdowns. Give examples.*
2. *Describe procedures for accidents/incidents. Give examples.*

F. Understanding of the Project and Service To Be Provided (including integration of service components using both manual and automated scheduling)

1. *Identify the aspects of the project that you view as the most challenging to handle. What specific actions do you plan to take?*
2. *Explain the phone system you will utilize for this project. If an alternative phone system structure is being proposed, explain how requests for each service component will be identified. Be specific on the system's capabilities, number of lines, expansion capabilities, etc.*
3. *Explain the radio system for this project, including coverage area, channels available for voice communication, channels available for data communication (if any), and specifications of system. Indicate whether the system operated off a frequency assigned to or owned by the company or if a communications service or network is used.*
4. *Provide a detailed explanation of proposed plans to integrate service components.*

G. Understanding of Pace Policies

1. *Describe differences between Pace policies and your current policies. How will you make changes to comply with Pace policies?*
2. *List individual(s) responsible for:*
   a. *submittal of Monthly Reports*
   b. *employee information*
   c. *accident/incident information*

H. Start-Up Plan

1. *List steps involved in the start-up plan, dates associated with each step, and individuals or positions responsible for implementation. BE SPECIFIC.*
2. *List the individual(s) or position(s) responsible for the following during the start-up:*
   a. *training of drivers*
   b. *training of dispatchers*
   c. *supervision of drivers/dispatchers/mechanics*
   d. *submittal of employee information*

III. MAINTENANCE PROGRAM AND FACILITY

A. Preventive Maintenance (PM)

1. *Explain the PM program. Does it meet the Pace program?*
2. *Describe plans for cleaning and washing the buses.*
3. *List the number of mechanics (by grade) and mechanic's helpers. List shift(s), responsibilities, supervisors by shift, and the person responsible for scheduling PMs. Include experience of the individuals.*
4. *List other equipment firm is responsible for maintaining and who will work on that equipment.*
5. *Explain preventive maintenance to be done in-house and that which will be contracted out.*
6. *List any outside vendors to be used and describe their experience. Include towing firms to be used.*

B. Facility

1. *Describe the maintenance and cleaning plan for the Pace owned facility to be used for service in McHenry County.*
2. *Describe procedures and the plan for compliance with the attached* ***Garage Lease*** *attached.*

C. Other Vehicle Maintenance

1. *Describe procedure to identify needed repairs.*
2. *Describe procedures to ensure identified repairs are completed in a timely manner.*
3. *Describe plans to ensure required repair parts are available either on-site or within a reasonable period after the needed part is identified.*
4. *What plans have been developed for getting required body work completed in a timely manner?*
5. *Describe any other plans or procedures relating to the repair of vehicles, such as which types of repairs are planned for in-house work, what types of work will be sent out to an outside vendor, additional maintenance staff which may be required, etc.*

D. Experience

1. *What prior experience does the firm and maintenance personnel have specific to the type of preventive and regular maintenance required?*
2. *What will be done to ensure that the personnel assigned to perform vehicle maintenance maintains the appropriate level of experience; specifically with regard to employee turnover and on-going education and training?*

IV. SUBCONTRACTOR INFORMATION

A. Submit a list any and all major subcontractor(s) proposed to be utilized in the provision of Pace Paratransit Services. A major subcontractor is a subcontractor providing a significant part of the Scope of Work of the underlying contract.

B. Submit the following for any and all major subcontract(s) proposed:
1. *Identification of the proposed subcontractor and the percentage of work to be performed by the proposed subcontractor.*
2. *A copy of the major subcontractor(s) agreement or contract that will be executed including the full detailed description of the services to be subcontracted.* ***Do not include subcontracted price in your technical proposal.***
3. *Documentation as required in Exhibit B. X. PROVISIONS FOR SUBCONTRACTING*

C. Price Proposal

Submit only one (1) copy of your original price proposal (*Exhibit G and G2*) in an envelope clearly marked with the RFP number, title and due date. The price proposal is to be submitted separately, but concurrently with your contract documents and technical proposals.

III. RFP PROCESS AND CONTRACT AWARD

Properly submitted proposals will be evaluated based on the criteria described in an earlier section. Successful proposals may be further evaluated through oral presentation and interview and additional negotiations (including the Best and Final Offer process). Award will be made to the vendor who represents the best overall value to Pace. Questions regarding this RFP shall be submitted in writing to Cheryl Augustyn, Contract Buyer II at cheryl.augustyn@pacebus.com or via fax at 847-228-4224 no later than **December 18, 2015 at 2:00 PM**. The RFP closing date is **January 18, 2015 at 2:00 PM.** Proposals submitted after this date and time will not be accepted.

Pace may (1) reject any or all offers if such action is in the public interest, (2) accept other than the lowest offer as this in an RFP, and (3) waive informalities and minor irregularities in offers received.

Pace may disclose, via the Freedom of Information Act, the following information post-award: (1) the overall evaluated price and technical rating of the successful proposer; (2) the overall ranking of all proposers, when any ranking was developed by PACE during evaluation, and; (3) the award recommendation.

IV. INTERVIEWS

Initial interview of firms may be conducted and may include, but will not be limited to, items A through M listed below.

A. A presentation on the history of the firm and or subcontractor(s), including relevant experience with similar type and size projects, as well as experience with implementation of automated scheduling systems.

B. An introduction of the key staff people assigned to the project and/or description of their background and experience. This may include principals in the company, proposed subcontractor(s) the project manager, the operations manager, the on-road supervisor, the maintenance manager, the dispatcher manager, and, if appropriate, one or more dispatchers. When present, each individual should be prepared to discuss, in detail, the background they bring to this project and their specific role in the project. If not present, a representative of the proposing company should be prepared to provide the necessary detailed information and answer questions concerning all relevant background and experience.

C. Descriptions of any problems addressed in other services provided which are typical of those encountered in day-to-day operations of paratransit services.

D. A presentation on the proposer's training and safety programs for administrative staff, drivers and dispatchers, on-going training and re-training programs, and the proposed on the road monitoring program. The interviewee may be required to provide details on training, walking the Committee through a typical training program for a driver and a dispatcher.

E. A detailed description of dispatching procedures for all components of service. The interviewee may be required to give a hands-on demonstration of all dispatching and scheduling procedures which may be used in the proposed service.

F. A detailed description of staffing plans for the project.

G. A presentation on the proposer's emergency procedures.

H. A presentation on the service plan at a level of detail which indicates and overall understanding of the service description and individual components, the concept of integration of service components, and how integration will be achieved in both integration of service components, and how integration will be achieved in both manual and automated dispatching/scheduling systems.

I. A presentation on start-up plans with a specific timetable of activities to be undertaken to put service on the street on June 1, 2016, including such items as occupancy of the proposed facility, hiring of necessary administrative and operations staff, and staff training.

J. A tour of any additional proposed site(s) other than the facility located at 5007 Prime Parkway in Mc Henry, IL that the firm has designated to use for maintaining or housing the equipment or vehicles. This may include, if requested, a tour of any third party maintenance firms which the proposer intends to use.

K. A detailed description of the proposer's plans for maintaining and cleaning the facility located at 5007 Prime Parkway in Mc Henry, IL.

L. Presentation/discussion and demonstration of proposed daily vehicle inspection and key preventive maintenance procedures.

M. If requested by Pace, provide accident and loss history information for services currently operated.

V. ILLINOIS FREEDOM OF INFORMATION ACT/CONFIDENTIALITY

As a government agency, Pace is subject to the Illinois Freedom of Information Act (5 ILCS 140/1, et. seq. as amended). Therefore, the contents of this Request for Proposals (RFP) and the Contractor's proposal submitted in response to this RFP are subject to the Illinois FOIA statutes. However, there are various items that may be exempt. If any proprietary, privileged, or confidential information or data is included in the Contractor's proposal, ***each page that contains this information or data should be marked as such (e.g., "Proprietary and Competition Sensitive")*** in order to indicate your claims to an exemption provided in the Illinois FOIA.

It is Pace's sole right and responsibility, however, to make the determination whether these items are exempt or not exempt under the Illinois FOIA statutes. ***See Exhibit C for additional details.***

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PARATRANSIT SERVICES IN MCHENRY COUNTY
PRICE PROPOSAL INSTRUCTIONS

General Instructions

Submit only one (1) copy of your price proposal separately, but concurrently, with your technical proposal in a #10 manila envelope marked Price Proposal for RFP No. 415574 for McHenry County Transportation and Call Center Services. Do not include any pricing information in your technical proposal. In order to be considered responsive, Bidders must complete and submit all pages of this Exhibit G.

Fuel

The Contractor will not be responsible for fuel in this contract. Fuel will be provided by either fuel cards provided by Pace or by delivering fuel to the fuel tanks at the McHenry facility.

Renumeration

The Contractor shall invoice for services on a monthly basis at the rate quoted for the average weekly service level within the month of service that is invoiced. For example, if services average 149 hours per week, the Contractor rate for the service level quoted under the ***001 to 150 hours per weekday*** category is applied to the total hours of service for that month. (Total Month Revenue Hours ***multiplied by*** Rate equals Gross Cost). Gross cost is reduced by liquidated damages, fares imputed, and any other deductions, if applicable, to result in a net invoice to be billed to Pace in accordance with the term and conditions of this Contract.

Fixed Hourly Rates

Provide fixed hourly rates for providing services using Pace owned vehicles that are insured by the Contractor. Fixed hourly rates shall include all applicable charges. No additional charges will be allowed. Only actual costs may be remunerated.

Pace anticipates the average number of weekday service hours will fluctuate over the term of the contract. Therefore, Pace is soliciting pricing at various selected services hour levels. Pricing quoted will apply to both weekday and weekend service provided. The week for purposes of this contract shall be Monday through Sunday.

In order to be considered responsive, proposers must submit rates for all service levels.

Fixed Hourly Rate Cost Detail

Provide a detailed cost breakdown of the fixed hourly rates provided on this Exhibit G based on the Fixed Hourly Rate submitted for **150 to 200 hours per weekday**. At a minimum, proposers must provide the level of detail described on the **FIXED RATE COST DETAIL SHEET** of this Exhibit G. However, proposers may include additional detail or add the additional categories if necessary. If any category does not apply to the fixed hourly rates indicate with an "N/A".

In order to be considered responsive, proposers must submit a Fixed Rate Cost Detail sheet.

Pace reserves the right to reject any proposal if, in Pace's sole discretion, the proposal appears to be unbalanced, front loaded or otherwise artificially priced.

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

The Contractor shall provide fixed hourly rates for each service level benchmark and for each year of the contract. **Estimated hours are provided for bid evaluative purposes only and do not represent a firm commitment to purchase**. Fixed hourly rates shall include all applicable charges. No additional charges will be allowed.

Year One: June 1, 2016 – May 31, 2017

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
1	001 to 150 hours per weekday	$_____
2	150 to 200 hours per weekday	$_____
3	Above 200 hours per weekday	$_____
4	Sum of Hourly Rates (add lines 1 through 3)	$_____
5	Average Hourly Rate (divide line 4 by quantity of 3)	$_____
6	Estimated Annual Hours	48,209
7	Estimated Annual Total Year 1 (multiply line 5 by line 6)	**$**_____

Year Two: June 1, 2017 – May 31, 2018

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
8	001 to 150 hours per weekday	$_____
9	150 to 200 hours per weekday	$_____
10	Above 200 hours per weekday	$_____
11	Sum of Hourly Rates (add lines 8 through 10)	$_____
12	Average Hourly Rate (divide line 11 by quantity of 3)	$_____
13	Estimated Annual Hours	49,773
14	Estimated Annual Total Year 2 (multiply line 12 by line 13)	**$**_____

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

Year Three: June 1, 2018 – May 31, 2019

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
15	001 to 150 hours per weekday	$_____
16	150 to 200 hours per weekday	$_____
17	Above 200 hours per weekday	$_____
18	Sum of Hourly Rates (add lines 15 through 17)	$_____
19	Average Hourly Rate (divide line 18 by quantity of 3)	$_____
20	Estimated Annual Hours	51,414
21	Estimated Annual Total Year 3 (multiply line 19 by line 20)	**$_____**

Year Four: June 1, 2019 – May 31, 2020

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
22	001 to 150 hours per weekday	$_____
23	150 to 200 hours per weekday	$_____
24	Above 200 hours per weekday	$_____
25	Sum of Hourly Rates (add lines 22 through 24)	$_____
26	Average Hourly Rate (divide line 25 by quantity of 3)	$_____
27	Estimated Annual Hours	53,137
28	Estimated Annual Total Year 4 (multiply line 26 by line 27)	**$_____**

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

Year Five: June 1, 2020 – May 31, 2021

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
29	001 to 150 hours per weekday	$_____
30	150 to 200 hours per weekday	$_____
31	Above 200 hours per weekday	$_____
32	Sum of Hourly Rates (add lines 29 through 31)	$_____
33	Average Hourly Rate (divide line 32 by quantity of 3)	$_____
34	Estimated Annual Hours	54,947
35	Estimated Annual Total Year 5 (multiply line 33 by line 34)	**$**_____

Year Six: June 1, 2021 – May 31, 2022

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
36	001 to 150 hours per weekday	$_____
37	150 to 200 hours per weekday	$_____
38	Above 200 hours per weekday	$_____
39	Sum of Hourly Rates (add lines 36 through 38)	$_____
40	Average Hourly Rate (divide line 38 by quantity of 3)	$_____
41	Estimated Annual Hours	56,847
42	Estimated Annual Total Year 6 (multiply line 40 by line 41)	**$**_____

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

Year Seven: June 1, 2022 – May 31, 2023

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
43	001 to 150 hours per weekday	$_____
44	150 to 200 hours per weekday	$_____
45	Above 200 hours per weekday	$_____
46	Sum of Hourly Rates (add lines 43 through 45)	$_____
47	Average Hourly Rate (divide line 46 by quantity of 3)	$_____
48	Estimated Annual Hours	58,842
49	Estimated Annual Total Year 7 (multiply line 47 by line 48)	**$**_____

Year Eight: June 1, 2023 – May 31, 2024

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
50	001 to 150 hours per weekday	$_____
51	150 to 200 hours per weekday	$_____
52	Above 200 hours per weekday	$_____
53	Sum of Hourly Rates (add lines 50 through 52)	$_____
54	Average Hourly Rate (divide line 53 by quantity of 3)	$_____
55	Estimated Annual Hours	60,937
56	Estimated Annual Total Year 8 (multiply line 54 by line55)	**$**_____

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

Year Nine: June 1, 2024 – May 31, 2025

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
57	001 to 150 hours per weekday	$_____
58	150 to 200 hours per weekday	$_____
59	Above 200 hours per weekday	$_____
60	Sum of Hourly Rates (add lines 57 through 59)	$_____
61	Average Hourly Rate (divide line 60 by quantity of 3)	$_____
62	Estimated Annual Hours	63,136
63	Estimated Annual Total Year 9 (multiply line 61 by line 62)	**$**_____

Year Ten: June 1, 2025 – May 31, 2026

No.	Service Levels Average Number of Weekday Service Hours	Fixed Hourly Rate
64	001 to 150 hours per weekday	$_____
65	150 to 200 hours per weekday	$_____
66	Above 200 hours per weekday	$_____
67	Sum of Hourly Rates (add lines 64 through 66)	$_____
68	Average Hourly Rate (divide line 67 by quantity of 3)	$_____
69	Estimated Annual Hours	65,446
70	Estimated Annual Total Year 10 (multiply line 68 by line 69)	**$**_____

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
PRICE PROPOSAL – FIXED HOURLY RATES

Grand Total Calculation

No.	Service Levels Average Number of Weekday Service Hours	Total
71	Estimated Annual Total Year 1 (line 7)	$
72	Estimated Annual Total Year 2 (line 14)	$
73	Estimated Annual Total Year 3 (line 21)	$
74	Estimated Annual Total Year 4 (line 28)	$
75	Estimated Annual Total Year 5 (line 35)	$
76	Estimated Annual Total Year 6 (line 42)	$
77	Estimated Annual Total Year 7 (line 49)	$
78	Estimated Annual Total Year 8 (line 56)	$
79	Estimated Annual Total Year 9 (line 63)	$
80	Estimated Annual Total Year 10 (line 70)	$
81	**Grand Total for 10 Year Contract**	**$**

REQUEST FOR PROPOSAL NO. 415574

MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES

PRICE PROPOSAL – FIXED RATE COST DETAIL SHEET

No.	Cost Line Item	Year 1	Year 2	Year 3	Year 4	Year 5
1.	Driver Wages					
2.	Driver Benefits					
3.	Driver Training					
4.	Driver D/A Testing & Physicals					
5.	Driver Uniform and Supplies					
6.	Dispatch/Scheduling Wages					
7.	Dispatch/Scheduling Benefits					
8.	Dispatch/Scheduling Training					
9.	Dispatch/Scheduling D/A Testing & Physicals					
10.	Dispatch/Scheduling Supplies & Miscellaneous					
11.	Supervisor/Administrative Wages					
12.	Supervisor/Administrative Benefits					
13.	Supervisor/Administrative Training					
14.	Supervisor/Administrative D/A Testing & Physicals					
15.	Supervisor/Administrative Supplies & Miscellaneous					
16.	Vehicle Maintenance Wages					
17.	Vehicle Maintenance Benefits					
18.	Vehicle Maintenance Parts					
19.	Other Vehicle Maintenance Costs					
20.	Vehicle Insurance					
21.	Building Costs – Utilities					
22.	Building Costs – Maintenance					
23.	Building Costs – Leasing Costs					
24.	Communications					
25.	General Office Supplies					
26.	Insurance					
27.	Fuel					
28.	Start Up Costs*					
29.	Other (Itemize)					
30.	Profit					
31.	G & A					
	TOTALS					
	Fixed Hourly Rate Per Hour (Based on 150 to 200 hours per Weekday)	$	$	$	$	$

***Proposers may be required to submit detailed start up costs upon Pace's request.**

REQUEST FOR PROPOSAL NO. 415574

MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES

PRICE PROPOSAL – FIXED RATE COST DETAIL SHEET

No.	Cost Line Item	Year 6	Year 7	Year 8	Year 9	Year 10
1.	Driver Wages					
2.	Driver Benefits					
3.	Driver Training					
4.	Driver D/A Testing & Physicals					
5.	Driver Uniform and Supplies					
6.	Dispatch/Scheduling Wages					
7.	Dispatch/Scheduling Benefits					
8.	Dispatch/Scheduling Training					
9.	Dispatch/Scheduling D/A Testing & Physicals					
10.	Dispatch/Scheduling Supplies & Miscellaneous					
11.	Supervisor/Administrative Wages					
12.	Supervisor/Administrative Benefits					
13.	Supervisor/Administrative Training					
14.	Supervisor/Administrative D/A Testing & Physicals					
15.	Supervisor/Administrative Supplies & Miscellaneous					
16.	Vehicle Maintenance Wages					
17.	Vehicle Maintenance Benefits					
18.	Vehicle Maintenance Parts					
19.	Other Vehicle Maintenance Costs					
20.	Vehicle Insurance					
21.	Building Costs – Utilities					
22.	Building Costs – Maintenance					
23.	Building Costs – Leasing Costs					
24.	Communications					
25.	General Office Supplies					
26.	Insurance					
27.	Fuel					
28.	Start Up Costs*					
29.	Other (Itemize)					
30.	Profit					
31.	G & A					
	TOTALS					
	Fixed Hourly Rate Per Hour (Based on 150 to 200 hours per Weekday)	$	$	$		

***Proposers may be required to submit detailed start up costs upon Pace's request.**

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
NORTH MOBILITY MANAGEMENT CALL CENTER
PRICE PROPOSAL INSTRUCTIONS

General Instructions

Submit only one (1) copy of your price proposal separately, but concurrently, with your proposal in a #10 manila envelope marked Price Proposal for RFP No. 415574 for McHenry North Mobility Management Call Center (NMMCC). Do not include any pricing information in your technical proposal. In order to be considered responsive, Bidders must complete and submit all pages of this Exhibit G2.

Monthly Billing

The monthly billing shall include all applicable costs for hours of service. Billing format shall include but not be limited to: Hours of service applicable to respective *Fixed Hourly Staff Rate (per Exhibit G2 A-1); Fixed Monthly Cost (per Exhibit G2 B-1);* In addition, *Start Up Costs (per Exhibit G2 C),* as detailed, incurred during the first six (6) months of the contract must be billed no later than seven (7) months from the start of the contract.

During the term of the contract, Pace may only be billed for the actual costs incurred by the Contractor to provide the Call Center functions as described within Exhibit B of RFP 415574. The costs provided by the bidder in Exhibit G2 B-1 and G2 C are the maximum costs the bidder expects to incur to provide the services described in Exhibit B.

All costs detailed in this section must be tracked throughout the term of this contract to provide actual cost data on a monthly basis to support contractor billings.

Complete All Price Schedule Exhibits

All exhibits, G2 A-1 through G2 C, must be completed and submitted with the Contractor's price proposal to Pace. Where a format is provided, the exhibit must be completed and submitted using that format. Where no format is provided, the exhibit may be submitted in a format that provides the minimum required data. Exhibits G2 A-1 to G2 C are required.

Failure to complete, submit, sign, and date all exhibits may result in the submitted proposal being considered unresponsive and the proposal may be rejected.

Fixed Hourly Staff Rates (Exhibit G2 A-1)

Provide fixed hourly rates for each call center position providing call center services. Fixed hourly rates shall include all costs applicable to the position e.g. wages, taxes, benefits, training etc. Reimbursement for these positions will be at the rate stated. Pace will approve in writing, the allowable number of positions for each function.

All staffing plans and staffing levels must be approved by Pace.

Fixed Monthly Cost (Exhibit G2 B-1)

The *Fixed Monthly Cost* should include all applicable cost for providing services as described within Exhibit B. Rate shall not include any cost associated in Exhibit G2 A-1. Pace will only reimburse for costs stated in Exhibit G2 B-1. Additional costs will **not** be reimbursed.

Cost Detail for Fixed Hourly Staff Rates (Exhibit G2 A-2)

Provide a detailed cost breakdown of the *Fixed Hourly Staff* rates provided. At a minimum, proposers must provide the level of detail described. Proposers may include additional detail or add additional categories if necessary. If any category does not apply indicate with a "N/A" to note it is not applicable.

State what the wage, benefit and other rates are that comprised each hourly rate stated in Exhibit G2 A-1.

Proposers must submit the *Cost Detail* information for the *Fixed Hourly Staff Rate* for each year of the contract.

Fixed Monthly Cost Detail (Exhibit G2 B-2)

Provide a detailed cost breakdown of the *Fixed Monthly Cost* in the associated Exhibit G2 B-2. At a minimum, proposers must provide the level of detail listed. Proposers may include additional detail or add additional categories if necessary. If any category does not apply indicate with a "N/A" to note it is not applicable. Proposers must submit the *Cost Detail* information for the *Fixed Monthly Cost* for each year of the contract. The information and costs listed in this exhibit are associated with providing necessary call center functions as described within Exhibit B.

Start Up Cost (Exhibit G2 C)

Provide detail of the projected *Start Up Cost* in Exhibit G2 C. The itemized costs must be associated with a cost incurred as part of the contract start-up for RFP #415574 during the first six (6) months from the start of the contract. Start Up Costs do not include monthly fixed or variable cost for operating the Call Center. A detailed itemized list of cost must be provided with the Start Up Cost billing. Pace will only reimburse for costs stated in Exhibit G2 C. Additional costs will **not** be reimbursed.

All start up cost must be received by Pace no later than seven (7) months from the start of the contract.

IN ADDITION:

Pace reserves the right to reject any proposal if, in Pace's sole discretion, the proposal appears to be unbalanced, front loaded or otherwise artificially manipulated.

EXHIBIT G2 A-1
FIXED HOURLY STAFF RATES

The Contractor shall provide fixed hourly rates for each year of the contract. Fixed hourly rates shall include all applicable charges. Additional costs will **NOT** be allowed. Provide hourly rates for each proposed position. This should concur with the proposed service design. ***Pace reserved the right to approve all staffing plans prior to implementation and for the duration of the Contact.*** Reimbursement for these positions will be at the rate stated. Pace will approve in writing, the allowable number of positions for each function.

	Employee Classification	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Full Time	Call Taker- Reservations	$	$	$	$	$	$	$	$	$	$
Part Time	Call Taker- Reservations	$	$	$	$	$	$	$	$	$	$
Full Time	Registration/ Subscription Clerk	$	$	$	$	$	$	$	$	$	$
Part Time	Registration/ Subscription Clerk	$	$	$	$	$	$	$	$	$	$
Full Time	Dispatch/Facilitator	$	$	$	$	$	$	$	$	$	$
Part Time	Dispatch/Facilitator	$	$	$	$	$	$	$	$	$	$
Full Time	Manager/Admin	$	$	$	$	$	$	$	$	$	$
Part Time	Manager/Admin	$	$	$	$	$	$	$	$	$	$
Full Time	Supervisor	$	$	$	$	$	$	$	$	$	$
Part Time	Supervisor	$	$	$	$	$	$	$	$	$	$
Full Time	Other (Specify)-	$	$	$	$	$	$	$	$	$	$
Part Time	Other (Specify)-	$	$	$	$	$	$	$	$	$	$
Full Time	Other (Specify)-	$	$	$	$	$	$	$	$	$	$
Part Time	Other (Specify)-	$	$	$	$	$	$	$	$	$	$

Full time employee status for the purpose of this contract is an employee regularly scheduled to work forty (40) hours per week (Sunday through Saturday).
Part time employee status for the purpose of this contract is an employee regularly scheduled to work less than forty (40) hours per week (Sunday through Saturday).

EXHIBIT G2 A-1 VARIABLE STAFF COST *										
	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**	**Year 7**	**Year 8**	**Year 9**	**Year 10**
Yearly Total	$	$	$	$	$	$	$	$	$	$

Based on the proposed service design.

EXHIBIT G2 B-1 FIXED MONTHLY COST										
	Year 1 **	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**	**Year 7**	**Year 8**	**Year 9**	**Year 10**
Monthly Rate	$	$	$	$	$	$	$	$	$	$
Yearly Total	$	$	$	$	$	$	$	$	$	$

*****Include startup cost in first year only.***

TOTAL COST (SUM OF VARIABLE STAFF COST AND FIXED MONTLY COST)										
	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**	**Year 7**	**Year 8**	**Year 9**	**Year 10**
Yearly Total	$	$	$	$	$	$	$	$	$	$
GRAND TOTAL (Sum of years 1 – 10)								$_____		

EXHIBIT G2 A-2 COST DETAIL SHEET FOR EACH POSITION FIXED HOURLY RATE											
Position :											
Hourly Rate		$_____	$_____	$_____	$_____	$_____	$_____	$_____	$_____	$_____	$_____
No.	**Cost Line Item**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**	**Year 7**	**Year 8**	**Year 9**	**Year 10**
1.	Wages										
2.	Benefits										
3.	Training										
4.	*D/A Testing & Physicals										
5.	Supplies & Miscellaneous										
6.	Other (Itemize)[2]										
7.	Other (Itemize)[2]										
8.	Subtotal										
9.	Profit [3]										
10.	**TOTAL**										

[2] Attach detail of other costs

*This applies to all safety sensitive positions as defined by FTA/DOT Drug and Alcohol Regulations.

Submit additional sheet for each position listed in G2 A-1.

EXHIBIT G2 B-2 COST DETAIL SHEET FOR FIXED MONTHLY COST											
No.	**Cost Line Item**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Year 6**	**Year 7**	**Year 8**	**Year 9**	**Year 10**
1.	General Manager Wages (Call Center Allocation Only)										
2.	General Manager Benefits (Call Center Allocation Only)										
3.	General Manager D&A*										
4.	Communication- Telephone System										
5.	Communication – Reports										
6.	Other Communications Cost										
7.	General Office Supplies/Equip										
8.	Janitorial Services										
9.	Facility - Leasing Costs										
10.	Insurance										
11.	Fuel - Other										
12.	Start Up Costs[1]										
13.	Other (Itemize)[2]										
14.	Other (Itemize)[2]										
15.	Subtotal										
16.	Profit [3]										
17.	**TOTAL**										

[1] Proposers may be required to submit detailed start-up costs upon Pace's request [2] Attach detail of other costs

*This applies to all safety sensitive positions as defined by FTA/DOT Drug and Alcohol Regulations.

Exhibit G2 C START UP COST DETAIL SHEET	
Itemized Start Up Costs	**Cost**
1. Facility Acquisition Cost	$
2. Facility – Repair and or modifications	$
3. Safety and Security	$
4. Communications- Phone System	$
6. General Office Supplies	$
7. Insurance	$
8 .Recruiting Cost	$
9. Furniture and office equipment	$
10. Other (Specify) Start Up Costs	$
11. Other (Specify) Start Up Costs	$
12. Other (Specify) Start Up Costs	$
13. Other (Specify) Start Up Costs	$
15. Other (Specify) Start Up Costs	$
16. Other (Specify) Start Up Costs	$
Proposers may be required to submit additional detail for start up costs upon Pace's request.	

Insurance Requirements – McHenry County (Garage and Service)

The Insurance documentation must be submitted, reviewed and approved by Pace Suburban Bus Service (*further known as* Pace) prior to the Contract award. At Pace's discretion, the bidder or proposer's failure to submit the required compliant insurance documents may result in a "Not Responsible" determination against your company. Pace also reserves the right to accept or reject the evidence of insurance coverage or other documentation provided at its own discretion.

The Licensee and its Subcontractors and/or Independent Contractors (further known as *Subs/Independents*) shall provide and maintain insurance coverage required by this Contract. Evidence of required insurance coverage shall be provided on an **Acord 25-S** (or equivalent) Certificate of Insurance form. It is the *Licensees'* responsibility to verify that all *Subs/Independents* insurance coverage meets or exceeds the insurance requirements outlined in this exhibit/contract. All insurers must maintain a rating of **A-VII** or better as rated by A. M. Best Company. If an A.M. Best rating is not available due to insurance coverage being underwritten by an alternative Risk Financing Method (i.e. Self Insurance, Pooling, Captive, etc.) then the *Licensees* and/or insurer(s) shall provide **Pace** with the most recent audited financial statement, audit report notes, and any applicable State Insurance Department self-insurance approval documents.

It is important to note that "Additional Insured" endorsements such as CG 2010 & CG 2037 or CG 2026 or comparable endorsement {General Liability}, CA 2048 {Automobile Liability}, and other policy endorsements (or their equivalents) required by this exhibit shall be submitted to Pace with the Acord 25-S-Certificate of Insurance before award of contract.

The *Licensees* shall insert the substance of this Insurance Exhibit in subcontracts under this Contract and shall require all *Subs/Independents* to provide and maintain the insurance required. **It is the *Licensees'* sole responsibility to ensure all Subcontractors/Independent Contractors insurance is in compliance with these requirements.**

Minimum insurance requirements are those paragraphs below marked with an X:

☒ **Certificates of Insurance** shall provide evidence of all required insurance coverage, limits, endorsements, etc. and shall be issued to **Pace** for the duration of the contract or agreement term **plus** one additional year. If a *Licensees'* warranty or material warranty applies, evidence of insurance coverage shall be provided to **Pace** for the entire length of *Licensees'* warranty, and/or the length of materials warranty, whichever is greater. The *Licensees'* agent, broker, or insurer shall issue an updated Certificate of Insurance accompanied by required endorsements to **Pace** prior to the insurance policy renewal date each year.

☒ **Workers' Compensation and Employer's Liability Insurance** affording the following limits: **Coverage A**-Statutory Benefits and **Coverage B-Employer's Liability**-$500,000 Each Accident, $500,000 Disease-Each Employee, $500,000 Disease-Policy Limit. Executive Officers, Sole Proprietors, General Contractor's utilizing Independent Contractor labor, and/or others not required by the Illinois Workers Compensation Act to obtain Workers Compensation insurance coverage agree to execute a **hold-harmless agreement.**

☒ **Workers' Compensation Waiver of Subrogation**
The *Licensees* and its insurer shall agree to waive their rights to subrogate against **Pace** and the Regional Transportation Authority. **Pace** shall be scheduled and/or named on the ISO WC 00 03 13 endorsement or equivalent WC Waiver of Subrogation.

☒ **Commercial General Liability Insurance (Broad Form)** with coverage and limits that meet or exceed the following parameters; coverage is written on an ISO CG 00 01 or other equivalent coverage form with the following limits:

Each Occurrence-$1,000,000
General Aggregate-$2,000,000
Products/Completed Operations Aggregate-$2,000,000
Personal & Advertising Injury-$1,000,000

☒ With respect to the **Commercial General Liability Insurance**, the **Regional Transportation Authority (RTA)** and **Pace, the Suburban Bus Division of the RTA**, shall be added by endorsement as Additional Insureds on the *Licensee's* CGL policy.

☒ **Business Automobile Insurance** with a Combined Single Limit (CSL) of not less than $1,000,000 per accident for bodily injury and property damage liability arising from owned, non-owned, and hired vehicles.

☒ With respect to the **Business Auto Liability Insurance,** the **Regional Transportation Authority (RTA)**, and **Pace, the Suburban Bus Division of the RTA**, shall be added by endorsement as Additional Insureds on the *Licensee's* Auto policy.

☒ **Automobile Physical Damage** with coverage afforded for **Comprehensive perils** including losses from fire, theft, vandalism, falling or flying objects, malicious mischief, lightning, windstorm, water, flood, earthquake, hail, impact with animals, missiles, riot, civil commotion, rising water, and breakage of glass (other than when caused by collision), and; **Collision perils,** including upset or collision with another vehicle, person, or any object including the ground or highway; impact with an object on or in the ground. The Physical Damage coverage limit (valuation) shall be based on the **Replacement Cost** value of the vehicle(s). Replacement Cost is defined as cost to replace new with like kind and quality and zero ($0) in accumulated depreciation.

☒ If the *Licensees* are leasing **Pace** property or using **Pace**-owned vehicles/property, and are contractually obligated to insure **Pace**-owned property, the *Licensees*' insurer or agent/broker shall name Pace Suburban Bus Service as the **Loss Payee.** Pace shall be provided with a BP 12 03 Loss Payee (or equivalent) endorsement that specifically schedules Pace as a Loss Payee.

☒ **Umbrella Liability Insurance** affording limits of not less than **$5,000,000** each occurrence and **$5,000,000** aggregate coverage. Such umbrella coverage shall contain the following policy provisions and/or endorsements: defense, investigation, and supplementary payments "outside" or "in addition to" the policy limits, 30 day Notice of Cancellation, Definition of "Who is an insured" (includes "Any person or organization" that is an insured under any policy of underlying coverage) and the *Licensee* must maintain underlying insurance as scheduled when the Umbrella coverage was bound. **Note: The Umbrella Liability Insurance is required when the General Liability or the Automobile Liability Insurance Limits are less than the limits required above. The Umbrella Liability Insurance requirement is not required when the Automobile CSL Limit and the General Liability Occurrence and Aggregate Limits noted above are provided.**

☒ **Pollution Legal Liability Insurance (PLL) and/or Contractors Pollution Liability (CPL)** with coverage afforded for third-party claims including, but not limited to: bodily injury, property damage, and remediation expenses. Due to the variation in policy types, coverage afforded, and exclusions, **Pace** requires that a copy of the actual policy be provided to us for a complete review prior to acceptance of the insurance terms or exhibit that make up this agreement. **The minimal liability limits required for this policy are $1,000,000 each incident and $2,000,000 General Aggregate.**

☒ The *Licensees'* "Other Insurance" policy clause shall be shown on the Certificate of Insurance with the following wording **"This insurance is primary, non-contributory, and not excess of any other insurance of Pace.**

Notice of Cancellation on all Policies
The Insurer and/or Agent/Broker shall endeavor to provide the written notice of cancellation to **Pace**'s Insurance Manager **10** days prior to the effective date of cancellation. Failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives.

Disclosure of a Deductible or Self-Insured Retention (SIR)
If your company is self-insured or utilizes a Risk Financing Mechanism in which a deductible or SIR (self-insured retention) exceeds $25,000, **Pace** reserves the right to request the most recent audited financial statements from the

Licensee and documents from the State Insurance Department granting self-insurance approval.

The **Licensee's insurance must contain the standard Separation of Insureds provision** or an endorsement providing that, except with respect to limits, the insurance applies separately to each insured.

Within five (5) business days of Pace's request and prior to contract award the insurance company, or its representative, shall submit an insurance certificate and corresponding endorsements that meet or exceed Pace's requirements.

Chief Procurement Officer
Pace Suburban Bus Service
550 West Algonquin Road
Arlington Heights, IL 60005-4412

FAILURE to comply with **Pace**'s Insurance Requirements and provide evidence of insurance coverage as required by contract may result in your bid or proposal being rejected as not responsible. The *Licensees'* failure to carry, maintain and/or document required insurance shall constitute a breach of the contract. Any failure by **Pace** to demand or receive proof of insurance coverage shall not constitute a waiver of *Licensees'* obligation to obtain the required insurance. The *Licensees'* expressly agree that these insurance provisions in no way limit the *Licensees'* responsibilities under other provisions of the Contract, including the hold harmless and indemnification clause. *Licensees'* insurance agent shall, upon request by **Pace**, furnish a copy of the insurance policy addressed to the Purchasing Department Manager. *Licensees* shall not commence work herein until they have obtained the required insurance and has received **Pace**'s approval.

Pace System Security and Emergency Preparedness Plan

Transit Safety and Security 2007

Revised 2009

Revised 2013

Revised 2015

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Transit Safety and Security

for

PACE

September 2009

revised 2013

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EXECUTIVE SUMMARY

While transit safety has historically been a concern to transit operators, the events of September 11, 2001 heightened concerns relative to security and emergency preparedness. Even though terrorism may be unlikely, it is important that transit agencies be able to respond to a variety of emergencies. Effective policies, procedures and training are in place to respond to fires, floods, tornadoes, blizzards, explosions, civil disobedience, and train/bus/plane accidents, as well as terrorism.

The Core Elements are summarized below.

- **Driver Selection:** Licensing, Driver Record (convictions, violations, employment history, qualifications), Physical Requirements
- **Driver/Employee Training:** Traffic Regulations, Defensive Driving and Accident Prevention, Type of Vehicle, Basic Maneuvers
- **Vehicle Maintenance:** Periodic Service Needs, Periodic Inspections, Interval-Related maintenance, Failure Maintenance
- **Drug and Alcohol Programs**
- **Safety Data Acquisition and Analysis**
- **Security Program Plans** The following appendices are included as background and support information.

CORE ELEMENT DESCRIPTIONS

The paragraphs below provides detail regarding each of the FTA Core Elements. The first five Core Elements are discussed in a relatively generic way, since these have been ongoing considerations for transit agencies over the years. The fifth core element, Security Program Plans, is outlined within the document itself, since this is a new emphasis area since September 11, 2001, more detail was provided in this area.

In general the language used to describe each Core Element below was taken directly from FTA's Draft Model Bus Safety Program published in July 2001.

Driver Selection

Driver selection is process is highlighted in this document.

Licensing – The driver must be properly licensed and the license must be appropriate for the type of vehicle the driver is assigned. Licensing may also need to consider local jurisdiction requirements.

Driving record – The driver should have an acceptable past driving record over a reasonable period of time. The driving record should demonstrate an ability to follow traffic rules and regulations and thus avoid accidents.

Physical requirements - The driver must be physically able to perform the functions associated with the assignment. The driver must be able to pass D.O.T. physical.

Reference: exhibit #1 Application Criteria

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Driver/Employee Training

Once qualified candidates are identified and hired, initial and ongoing training is conducted. Proper qualification of operating and maintenance personnel is a vital part of a safe transit environment. Driver training addresses specific safety-related issues appropriate to the type of vehicle and driving assignment.

Traffic regulations – Training addresses state and local traffic rules and regulations, including traffic signs and signals.
Defensive driving and accident prevention – Training stresses defensive driving principles, collision prevention, and concepts of preventable accidents as a measure of defensive driving success.
Type of vehicle in service – Training focuses on the type of vehicle that will be used in service; significant differences can exist among different bus models and among different manufacturers, and equipment may have characteristics that are unique to the service environment.
Basic driving maneuvers, including backing and stopping – Training includes all core driving maneuvers for the type of vehicle in service, including the difficulties in backing maneuvers that can lead to accidents, stopping distance requirements, and equipment-specific functions such as door opening and closing procedures for passenger boarding and alighting.
Other training – This includes training on agency policies and procedures, including safety and security procedures, training for transportation of elderly and/or disabled riders, and other training as needed.

Pace maintains records of all driver training and certification, as well as the training materials and grading mechanism. Drivers are required to demonstrate skill and performance competency in the types of vehicle to which they will be assigned as a part of training requirements. Training transit operations personnel is not a onetime activity. Ongoing/recurring training is provided to reinforce policies and procedures as well as providing a mechanism to brief drivers on new policies, procedures, and/or regulations.

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Vehicle Maintenance

Maintenance is highlighted in this document.

Safety-related equipment is inspected during a pre-trip inspection to ensure that the vehicle is fit for service.

Reference: Exhibit #2 Pre-Trip Inspection Card

Pace has a formal plan to address the maintenance requirements of the vehicles and equipment. This can be found in document entitled " Vehicle Facility and Equiptment Maintenance Manual."

- **Daily servicing needs** – This relates to fueling, checking and maintaining proper fluid levels (oil, water, etc), vehicle cleanliness, pre-trip inspections and maintenance of operational records and procedures.
- **Preventive Maintenance** – These activities are scheduled to provide maintenance personnel an opportunity to detect and repair damage or wear conditions before major repairs are necessary.
- **Failure maintenance** - Regardless of the preventative maintenance activities, in-service failures will occur. When a failure is encountered that makes the vehicle unable to continue operation, the vehicle is removed from service and returned to the garage for repair.
-

Reference: Exhibit #3 Vehicle, Facility and Equipment Maintenance manual

Drug and Alcohol Abuse Programs

Pace complies with the F.T.A. Drug and Alcohol Testing Requirements. Pace's specific policies and responsibilities are referred to in the document "Drug and Alcohol Policy and Testing Program."

Reference: Exhibit #4 Drug and Alcohol Procedures

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PACE

System Security and Emergency Preparedness Plan (SSEPP)

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Section 1: Introduction

1.1 Background

The terrible tragedy of September 11, 2001 combined with the nation's continuing war on terrorism, has created a heightened threat environment for public transportation. In this new environment, the vulnerabilities of public agencies and the communities they serve to acts of terrorism and extreme violence have greatly increased. Threat assessments issued by the Federal Bureau of Investigation (FBI) have consistently placed public transportation at the top of the *critical infrastructure protection agenda,* along with airports, nuclear power plants, and major utility exchanges on the national power grid.

To establish the importance of security and emergency preparedness in all aspects of our organization, Pace has developed this System Security and Emergency Preparedness (SSEP) Program Plan. This SSEP Program Plan outlines the process to be used by Pace to make informed decisions that are appropriate for our operations, passengers, employees and communities regarding the development and implementation of a comprehensive security and emergency preparedness program.

As a result of this program, Pace hopes to achieve not only an effective physical security program, but also to enhance our coordination with the local public safety agencies in our service area. Improved communication will increase their awareness of our resources and capabilities, and improve our readiness to support their efforts to manage community-wide emergencies, including but not limited to terrorism.

In order to be effective, the activities documented in this SSEP Program Plan focus on establishing responsibilities for security and emergency preparedness, identifying our methodology for documenting and analyzing potential security and emergency preparedness issues, and developing the management system through which we can track monitor our progress in resolving these issues.

1.2 Authority

The authority for implementing the SSEP Program Plan resides with the Pace Deputy Executive Director of Revenue Services.

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1.3 Purpose, Goals and Objectives of SSEP Program

This Program demonstrates our process for addressing *system security and emergency preparedness:*

System Security – The application of operating, technical, and management techniques to reduce threats and vulnerabilities to the most practical level through the most effective use of available resources.

Emergency Preparedness – A uniform basis for operating policies and procedures for mobilizing transit agency and other public safety resources to assure rapid, controlled, and predictable responses to various types of transit and community emergencies.

The SSEP Program will support Pace's efforts to address and resolve critical incidents on our property and within our community.

Critical Incidents – May include accidents, natural disasters, crimes, terrorism, highjacking, sabotage, civil unrest, hazardous materials spills and other events that require emergency response. Critical incidents require swift, decisive action from multiple organizations, often under stressful conditions. Critical incidents must be stabilized prior to the resumption of regular service or activities.

Critical incidents often result from emergencies and disasters, but can be caused by any number of circumstances or events. Successful resolution of critical incidents requires the cooperative efforts of both public transportation and community emergency planning and public safety agencies.

1.3.1 Purpose

The overall purpose of Pace's SSEP Program is to optimize within the constraints of time, cost, and operational effectiveness, the level of protection afforded to Pace's passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system, both during normal operations and under emergency conditions.

1.3.2 Goals

The SSEP Program provides Pace with a security and emergency preparedness capability that will:

1. Ensure that security and emergency preparedness are addressed during all phases of system operation, including the hiring and training of agency personnel; the procurement and maintenance of agency equipment; the development of agency policies, rules, and procedures; and coordination with local public safety and community emergency planning agencies

2. Promote analysis tools and methodologies to encourage safe system operations through the identification, evaluation and resolution of threats and vulnerabilities, and the ongoing assessment of agency capabilities and readiness.

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3. Create a culture that supports employee safety and security and safe system operations (during normal and emergency conditions) through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment

1.3.3 Objectives

In this new environment, every threat cannot be identified and resolved, but Pace can take steps to be more aware, to better protect passengers, employees, facilities and equipment, and to stand ready to support community needs in response to a major event. To this end, our SSEP Program has five objectives:

1. Achieve a level of security performance and emergency readiness that meets or exceeds the operating experience of similarly-sized agencies around the nation
2. Increase and strengthen community involvement and participation in the safety and security of our system
3. Develop and implement a vulnerability assessment program, and based on the results of this program, establish a course of action for improving physical security measures and emergency response capabilities
4. Expand our training program for employees, volunteers and contractors to address security awareness and emergency management issues
5. Enhance our coordination with others regarding security and emergency preparedness Issues.

1.4 Scope

Pace's SSEP Program Plan is applicable to all aspects of our current service, ensuring that our operations, training, coordination with local public safety agencies, and general security and emergency preparedness planning address concerns resulting from heightened threat levels. Key elements of the Scope of our SSEP Program Plan include:

1. An evaluation of our current capabilities to identify and prevent security incidents that may occur on our property
2. Development of a Vulnerability Assessment Program to identify our weaknesses and guide planning activities
3. Improved Physical Security
4. Review and expansion of our training program for security and emergency response
5. Enhanced emergency planning and procedures development
6. Improved coordination with the Public Safety Agencies in our service area
7. Improved coordination with others

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Section 2: Transit System Description

2.1 Organizational Structure

The Pace Suburban Bus is a Municipal Corporation that is governed by The Pace Suburban Bus Board of Directors, which consists of thirteen members.

2.2 Operating Characteristics and Service

2.2.1 Service Area	Dupage, Kane, Lake, McHenry, Will and Cook counties. 3,446 sq. miles the addition of Chicago Paratransit service brings it to 3,673 square miles.
Population served:	8.4 million
Communities served:	210
Total ridership in 2012:	39,194,457 million
Average daily ridership;	130,000

2.2.2 Service Design

Pace, the suburban bus division of the Regional Transportation Authority provides fixed bus routes, Paratransit services, vanpools and special–event buses throughout Chicago's six-county region.

1. Fixed Route
2. Paratransit
3. Vanpool

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2.3 Vehicles and Facilities

Operating Divisions	Fox Valley (North Aurora)	River (Elgin)
	Heritage (Joliet)	North (Waukegan)
	North Shore (Evanston)	Northwest (Des Plaines)
	South (Markham)	Southwest (Bridgeview)
	West (Melrose Park)	

Other Facilities	Headquarters
	South Holland Acceptance Facility
	Paratransit Facility-McHenry (Leased to First Transit)
	Elgin Transportation Center

Pace also contracts out service to municipalities and private contractors

Park-N-Ride facilities	Schaumburg	Harvey
	Blue Island	Bolingbrook (2)
	Buffalo Grove	Burr Ridge
	Elk Grove Village	Hillside
	Homewood	South Holland

Other Facilities	Aurora Transportation Center	Chicago Heights Terminal
	Riverdale Bus Turnaround	Gurnee Mills Bus Turnaround
	Home Bus Turnaround (@ Metra Station)	
	Lake – Cook Road Metra Bus Turnaround	
	North Riverside Transfer Center	
	Prairie Stone Transfer Center (@ Sears in Hoffman Estates)	

2.4 Measures of Service

Total Fixed Route Buses	750
Paratransit Buses	437
Chicago ADA	612 (contractor owned)
Vanpools	736

Reference: Exhibit #6 Pace Carrier List
Reference: Exhibit #7 Vehicle List

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Section 3: Roles and Responsibilities

3.1 Mission

Pace hopes to ensure that, if confronted with a security event or major emergency, Pace personnel will respond effectively, using good judgment, ensuring due diligence, and building on best practices, identified in drills, training, rules and procedures.

This level of proficiency requires the establishment of formal mechanisms to be used by all Pace personnel to identify security threats and vulnerabilities associated with Pace's operations, and to develop controls to eliminate or minimize them. The SSEP Program also requires Pace's process for:

1. Coordinating with local law enforcement and other public safety agencies to manage response to an incident that occurs on a transit vehicle or affects transit operations, and

2. Identifying a process for integrating Pace's resources and capabilities into the community response effort to support management of a major event affecting the community.

Pace management expects all employees, volunteers and contractors, especially those working directly with passengers, to support the SSEP Program.

3.2 Division of Responsibilities

3.2.1 All Personnel

Pace personnel must understand and adopt their specific roles and responsibilities, as identified in the SSEP Program, thereby increasing their own personal safety and the safety of their passengers, during normal operations and in emergency conditions.

To ensure the success of the SSEP Program, the following functions must be performed by Pace personnel:

1. Immediately reporting all suspicious activity, no matter how insignificant it may seem, to their immediate Supervisor or Pace Management
2. Immediately reporting all security incidents
3. Using proper judgment when managing disruptive passengers and potentially volatile situations
4. Participation in all security and emergency preparedness training, including drills and exercises
5. Becoming familiar with, and operating within, all security and emergency preparedness procedures for the assigned work activity

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3.2.2 Deputy Executive Director Revenue Services

Under the authority of the Pace Executive Director, the Deputy Executive Director, Revenue Services has the overall authority to develop and execute the agency's SSEP Program. In addition, the Deputy Executive Director, Revenue Services is responsible for the following specific activities:

1. Ensuring that sufficient attention is devoted to the SSEP Program, including:

    - Development of standard operating procedures related to employee security duties
    - Development and enforcement of safety and security regulations;
    - Development of Contingency Plan for Recovery to maximize transit system response effectiveness and minimizing system interruptions during emergencies and security incidents;
    - Provision of proper training and equipment to employees to allow an effective response to security incidents and emergencies

2. Development of an effective notification and reporting system for security incidents and emergencies
3. Designating a Point of Contact (POC) to manage the SSEP Program
4. Communicating security and emergency preparedness as top priorities to all employees
5. Developing relations with outside organizations that contribute to the SEPP Program, including local public safety and emergency planning agencies

3.2.3 SSEP Program Point of Contact (POC)

To ensure coordinated development and implementation of the SSEP Program, the Deputy Executive Director of Revenue Services has designated Department Manager Safety, Training and Security as the Security and Emergency Preparedness Point of Contact (POC) for development and implementation of the SSEP Program. The POC, who reports directly to the Deputy Executive Director of Revenue Services, has the authority to utilize available Pace resources to develop the SSEP Program and Plan, to monitor its implementation, and to ensure attainment of security and emergency preparedness goals and objectives.

The Department Manager Safety, Training and Security has the responsibility for overseeing the SEPP Program on a daily basis. The Department Manager Safety, Training and Security will also serve as Pace's primary contact with public agencies. To the extent that liaison is necessary with state and federal agencies, the Deputy Executive Director of Revenue Services will serve as the lead liaison for the agency. The Department Manager Safety, Training and Security will also be responsible for the security-related agenda items for Revenue Services Staff meetings.

In managing this Program, the POC will:

1. Be responsible for successfully administering the SSEP Program and establishing, monitoring, and reporting on the system's security and emergency preparedness objectives
2. Review current agency safety, security and emergency policies, procedures, and plans, and identify needed improvements

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3. Develop and implement plans for addressing identified improvements
4. Coordinate with local public safety agencies, local community emergency planning agencies, and local human services agencies to address security and emergency preparedness; including participation in formal meetings and committees
5. Develop, publish, and enforce reasonable procedures pertinent to agency activities for security and emergency preparedness

6. Provide adequate driver training and continuing instruction for all employees (and volunteers and contractors) regarding security and emergency preparedness
7. Review new agency purchases to identify security-related impacts
8. Ensure performance of at least one emergency exercise annually

[The following list of sample procedures and plans to support the implementation of the SSEPP procedures can be found in the corresponding appendices of this document]

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3.2.4 Revenue Service

As a continuing responsibility of Revenue Services, there will be a permanent agenda oriented toward security and emergency preparedness matters, ranging from comments on the management of the SSEP Program Plan to liaison with public agencies and feedback from employees. It will also be an ongoing part of the security agenda to determine the level of compliance with agency policies, rules, regulations, standards, codes, and procedures, and to identify changes or new challenges as a result of incidents or other operating experience.

The Department Manager Safety, Training and Security will be responsible for managing the security agenda during the Revenue Service meetings.

Revenue Services provides the primary mechanism through which the agency:

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1. Identifies security conditions and problems at the agency
2. Organizes incident investigations and develops and evaluates corrective actions to address findings
3. Obtains data on agency security performance
4. Develops strategies for addressing agency security problems

5. Coordinates the sharing of security responsibilities and information
6. Manages the integration of security initiatives and policies in agency operations
7. Evaluates the effectiveness of the security program
8. Ensures document reviews and configuration management
9. Manages the development and revising of agency policies, procedures, and rulebook
10. Coordinates interaction with external agencies

Revenue Services also ensures that all agency employees, volunteers and contractors:

1. Have a knowledge of the security program and emergency preparedness programs
2. Understand that emergency preparedness and security is a primary concern while on the job
3. Cooperate fully with the agency regarding any incident investigation
4. Raise security and emergency preparedness concerns

3.2.5 Supervisors

Supervisors are responsible for communicating the transit agency's security policies to all employees, volunteers and contractors. For this reason, supervisors must have full knowledge of all security rules and policies. Supervisors must communicate those policies to Pace operations personnel in a manner that encourages them to incorporate SSEP practices into their everyday work. The specific responsibilities of supervisors include the following:

1. Having full knowledge of all standard and emergency operating procedures
2. Ensuring that drivers make security and emergency preparedness a primary concern when on the job
3. Cooperating fully with the SSEP Program regarding any incident investigations as well as listening and acting upon any security concerns raised by the drivers
4. Immediately reporting security concerns to their Manager.

In addition, when supporting response to an incident, supervisors are expected to:

1. Provide leadership and direction to employees during security incidents
2. Handle minor non-threatening rule violations
3. Defuse minor arguments
4. Determine when to call for assistance
5. Make decisions regarding the continuance of operations
6. Respond to fare disputes and service complaints
7. Respond to security-related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance
8. Complete necessary security related reports

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9. Take photographs of damage and injuries
10. Coordinate with all outside agencies at incident scenes

3.2.6 Drivers

In addition to the general responsibilities identified for all personnel, drivers (including volunteers and contractors) are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will:

1. Take charge of a security incident scene until the arrival of supervisory or emergency personnel
2. Collect fares in accordance with Pace policy (if applicable)
3. Attempt to handle minor non-threatening rule violations
4. Respond verbally to complaints
5. Attempt to defuse minor arguments
6. Determine when to call for assistance
7. Maintain control of the vehicle
8. Report all security incidents to Pace dispatch
9. Complete all necessary security-related reports
10. Support community emergency response activities as directed by Pace policies and procedures

3.2.7 Other Personnel

Other personnel who support Pace also have responsibilities for the SSEP Program.

Dispatchers are expected to:

1. Receive calls for assistance
2. Dispatch supervisors and emergency response personnel
3. Coordinate with law enforcement and emergency medical service communications centers
4. Notify supervisory and management staff of serious incidents
5. Establish on-scene communication
6. Complete any required security-related reports
7. Provide direction to on-scene personnel

Maintenance personnel are expected to:

1. Report vandalism
2. Report threats and vulnerabilities of vehicle storage facilities
3. Provide priority response to safety and security critical items such as lighting
4. Maintain facility alarm systems

Human Resources personnel are responsible for:

1. Ensuring all pre-employment screening processes are carried out effectively
2. Doing background checks of new employees

Communications is responsible for:

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1. Designating a Public Information Officer (PIO) for media contact regarding security incidents and issues.

Reference: Exhibit #8 Security Information for Riders

3.3 Existing SSEP Capabilities and Practices

*A summary of the existing proactive methods, procedures, and actions to prevent, deter, or minimize security incidents includes:

1. Emphasis on agency personnel awareness
2. Participation in available training
3. Review of other materials, as needed
4. Analysis of security incidents and suspicious activity to determine a proper course of action including:

    - Identifying potential and existing problem areas
    - Developing action plans
    - Implementing the plans
    - Measuring results

5. Review of local and transit agency emergency plans
6. Review of FTA documentation on system security and emergency preparedness

In addition Pace utilizes the following proactive actions and systems to prevent, deter or minimize security incidents:

1. Local police notification/participation in employee discharge and/or discipline process as needed
2. Evaluation of security/emergency response procedures
3. Presentations by local police and transit agency personnel to employees, the public or other groups interested in transit security matters
4. Development and distribution of crime prevention information on agency brochures for passengers and the public.
5. Intelligent Bus Systems (I.B.S.) Satellite tracking for existing equipment.
6. Camera equipped buses.

Reference: Exhibit # 9 SSEPP

3.4 Training and Exercising

The purpose of this task is to provide necessary and sufficient training and refresher courses for Pace personnel. New security methods and procedures are identified, defined and, as applicable, made an integral part of the daily activities of the entire operation.

Listed below are the elements exercised in performing this task:Identify requirements, methods and

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courses for system security training.

1. Obtain and/or develop courses and material necessary to train personnel in system security.
2. Present and maintain course material for:
   - Security overview
   - Identification and reporting of suspicious persons, activities and packages
   - Chemical, biological and radioactive agents
   - Improvised explosive devices
   - Pre-trip security inspection
   - Emergency reporting procedures
   - Bus evacuation
   - Roles and responsibilities of employees at various levels

4. Evaluate effectiveness of materials and training.
5. Establish requirements for additional security safety training based on ongoing vulnerability assessment, historical data and current events.

Safety and security training and material has been provided to operators and maintenance personnel at all divisions, contract and municipal carriers and is incorporated into basic training for new employees.

Safety managers, instructors, supervisors / dispatchers, materials management personnel and managers at various levels received additional training parallel to their responsibilities.
Reference: Exhibit #10 Safety and Security Procedures

3.5 Coordination with Local Emergency Response Entities

To support improved emergency and incident preparedness and response, Pace will participate in, at a minimum, one exercise or drill with local public safety organizations in order to:

Review current plans and policies

1. Identify current security and emergency considerations
2. Develop procedures (if necessary)
3. Establish and maintain ongoing communication
4. Coordinate service and response following the guidelines of the ICS (Incident Command System)

Reference: Exhibit #11 After Hours Emergency Phone Call Procedures

3.6 Coordination with OtherTransit Agencies

Transit agencies within our counties and neighboring communities that may need to be contacted in the event of a critical incident.

Reference: Exhibit #12 CTA Evacuation Plans
Reference: Exhibit #13 CTAN

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Section 4: Threat/Vulnerability Process

4.1 Threat and Vulnerability Identification

The primary method used by Pace to identify the threats to the transit system and the vulnerabilities of the system is the collection of incident reports submitted by employees and information provided by law enforcement and contractors.

Information resources include the following:

1. Employees incident reports
2. Property Safety and Security Inspections
3. Bus maintenance reports
4. Passenger surveys
5. Passengers' letters and telephone calls
6. Statistical reports
7. Special requests
8. Labor Organizations

Revenue Services will review security information and determine if additional methods should be used to identify system threats and vulnerabilities.

Security testing and inspections may be conducted to assess the vulnerability of the transit system.

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Vehicle Safety Program Implications

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Plans

VEHICLE SAFETY PROGRAM PLAN		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
SECTION	**TITLE**		
1	**MANAGEMENT COMMITMENT**	> Safety Policy Statement	> MEMORANDUM AUTHORIZING SYSTEM SECURITY AND EMERGENCY PREPAREDNESS (SSEP) PROGRAM
2	**COMPLIANCE RESPONSIBILITIES**	Deputy Director Revenue Services Drivers, Mechanics and Others Operating Agency Vehicles (and volunteers) Safety Incentive Program(s)	> EXPANDED TO ADDRESS SSEP PROGRAM > CREATION OF SSEP PROGRAM POINT OF CONTACT (POC) > NEW RESPONSIBLITIES FOR Revenue Services > SSEP PROGRAM AGENDA FOR Revenue Services
3	**DRIVERS – INITIAL**	> Qualifications > Initial Training	> COMMITMENT TO ADDRESS SSEP ISSUES IN
	QUALIFICATIONS	Application Interviews Physical Requirements Age Knowledge of English Driver Licensing Criminal Record Checks Ability to Perform Simple Math	> EXPANSION OF NEW HIRE BACKGROUND CHECK

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/EHICLE SAFETY PROGRAM		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
'ION	TITLE		
	INITITAL TRAINING	Agency Policies and Procedures Federal and State Guidelines and Regulations Pre- and Post-Trip Inspections Vehicle Familiarization Basic Operations and Maneuvering > Special Driving Conditions Backing Bad Weather Boarding and Alighting Passengers Defensive Driving Course (DDC) Passenger Assistance Training – Driver Training On Road Fares	> ADDITIONAL TRAINING TO ADDI SECURITY AWARENESS, REPORTI SUSPICIOUS ACTIVITY, REPORTS DOCUMENTATION, AND PRE- ANI TRIP INSPECTIONS
	DRIVERS – ONGOING SUPERVISION AND TRAINING	Training - Refresher/Retraining Evaluation and Supervision Motor Vehicle Record Checks Biannual Physical Examination > Safety Meetings > Seat-belt Usage > Discipline/Recognition > Preventable Accidents/Injuries	> REFRESHER TRAINING AND "TESTS" FOR KNOWLEDGE OF EMERGENCY PROCEDURES > ADDITIONAL RESPONSIBLITIES F SUPERVISION
	EMERGENCY DRIVING PROCEDURES	> Emergency Driving Procedures > Accident Causes o Slippery road surfaces o Driving at night	> EXPANSION OF EMERGENCY PROCEDURES TO INCLUDE ADDITIONAL SECUI AND

/EHICLE SAFETY PROGRAM		COVERED POLICIES AND PROCEDURES	ADDITIONAL ISSUES IN SSEP PROGRAM
'ION	TITLE		
		o Driving through water o Winter driving o Driving in very hot weather Vehicle Breakdowns and Unavoidable Stops Vehicle Fire/Evacuation Hold Up/Robbery Natural Disasters	> EMERGENCY TRAINING

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		o Tornado o Flood procedures - vehicle	
	PASSENGER SAFETY	General Guidelines Mobility Device Securement and Passenger Restraint Systems > Difficult Passengers Medical Condition	> EXPANSION OF PROCEDURES FC MANAGING DIFFICULT PASSENGI
	VEHICLES & EQUIPMENT	Vehicles & Equipment Preventive Maintenance Program > Preventive Maintenance Needs Master Vehicle Service and Repair Record	> EXPANSION OF VEHICLE SECUR PROCEDURES > EXPANSION OF MAINTENANCE PROCEDURES FOR IDENTIFYING REPORTING VANDALISM, SUSPIC SUBSTANCES, OR VEHICLE TAMP
/EHICLE SAFETY PROGRAM		**COVERED POLICIES AND PROCEDURES**	**ADDITIONAL ISSUES IN SSEP PROGRAM**
'ION	**TITLE**		
		Maintenance History Preventive Maintenance Intervals o A Level Inspection o B Level Inspection o C Level Inspection Pre- & Post-Trip Inspections Emergency Equipment on Vehicles and Usage Vehicle Procurement o Exterior o Visibility o Interior Vehicle Security Vehicle Safety In and Around the Shop or Yard	> EXPANSION OF VEHICLE PROCUREMENT PROCEDURES TO ADDRESS SECU TECHNOLOGY

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	ACCIDENT MANAGEMENT	Accident Documentation Packet Accident Notification Procedures – driver responsibility Accident Investigation – management responsibility > Accident Investigation Kit Drug and Alcohol Tests Media Relations and Crisis Communication After an Accident	> ADDITIONAL TOOLS FOR ACCIDE DOCUMENT PACKET TO ADDRES SECURITY > ADDITIONAL TOOLS FOR MEDIA RELATIONS
	INSURANCE	> Dealing with Adjusters	> ADDITIONAL CONSIDERATIONS F

EHICLE SAFETY PROGRAM		**COVERED POLICIES AND PROCEDURES**	**ADDITIONAL ISSUES IN SSEP PROGRAM**
ION	**TITLE**		
	CLAIMS AND LITIGATION MANAGEMENT	> Dealing with Attorneys – ours/theirs	COVERAGE
	DAY TO DAY OPERATIONS – MONITORING FOR SAFETY	> Record Keeping > Keeping Informed o Websites o Publications	> ADDITIONAL REPORTS FOR SEC RELATED INCIDENTS

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Appendix B

Security/Emergency Capabilities and Points of Emphasis

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Appendix B

SECURITY BASELINE PLANNING WORKSHEET	Yes	No	Notes
Has Executive Management accepted responsibility for the management of security vulnerabilities during the design, engineering, construction, testing, start-up and operation of the	x		
Has Executive Management endorsed a policy to ensure that security vulnerabilities are identified, communicated, and resolved (or accepted) through a process that promotes accountability for	x		
Does Pace have clear and unambiguous lines of authority and responsibility for ensuring that security is addressed at all organizational levels within the operation (including contractors)?	x		
Does Pace have access to personnel with security management experience, knowledge, skills, and abilities?	x		
Does Pace ensure that resources are effectively allocated to address security considerations?	x		
Is the protection of passengers, employees, contractors, emergency responders and the general public a priority whenever activities are planned and performed at Pace ?	x		
Wherever possible, does Pace guide design, engineering, and procurement activity with an agreed-upon set of security standards and requirements (including design criteria manuals,	x		
Does Pace routinely evaluate its capabilities to provide adequate assurance that the public, and employees are protected from adverse consequences?	x		
Has Pace committed to developing security mitigation measures to prevent and manage security vulnerabilities?	x		
Has Pace appropriately documented its security measures in plans, procedures, training, and in project requirements, specifications and contracts?	x		
Does Pace have a formal System Security Program, documented in a System Security Program Plan (Security Plan)?	x		
If "yes," is the Security Plan current, reflecting current security operations and system configuration?	x		
If "no," does Pace have plans in place to develop a Security Plan?			
If "no," prepare a brief list of all activities performed at your agency that address security concerns (for example, include facility access control; procedures for handling difficult people; workplace violence program; bomb threat management plan; procedures for identifying and reporting suspicious activity; facility			ATTACH LIST

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GENERAL EMERGENCY RESPONSE CAPABILITIES	Yes	No	Notes
Does Pace have an Emergency Plan?	X		
Does Pace have Emergency Operating Procedures?	x		
Does Pace have an Incident Response Plan for Terrorism, as an appendix to the Emergency Plan or as a separate plan?	x		
Does Pace coordinate with local public safety organizations on the development, implementation and review of the Emergency Plan and procedures?	x		
Does your Emergency Plan specify use of the Incident Command System?	x		
Have your employees been trained in the Emergency Plan and Procedures?	x		
Does Pace conduct routine drills, table-tops and refresher training?	x		
Does Pace coordinate its drilling and training for emergency response with local public safety organizations?	x		
Does Pace conduct briefings of after-action reports to assess performance during the drill or exercise and identify areas in need of improvement?	x		
Have members of Pace participated in Domestic Preparedness Training Programs sponsored by the Federal government (FEMA, FBI, DOD, etc.)?	x		
PREVIOUS EXPERIENCE			
Has Pace experienced an emergency in the last 12 months? If yes were you satisfied with the response		x	
Has Pace received a bomb threat in the last 12 months?		x	
Has Pace evacuated its facilities in the last 12 months as the result of a bomb threat?		x	
Has Pace conducted a physical search of a facility in response to a bomb threat?		x	

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Points of Emphasis

1. ***Awareness*** - Train all security and maintenance personnel to spot suspicious-looking or unfamiliar people or objects.

2. ***Communication*** - Teach employees and/or tenants the importance of awareness; encourage them to identify and report anything that appears out-of-the-ordinary.

3. ***Screening*** - Develop and implement systems for identifying and controlling visitor access to the building.

4. ***Inspection*** - Establish strict procedures for the control and inspection of packages and materials delivered to the building, particularly those intended for critical areas.

5. ***Procedures*** - Instruct all personnel, particularly telephone switchboard or reception personnel, on what to do if a bomb threat is received.

6. ***Surveillance*** - Instruct security and maintenance personnel to routinely check unattended public or open areas, such as rest rooms, stairways, parking garages and elevators.

7. ***Lighting*** - Make sure that all of the facility's access points are well-lit.

8. ***Systems Awareness*** - Unexpected interruptions in the building's fire or security systems may not be coincidental; train personnel to identify and address immediately.

9. ***Local Authorities*** - Contact local government agencies to determine their procedures for dealing with bomb threats, search, removal and disposal.

10. ***Contingency*** - Assure adequate protection and off-site backup for classified documents, proprietary information, critical records and activities essential to the operation of your business.

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Appendix C

Security and Emergency Considerations

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Appendix C
Emergency Response Planning, Coordination, and Training Considerations

1. Emergency Response planning, coordination, and training is formalized and documented, and identifies responsibilities of employees by function
2. Service continuation, restoration / recovery plan developed
3. Emergency drills and table-top exercises scheduled on a regular basis
4. Coordination and training with outside agencies, including:
   a.. Fire / rescue units; Hospitals; Police; Hazardous materials / Environmental agencies / Regional Office of Emergency Management
5. Media relations / information control procedures and policies established (internal and external to agency)
6. Documentation of drills maintained; drill critiques held; recommendations recorded with follow-up
7. Emergency procedures reviewed by Management on a regular basis and updated as needed
8. Regular assessments of employee proficiency conducted
9. Emergency contacts list developed / current / and responsibility for call-outs identified
10. Employees issued quick reference guidelines for emergency situations
11. Support systems developed to provide post-incident support to customers and employees
12. Regular functional testing / inspection of emergency support equipment and systems
13. Contingency plans for loss of electrical power and radio or phone communication.

System Security Considerations

1. Security Plan established, which addresses all operations modes and contracted services
2. System security responsibilities and duties established
3. Personal safety awareness/education programs for passengers and employees and community outreach
4. Security equipment regularly inspected, maintained and functionally tested; including personal equipment issued to security personnel
5. Contingency **SOPs** developed; drills and table-top exercises conducted for extraordinary circumstances:
   a. Terrorism (including chemical/ biological agents/ weapons of mass destruction); Riot / Domestic unrest; Catastrophic natural events; and System-wide communications failure
6. Planning, coordination, training and mutual aid agreements with external agencies (state, local police, FBI and other federal agencies)
7. Security **SOPs** reviewed on a regular basis and updates made as needed to Security Plan
8. Security equipment installed, inspected, and maintained to monitor trespass activities
9. Data collection established for all security issues / incidents; analysis performed and recommendations made; as necessary

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10. Security risk/vulnerability assessments conducted, documented and reviewed
11. Contingency plans for loss of electrical power and radio or phone communications
12. Procedures for critical incident command, control, and service continuation/ restoration
13. Security training provided to all staff levels
14. Background checks on employees and contractors (where applicable)
15. Regular assessments of employee security proficiencies conducted
16. Employees issued quick reference guidelines for security situations
17. Emergency contacts list developed / current / and responsibilities for call-outs identified
18. Visitor, deliveries and contractor facility access procedures developed / visible identification required
19. Concepts of crime prevention through environmental design (CPTED) applied in reviews of facilities and in new design and modifications
20. Security checklists developed and regularly used for verifying status of physical infrastructure and security procedures
21. Agency employees identifiable by visible identification and/or uniform
22. Policy and procedures in place for facilities key control

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Bomb Threat checklist

Questions to Ask the Caller

What will cause it to explode?

Did you place the bomb?

Why did you place the bomb?

Where are you calling from?

What is your address?

What is your name?

Observations

If the voice is familiar, whom did it sound like?

Were there any background noises?

Telephone number call received at:

Person receiving call:

Any additional remarks:

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Bomb Threat Procedures

In recent years the use and threatened use of explosives in our society has increased at an alarming rate. Organizations must prepare a plan of action to respond effectively. This brief provides guidelines that will assist transit agencies in developing a procedure specific to their particular environment.

Steps to Be Considered

When faced with a bomb threat, the primary concern must always be the safety of passengers, employees, and emergency responders. Many transit agencies already have a disaster or emergency procedure for responding to smoke, fire, or medical emergencies in stations, administrative facilities, and shops/yards. Several aspects of these procedures remain viable in a bomb threat procedure.

However, new problems must be addressed when a bomb threat is received. For example, in the instance of a fire, effort is directed at evacuating the occupants in a quick and orderly manner. In the case of a bomb threat, if evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises. The potential hazard remains when a building is evacuated before a search has been made. Personnel cannot safely re-occupy the building and resume normal activities until a search has been conducted. Such problems require a procedure with 7 logical steps:

- Step 1: Threat Reception
- Step 2: Threat Evaluation
- Step 3: Search Procedure
- Step 4: Locating Unidentified Suspicious Objects
- Step 5: Evacuation Procedure
- Step 6: Re-occupation of Building
- Step 7: Training of Essential Personnel

Each of these steps is discussed below:

Step 1: Threat Reception

Threats are transmitted in several ways:

Telephone Threats (threat to detonate explosive is phoned into system)

- Caller is the person who placed the device
- Caller has knowledge of who placed the device
- Caller wants to disrupt system operation

Written Threats (threat to detonate explosive is written into system)

- May be more serious than phoned-in threats
- Written threats are generally more difficult to trace than phoned-in threats

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Letter and Package Threats (suspicious package or letter is delivered to agency)

- These threats serve a variety of purposes, but, generally, they are directed at specific system personnel rather than at the system as a whole.
- The personal motivations of the criminal may be more important in these types of threats

Bomb threats are normally transmitted by phone. The person receiving the call should be prepared to obtain precise information, including:

- The time the call was received and on which telephone number or extension
- The exact words of the person making the threat should be recorded
- Indicate whether it was a male or female voice and an approximate age
- Note any accent or speech impediment or slurring of speech which could indicate intoxication or an unbalanced condition
- Listen for the presence of any background noises such as traffic, music, or other voices
- Decide if the voice is familiar
- The person receiving the threatening call should be prepared to ask the caller certain questions if the information has not been volunteered:
  Where is the bomb? -When is it going to explode?
  What does it look like? -What kind of bomb is it?
  Why did you place the bomb? -What is your name?

The caller may provide specific information by answering these questions. Often the type of person making a threat of this nature becomes so involved that they will answer questions impulsively. Any additional information obtained will be helpful to police and explosive technicians. To assist the person receiving the call, it is suggested a printed form be readily available. A sample is provided in Appendix D. Typically, this checklist is kept readily available to the transit dispatcher or administrative personnel most likely to receive such a threat.

Written and Letter/Package Threats should be treated as "suspicious objects" (see Step 4).

Step 2: Threat Evaluation

Two basic descriptions of threats can be identified:

- Non-specific threat: This is the most common type of threat, usually with little information given other than, "There is a bomb in your building."
- Specific threat: This threat is given in more detail. Reference is often made to the exact location of the device, or the time it will detonate.

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Specific threats should be considered more serious in nature, requiring a more concerted effort in the response. The non-specific threat, however, cannot be ignored. A policy must be developed to respond effectively to both threat levels.

Certain actions should be taken regardless of the threat category:

- Notify law enforcement (whether internal transit police and/or security or local law enforcement)
- Notify management personnel
- Initiate the search procedure
- Search before evacuation of personnel (employee search)
- Search after evacuation of personnel (volunteer search)

Notification to internal and/or external law enforcement, security and management personnel should be prompt, and include as much detail as possible. The person who received the threatening call should be available immediately for interviewing. Copies of the completed threat checklist should be readily available to all who may need it.

The appropriate search procedure should be initiated. Searches in the transit environment – as in many other environments – have two major constraints:

- Radio communication cannot be used (it may detonate the device)
- The environment is specialized, therefore, it cannot be searched effectively by outsiders

To address these concerns, personnel who work in a particular area, or who are responsible for an area, should be used. Not only will these personnel provide a much more thorough search than outside responders, but they are knowledgeable concerning station or facility emergency communication systems, and can access "land line" telephones to manage communications more effectively during the search. A system that utilizes the employees – after evacuations have been ordered -- should always and only use volunteers.

The following criteria help determine what immediate action to take:

Factors favoring a search before the movement of personnel (occupant search):

- There is a high incidence of hoax telephone threats
- Effective security arrangements have been established
- Information in the warning is imprecise or incorrect
- The caller sounded intoxicated, amused, or very young
- The prevailing threat of terrorist activity is low

Factors favoring movement of personnel before searching (volunteer search):

The area is comparatively open
Information in the warning is precise as to the matters of location, a description of the device, the timing, and the motive for the attack• A prevailing threat of terrorist activity is high

Step 3: Search Procedure

Pre-planning and coordination of employees are essential in implementing an effective search of transit premises, particularly for large stations and facilities. A central control mechanism is necessary to ensure a thorough and complete response. A printed station and/or facility schematic should be identified for each major transit facility. Wherever possible, stations should be divided into zones or sections (prior to the actual conduct of the search), and volunteer personnel – familiar with the zone or section – identified to support the search, by shift or position. Back-ups and supporting volunteers should also be identified for each zone or segment. A compendium of station/facility schematics should be available to those responsible for managing bomb threats and searches. Not only will these schematics support identification and assembly of the volunteer search team, but also, as the search is conducted, each area can be "crossed off" the plan as it is searched.

Areas that are accessible to the public require special attention during a search, and may be vitally important if an evacuation is to be conducted. The level of the search should be commiserate with the perceived threat level:

- An occupant search is used when the threat's credibility is low. Occupants search their own areas. The search is completed quickly because occupants know their area and are most likely to notice anything unusual.

- The volunteer team search is used when the threat's credibility is high. The search is very thorough and places the minimum number of personnel at **risk.** Evacuate the area completely, and ensure that it remains evacuated until the search is complete. Search teams will make a slow, thorough, systematic search of the area.

During the search procedure the question often arises, "What am I looking for?" The basic rule is: Look for something that does not belong, or is out of the ordinary, or out of place. Conduct the search quickly, yet thoroughly, keeping the search time to a maximum of 15 to 20 minutes. Both the interior and exterior of the station or facility should be searched.

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Historically, the following areas have been used to conceal explosive or hoax devices in the transit environment:

Outside Station Areas	Inside Stations
• Trash cans • Dumpsters • Mailboxes • Bushes • Street drainage systems • Storage areas • Parked cars • Shrubbery • Newspaper stands	• Ceilings with removable panels • Overhead nooks • Areas behind artwork, sculptures and benches • Recently repaired/patched segments of walls, floors, or ceilings • Elevator shafts • Restrooms • Behind access doors • Crawl spaces • Behind electrical fixtures • Storage areas and utility rooms • Trash receptacles • Mail rooms • Fire hose racks

Depending on the nature of the threat, searches may expand to include transit vehicles. In extremely rare instances, dispatchers have instructed operators on certain bus routes or rail lines to immediately bring their vehicles to a safe location, deboard passengers, and walk-through the vehicle – looking for unidentified packages. In other instances, evacuated vehicles have been met by law enforcement officers, who actually conduct the search, including the vehicle undercarriage and rooftop areas.

Step 4: Locating an Unidentified Suspicious Package

If an unidentified or suspicious object is found, all personnel should be instructed (1) not to move it and (2) to report it to central dispatch or the search team leader immediately. The following information is essential:

- Location of the object
- Reason(s) suspected
- Description of the object
- Any other useful information – how difficult to secure area, evacuate, nearest emergency exits, etc.

Based on this information, decisions will be made regarding the following:

- Removal of persons at risk
- Establishment of perimeter control of the area to ensure that no one approaches or attempts to move the object

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- Activities to establish ownership of the object. (In the event that legitimate property has been left behind in error prior to the bomb threat being received.)
- Assignment of someone familiar with the building and the area where the object is located to meet the Explosives Disposal Unit personnel on their arrival (in the event that they have been called)
- Continue implementation of search procedure until all areas have reported to the central control, as there may be more than one unidentified object

While volunteers and public safety personnel are conducting the search, and particularly while they are managing response to a suspicious package, they should keep in mind the following information:

- Improvised Explosive Devices (IEDs) and other types of bombs inflict casualties in a variety of ways, including the following:

  -Blast over pressure (a crushing action on vital components of the body; eardrums are the most vulnerable)
  -Falling structural material
  -Flying debris (especially glass)
  -Asphyxiation (lack of oxygen)
  -Sudden body translation against rigid barriers or objects (being picked up and thrown by a pressure wave)
  -Bomb fragments
  -Burns from incendiary devices or fires resulting from blast damage -
  Inhalation of toxic fumes resulting from fires

- The following are four general rules to follow to avoid injury from an IED:

  -Move as far from a suspicious object as possible without being in further danger from other hazards such as traffic or secondary sources of explosion

  -Stay out of the object's line-of-sight, thereby reducing the hazard of injury because of direct fragmentation

  -Keep away from glass windows or other materials that could become flying debris

  -Remain alert for additional or secondary explosive devices in the immediate area, especially if the existence of a bomb-threat evacuation assembly area has been highly publicized

- Historically, perpetrators of bombings in the transit environment (in foreign countries such as Israel, France, India, and England) have used two tactics that intensify the magnitude of casualties inflicted by detonation of an explosive device:

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- Perpetrators have detonated a small device to bring public safety personnel to the site; a larger, more deadly device has detonated some time after the first device, thereby inflicting a large number of casualties on the first responder community.

- Perpetrators have used a real or simulated device to force the evacuation of a facility only to detonate a much more substantial device in identified bomb-threat evacuation assembly areas. These attacks are especially harmful because the evacuation assembly areas often concentrate transit personnel and passengers more densely than would otherwise be the case.

Step 5: Evacuation Procedure

If an unidentified object is found, a quiet and systematic evacuation from the area should be conducted. Prior to evacuation, all areas used in the evacuation route must be searched: stairwells, corridors, elevators, and doorways. When these areas have been checked, volunteer personnel should be assigned to direct other personnel along the searched exit routes.

As a general guideline, evacuation should be to a minimum distance of 300 feet in all directions from the suspicious package, including the area above and below the site, giving regard to the type of building construction (thin walls, glass) and the size of the suspicious package. Elevators should not be used to evacuate people under normal circumstances. A power failure could leave them trapped in a hazardous area. Attention should be paid to the need for special transportation requirements of persons with disabilities.

The essential task in evacuation procedures is to direct people to quietly leave the premises, using tact and power of suggestion, in an effort to maintain control and avoid panic. Once a complete or partial evacuation has taken place, there must be some form of accounting for all personnel. This may be a difficult task, but a necessary one to ensure the safety of all personnel.

Assembly areas should be pre-selected and well-known to personnel. Establish a clearly defined procedure for controlling, marshalling, and checking personnel within the assembly area. If possible, for major transit stations, assembly areas should be coordinated with local police in advance. Assembly areas are selected using the following criteria:

- Locate assembly areas at least 300 feet from the likely target or building (if possible).

- Locate assembly areas in areas where there is little chance of an IED being hidden. Open spaces are best. Avoid parking areas because IEDs can be easily hidden in vehicles.

- Select alternate assembly areas to reduce the likelihood of ambush with a second device or small-arms fire. If possible, search the assembly area before personnel occupy the space.

- Avoid locating assembly areas near expanses of plate glass or windows. Blast effects can cause windows to be sucked outward rather than blown inward.

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- Select multiple assembly areas (if possible) to reduce the concentration of key personnel. Drill and exercise personnel to go to different assembly areas to avoid developing an evacuation and emergency pattern that can be used by perpetrators to attack identifiable key personnel.

Step 6: Re-Occupation of Station/Facility

Re-occupation of the building is a decision that must be made by an appropriate transit agency or law enforcement official. If the evacuation was made without a search, the premises should be searched before re-occupation.

Step 7: Training

Any effective threat procedure must be accompanied with an adequate training program. Training the essential personnel should encompass both the preventative and operational aspects of the procedure. Prevention can be accomplished through employee awareness, developing good housekeeping habits, and being on the alert for suspicious items and persons.

Operational training may include lectures by transit police and security instructional staff or guest speakers, in-service training classes, and practical training exercises. Evacuation and search drills should be performed periodically under the supervision of transit police or local law enforcement. Coordination with local law enforcement is particularly important for those small agencies with no internal security.

Conclusion

Considering recent events, it is advisable to consider all threats serious. A well-prepared and rehearsed plan will ensure an effective, quick search with minimal disruption of normal operation. Panic and possible tragedy can be avoided. Appropriate security, heightened employee and passenger awareness, and good housekeeping controls will identify many potential problems.

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Appendix E
Emergency Telephone Directory

Appendix F Grant Info

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Appendix G Reporting Criminal Activity

(Dispatch Form)

If you observe a crime in progress or behavior that you suspect is criminal, immediately notify [dispatch or local police]. Report as much information as possible including:

Activity: What is happening? (In plain language and with as few assumptions as possible)

Description of Involved People: For each involved person, provide:

- Height
- Weight
- Gender
- Clothing
- Weapons
- Distinguishing characteristics

Location: Describe exactly where the criminal activity is occurring. If the activity is "moving," describe the direction of travel.

Vehicle: If a vehicle is involved, please provide the following:

- Color
- Year
- Make
- Model
- License

DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.

Stay on the telephone with the police dispatcher and provide additional information as changes in the situation occur, until the first police officer arrives at your location.

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Appendix H
Emergency Action Plan

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Potential Impact of an Influenza Pandemic

An influenza pandemic occurs when a novel strain of the influenza virus becomes easily transmissible among people, at which point global spread typically occurs. Three influenza pandemics occurred in the 20th century, 1918, 1957, and 1968. In 1918 an estimated 40-50 million people died worldwide, 500,000 of them in the United States.

Many experts consider influenza pandemics to be inevitable, although it is not possible to predict when one will next occur. The impact of such an event could have a devastating effect on the health and well being of the American public. In Illinois alone, over the course of 12 weeks:

- 2 million people may become ill
- 1.8 million people may require outpatient care
- 30,000 people may require hospitalization
- 8,700 people may die

Avian Influenza

Avian Influenza is a highly contagious viral disease affecting the respiratory, digestive, and/or nervous system of many species of birds and is highly contagious among birds. Human cases of Avian Influenza have been reported among persons who handled affected poultry. If transmission of Avian Influenza from human to human begins and is sustained, a pandemic may result because most humans will not have antibodies to the new strain.

Pandemic Influenza Preparedness and Response Plan

The State of Illinois Pandemic Influenza Preparedness and Response Plan was finalized on March 17, 2006. The plan is a comprehensive framework for Illinois to stop, slow or otherwise limit the

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spread of an influenza pandemic and sustain infrastructure and mitigate the impact to the economy and reduce social disruption. The plan is intended to be implemented within the context of a unified command emergency operating structure involving representation from local, state, and federal governments. Pace is a resource asset/support agency that is prepared to be called upon to provide buses and drivers.

Agency Specific Contingency Plans

All state and local agencies should have plans in place to ensure maintenance of essential services during periods of high absenteeism due to illness. Pace has all hazard contingency plans which include utilizing maintenance and management personnel to operate buses and other transit vehicles in the event of high absenteeism among its bus operators.
An avian influenza outbreak will require the use of much of the same infrastructure and action as that needed for response to other disasters in and around the Pace service area.

Pace has established the System Safety Emergency Preparedness Plan (SSEPP), conducted threat and vulnerability assessments and has established contingency plans for recovery of corporate and all operating divisions which include:

- All Hazards Approach
- Chain of Command/Unified Command
- Disaster agencies
- Alternate sites
- Public Information
- Communications
- Company records and documents

Pace is categorized as a resource asset/support agency for the State Emergency Operations Center as well as local Incident Command structures in the event of an emergency.
Pace response capabilities are enhanced by:

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- Employees dedicated to public service
- Driver call up lists maintained
- More than 100 non-operating management personnel maintaining CDL licenses
- Intelligent Bus System (IBS)
- Back-up communication equipment
- Well maintained equipment
- Operator training
- Familiarity with the National Incident Management System (NIMS) and the Incident Command System (ICS) And ongoing planning and preparedness training

Pace Suburban Bus Emergency and Contingency Planning

Pace response capabilities to external emergencies are built upon a strong foundation. Pace currently participates in all hazard emergency preparedness planning and training with various federal, state and local government agencies such as the Red Cross, Salvation Army, Crusade of Mercy, U.S. Postal Service, Illinois Department of Transportation, Illinois Terrorism Task Force, U.S. Department of Homeland Security, U.S. Transportation Security Administration, local police and fire departments (MABAS, ILEAS) as well as county offices of emergency operations and other 1st Responder agencies in Pace's six county service area. Pace also participates in the Chicago Area Transit Alert Network (CTAN).

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Definitions:

1. *Incident Command System (ICS)* – *A* standard organizational system for the management of emergencies. The purpose of the ICS is to bring people, communications, and information together to manage emergency situations. ICS provides common terminology and procedures to ensure effective coordination among a variety of agencies.
2. *Incident Commander* – The person that is responsible for the overall direction and control of a disaster or other emergency.
3. *Inner Perimeter* – The immediate areas of a disaster site or police emergency.
4. *Outer Perimeter* – The demarcation of the area subject to controlled access. Areas outside the Outer Perimeter are deemed safe and open to the public. The areas, inside the Outer perimeter is deemed unstable or dangerous.
5. Operating Commander – The person in charge of any operation unit handling an emergency. The operations commanders include the police supervisor, fire supervisor, medical director or public service coordinator. These individuals are under the direction of the Incident Commander.
6. *Safety Officer* – The officer assigned responsibility for assessing hazardous or unsafe situations and developing measures for assuring personnel safety. Although the safety officer may exercise emergency authority to take immediate action to address a critical safety issues, he/she normally works through the Incident of Operations Commanders.
7. *Staging Area* – Location away from the site for congregation of equipment and personnel.
8. *Temporary Morgue* – *A* facility established to temporarily store, process and identify the deceased at the scene of a disaster.

POSSIBLE OR CONFIRMED TERRORIST ATTACK

1. Remain calm and be patient. Follow the advice of local emergency officials and listen to your radio for news and instructions. If possible, get in touch through your vehicle radio or cell phone with Red Cross.
2. If a disaster occurs near you, check for injuries. Give first aid if possible and get help for seriously injured people. Remember to avoid direct contact with blood and other body fluids. Each vehicle should have a bag with disposable gloves, first aid kit and other items.
3. If time allows, contact your family and let them know where you are.
4. If there is terrorist activity that is an immediate threat, go to a public building and take shelter as quickly as possible. Public schools and hospitals are some of the best places to go.
5. If you have passengers with you, assist them into a shelter.
6. If you are told to evacuate the area or the city, listen to radio announcements for evacuation procedures and, if possible, stay in touch with base. Follow the

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evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.

7. For large emergencies like these, you may hear a siren or the tone on the radio that you usually hear as emergency testing. Please keep your radio tuned to that station for information.

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Appendix J
DRAFT MEMORANDUM OF UNDERSTANDING
LOCAL TRANSIT AGENCY AND COMMUNITY FIRST RESPONDERS (as part of a local government Critical Incident Response Plan, for example)

Purpose: To establish specific agreement between Pace Staff and Community First responders in the event of a community incident/emergency on board a Pace vehicle or on Pace property.

Hold Harmless

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Appendix K

THREAT AND VULNERABILITY ASSESSMENT FORMS

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CRITICAL ASSET THREAT	AND VULNERABILITY ASSESSMENT **Criticality (Level of Impact in the Event of Loss)**	
Assets	**People (1)**	**System (1)**
Vehicles		
Buses/vans		
Administrative vehicles		
Radios		
Fareboxes		
Other		
Maintenance Area In-house		
Entrances/exits		
Restrooms		
Equipment		
Other		
Contractor		
Storage Lots		
Vehicles		
Entrances/exits		
Fuel areas		
Other		
Office Facilities and Equipment		
Office furniture		
Computers		
Communications systems		
Entrances/exits		
Restrooms		
Storage areas		
Revenue collection facilities		
Employee parking lots		
Other		
Transit Center		
Entrances/exits		
Common areas		
Restrooms		
Other		

Notes: 1) Rate as "High," "Medium," or "Low"

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THREAT AND VULNERABILITY ASSESSMENT				
	Impact of Loss			
Probability of Loss	**1 Catastrophic**	**2 Very Serious**	**3 Moderately Serious**	**4 Not Serious**
A - Certain				
B - Highly Probable				
C - Moderately Probable				
D - Improbable				

1A, 1B, 1C, 2A, 2B, 3A: Unacceptable-Management must take action (i.e. "high" and "serious")
1C, 2C, 2D, 3B, 3C: Acceptable - with Management action and/or monitoring (i.e. "medium")
3D, 4A, 4B, 4C, 4D: Acceptable - No action required (i.e. "low")

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PRIORITIZED VULNERABILITY REPORT

Transit Assets	Elements of Vulnerability	Current Levels of Protection	Assessment of Adequacy of Current Levels of Protection	Action Required? (Yes/No)
Vehicles				
Buses/vans				
Administrative vehicles				
Radios				
Fareboxes				
Other				
Maintenance Area				
In-house				
Entrances/exits				
Restrooms				
Equipment				
Other				
Contractor				
Storage Lots				
Vehicles				
Entrances/exits				
Fuel areas				
Other				
Office				
Office furniture				
Computers				
Communications				
Entrances/exits				
Restrooms				
Storage areas				
Revenue collection				
Employee parking lots				
Other				
Transit Center				
Entrances/exits				
Common areas				
Restrooms				
Other				

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Appendix L

DRAFT MEMORANDUM OF EXECUTIVE APPROVAL

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pace

A Fresh Approach To Public Transportation

Memorandum

MEMORANDUM OF EXECUTIVE APPROVAL

To: All Employees, Volunteers and Contractors

From: T.J. Ross

Subject: System Safety Program Plan

Date: April 1, 2007

It is the objective of Pace to provide safe, secure and reliable service for its passengers and employees. To demonstrate our commitment, Pace has developed this System Safety Program Plan (SSPP).

This SSPP Plan describes the policies, procedures and requirements to be followed by management, maintenance and operating personnel in order to provide a safe environment for agency employees, our customers and the general public. All personnel are expected and required to adhere to the policies, procedures and requirements established herein and to properly and diligently perform safety-related functions.

Each Pace employee is governed by the requirements and terms of this Plan and must conscientiously learn and follow prescribed safety and emergency rules and procedures. Each employee shall take active part in the identification and resolution of safety concerns.

The responsibility for safety falls within the Revenue Services area. If you should have any questions concerning the Plan, the point of contact is Ken Grish, Department Manager, Safety, Training & Security, at (630) 801-3012.

If you need further clarification, contact Melinda Metzger, Deputy Executive Director, Revenue Services at (847) 228-2302.

Thank you for your cooperation.

MJM:np\Safety Program

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Appendix M

CONTACTS AND OTHER RESOURCES

Contacts

For additional information contact the following.

Pat Loose, Manager
Transit Unit
Colorado Department of Transportation
4201 E. Arkansas Avenue B606
Denver, CO 80222
303 757-9769
FAX 303 757-9727
Pat.Loose@dot.state.co.us

Rick Evans
RAE Consultants, Inc.
1029 E. 8th Avenue, Suite 807
Denver, CO 80218 303 860-9088 FAX 303 860-9087
Rick@RAEConsultants.com

Don Cover
FTA Region Office
216 16th Street Mall, #650
Denver, CO 80202 303 844-3242 FAX 303 844-4217
Don.Cover@fta.dot.gov

Harry Saporta
Office of Safety and Security
Federal Transit Administration
400 7th Street, SW, Room 9305
Washington, D.C. 20590
www.fta.dot.gov
www.volpe.dot.gov

Federal Emergency Management Agency
Contact phone number: 303 235-4800

Colorado Department of Public Health and Environment

Martin A. Stolmack
MCI/Counter-Terrorism Planning and Management
Colorado Department of Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530
303 692-2988
martin.stolmack@state.co.us

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Colorado Office of Emergency Management
Colorado Department of Local Affairs Day
time contact number: 303 272-1622
Emergency line: 303 279-8855

Colorado Regional Planners

Bob Wold
303 273-1778 FAX
303 273-1795

Intermountain Region: Boulder, Broomfield, Chaffee, Clear Creek, Douglas, Gilpin, Jackson, Jefferson, Grand, Lake, Park, and Summit counties

Steve Denney
970 248-7308 FAX
970 248-7317

Northwest Region: Moffat, Routt, Rio Blanco, Eagle, Garfield, Mesa, Delta, Montrose, Pitkin, Gunnison, San Miguel and Ouray counties

Kevin Kuretich 970
679-4503 FAX 970
669-7717

Northeast Region: Larimer, Weld, Logan, Morgan, Washington, Denver, Adams, Arapahoe, Elbert, Lincoln, Sedgwick, Philips, Yuma, Kit Carson and Cheyenne counties

Patricia Gavelda
970 247-7674 FAX
970 247-7032

Southwest Region: Dolores, Montezuma, La Plata, San Juan, Archuleta, Mineral, Hinsdale, Saguache, Rio Grande, Alamosa, Conejos and Costilla counties

Cindy Mohat
719 544-6563 FAX
719 545-1876

Southeast Region: Teller, El Paso, Fremont, Custer, Pueblo, Huerfano, Las Animas, Crowley, Otero, Kiowa, Bent, Prowers, and Baca counties

Colorado Local Emergency Managers and Sheriffs are listed at
www.dola.state.co.us/oem/localem.htm.

Other Resources

Additional technical resources include the following:

Title: **Transit System Security Program Planning Guide**
Author(s): John Balog and Anne Schwarz Year: 1994
Sponsoring Agency: Federal Transit Administration (FTA)
Volpe Report #: DOT-VNTSC-FTA-94-01 DOT Number: FTA-MA-90-7001-94-1 NTIS Number: PB94-161973
Available: http://www.transit-safety.dot.gov

Title: **Transit Security Handbook**
Author(s): Annabelle Boyd and James Caton
Year: 1998
Sponsoring Agency: Federal Transit Administration (FTA)
Volpe Report #: DOT-VNTSC-FTA-98-03 DOT Number: FTA-MA-90-9007-98-1 NTIS Number: PB98-157761
Available: http://www.transit-safety.dot.gov

Title: **Critical Incident Management Guidelines**
Authors: Annabelle Boyd and James Caton Year: 1998
Sponsoring Agency: Federal Transit Administration (FTA)
Volpe Report #: DOT-VNTSC-FTA-98-05 DOT Number: FTA-MA-26-7009-98-1 Available: http://www.transit-safety.dot.gov

Title: **Transit Security Procedures Guide**
Author(s): John Balog and Anne Schwarz
Year: 1996
Sponsoring Agency: Federal Transit Administration (FTA)
Volpe Report #: DOT-VNTSC-FTA-94-08 DOT Number: FTA-MA-90-7001-94-2 9 Available: http://www.transit-safety.dot.gov

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Title: **Emergency Preparedness for Transit Terrorism**
Authors: Annabelle Boyd and John P. Sullivan
Year: 1997
Sponsoring Agency: Transportation Research Board
Report Number Transit Cooperative Research Program Synthesis Number 27
Web site: http://nationalacademies.org/trb/publications/tcrp/tsyn27.pdf

Perspectives on Transit Security in the 1990s: Strategies for Success
Author(s): Annabelle Boyd and Patricia Maier Year: 1996
Sponsoring Agency: Federal Transit Administration (FTA)
Volpe Report #: DOT-VNTSC-FTA-96-02
DOT Number: FTA-MA-90-7006-96-01
NTIS Number: PB96-185871
Available: http://www.transit-safety.dot.gov

Title: **Transit Security in the 90's**
Author(s): Kathryn Powell and Annabelle Boyd
Year: 1996
Sponsoring Agency: Federal Transit Administration (FTA)
Keywords: Local transit-Security measures Volpe Report #:
DOT-VNTSC-FTA-96-11 DOT Number:FTA-MA-26-
9009-97-01 NTIS Number:PB97-146989
Available: http://www.transit-safety.dot.gov

Title: **Protecting Surface Transportation Systems and Patrons from Terrorist Activities – Volume One**
Author: Brian Michael Jenkins
Year: January 1997
Sponsoring Agency: San Jose University, Mineta International Institute for Surface Transportation Policy Studies
Report Number: IISTPS 97-4
Full text available at: http://www.transweb.sjsu.edu/publications/terrorism/Protect.htm

Title: **Protecting Surface Transportation Systems Against Terrorism and Serious Crime – 2001 Update**
Author: Brian Michael Jenkins
Year: October 2001
Sponsoring Agency: San Jose University, Mineta International Institute for Surface Transportation Policy Studies
Report Number: IISTPS 01-7
Full text available at: http://www.transweb.sjsu.edu/publications/terrorism/Protect.htm

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Title: **Improving Transit Security**
Authors: Jerome A. Needle and Renee M. Cobb, J.D,
Year: 1997
Sponsoring Agency: Transportation Research Board
Report Number Transit Cooperative Research Program Synthesis Number 21
Web site: http://nationalacademies.org/trb/publications/tcrp/tsyn21.pdf

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Appendix N
HOMELAND SECURITY ADVISORY SYSTEM RECOMMENDATIONS

The Homeland Security Advisory System Recommendations for businesses are presented on the following page. This was taken from the American Red Cross web site www.redcross.org/services/disaster/beprepared/hsas/business.pdf

Effective immediately, the procedures outlined below will be followed corresponding to the level of alert recommended by the Department of Homeland Security.

LEVEL 1 ALERT (ELEVATED)

- Maintenance foremen to inspect garage area at least two (2) times per shift and complete proper documentation.
- All doors are to be closed and locked except gated and authorized entry doors.
- All employees **must** display their employee identification card at all times while on Pace property. The only exception would be for employees in uniform, who are required to carry their Pace ID at all times.
- All visitors **must** sign in and out at the appropriate location at each property and display visitor passes at all times while on the premises.
- Employees are not to allow entry for any visitor, except at designated entry locations.
- Employees are to request that anyone not displaying proper identification identify themselves and their visiting purpose, and report the person to management staff.
- All employees are to be on the lookout for any suspicious activity or person on Pace property without the proper employee or visitor identification. If you encounter what appears to be a suspicious person, report this immediately to management staff.
- All employees are to be on the lookout for any unattended packages in the buildings or buses, or any unattended or abandoned vehicles in parking lots or at terminals. Do not attempt to touch or move suspicious objects, but report them immediately to your immediate supervisor, dispatcher or management staff.
- Properties are responsible to see that all vehicles are accounted for.

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LEVEL 2 ALERT (HIGH)

- Complete all actions at the *Level 1*, and:
- Supervision to check terminals and buildings and fill out check-off sheet.
- Maintenance foremen to inspect garage area, building outside perimeter and fence, at least two (2) times per shift and complete proper documentation.
- While vehicles are in for repair, maintenance employees will inspect vehicles in all areas for signs of tampering.
- Service lane employees will check the underside of seats using an extension type mirror (checking for packages which may be taped underneath seat bottoms).
- Only vehicles with Pace authorized permits will be permitted in the building.

LEVEL 3 ALERT (SEVERE)

- Complete all actions at both the *Level 1* and *Level 2* alert levels, and:
- Restrict all entrance points.
- Maximize work force.
- Re-deploy staff as appropriate.
- Provide staffing at appropriate locations to inspect underside of both bus body and under seats (using an extension type mirror), before allowing vehicles into building, parking or designated areas.
- Assign staff to check identification cards of all personnel who wish to enter, including uniformed employees.

MJM/mol-securitycodesmemoregmgrs

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EXHIBIT J

GARAGE LICENSE AGREEMENT

AND

RELATED MAINTENANCE AND REPAIRS

EXHIBIT J

GARAGE LICENSE AGREEMENT

AND

RELATED MAINTENANCE AND REPAIRS

GARAGE LICENSE AGREEMENT

This Garage License Agreement ("License"), is entered into this _____ day of _____, 2015, by and between Pace, the Suburban Bus Division of the Regional Transportation Authority, an Illinois Municipal Corporation, ("Licensor") and _____, ("Licensee"). Licensor and Licensee are sometimes collectively referred to herein as "Parties."

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties do mutually agree as follows:

Section 1. Recitals.

A. Licensor is and shall remain the legal title holder of the real estate and fixed facility equipment located at 5007 Prime Parkway, McHenry, Illinois, and commonly known as Pace McHenry Garage ("Licensed Premises").

B. Subject to the terms and conditions of this License and its Attachments, the Licensee desires to utilize the Licensed Premises for the provision of transportation services and call center services in McHenry County. This transportation service and call center service is controlled by terms of this License and its Attachments and by the terms of the McHenry County Paratransit Services Agreement, contract number 415574, which, along with its Exhibits and Attachments, is incorporated herein and made a part hereof by reference.

C. Subject to the terms and conditions herein, Licensor desires to grant Licensee a license to utilize the Licensed Premises for the provision of transportation services and call center services.

Section 2. Grant and Nature of License.

A. Licensor hereby grants Licensee, a non-exclusive, non-assignable, non-transferable, revocable license to use the Licensed Premises for the provision of transportation services and call center services in accordance with the terms, conditions, and obligations of the McHenry County Paratransit Services Agreement, its Exhibits and Attachments, and this License and its Attachments.

B. This License shall be effective as of the date signed by Licensor.

C. Licensee agrees to comply with all applicable local, State, and Federal rules, regulations, laws, and ordinances affecting the Licensed Premises; Licensee's failure to comply shall be deemed a material breach of this License.

D. Licensee agrees to comply with Licensor's directives regarding the Licensed Premises.

Section 3. License Term.

A. This License shall run for the duration of the McHenry County Paratransit Services Agreement, contract number 415574, unless terminated earlier by Licensor pursuant to Section 13. of this License.

Section 4. Fees and Charges.

A. Licensee shall pay a $10,000 security deposit fee to Licensor. Licensor is not obligated to place this deposit in a segregated or interest bearing account. Licensor shall use the security deposit to perform obligations Licensee fails to perform hereunder and/or to repair damage caused by the Licensee. Except in the event of Licensee's breach, Licensor shall return any unused portion of the security deposit to Licensee within seven (7) business days after Licensee vacates the Licensed Premises. In the event of Licensee's breach, Licensee waives return of any unused portion of the security deposit.

S**ection 5. Licensor Access, Use and Inspection of Licensed Premises.**

A. Licensee agrees that Licensor, its directors, officers, employees, agents or representatives may enter upon the Licensed Premises, at any time, for any reason, without prior notice to Licensee.

B. Licensor agrees that the RTA, FTA, IDOT, and their directors, officers, employees, agents or representatives may enter upon and inspect the Licensed Premises, at any time, without prior notice to Licensee.

Section 6. Condition of Licensed Premises and Equipment.

A. No Warranty. Licensor will provide the Licensed Premises and facility equipment to the Licensee in an "as is" condition. The equipment is listed in Attachment J-1 hereto and is subject to change, at Licensor's discretion, without notice to Licensee. The Licensee acknowledges and agrees that the Licensor has made no representation or warranty relating to the condition of the Licensed Premises and equipment or the suitability of the Licensed Premises and equipment for the Licensee. The Licensee waives any implied warranty that the Licensed Premises or equipment is suitable for the Licensee's intended purpose.

B. No Waste or Nuisance. The Licensee will use the Licensed Premises in a careful, safe, and proper manner, and will not commit waste on or create a nuisance upon the Licensed Premises. Licensee shall be responsible for payment of all costs and expenses incurred as a result of Licensee's waste or nuisance. The Licensee's obligation under this section shall survive the termination or expiration of this Agreement.

C. Written Statement. Licensee shall provide Licensor with a written statement setting forth the condition of Licensor's Licensed Premises and equipment thereon within ten (10) days of Licensor's written request.

D. Safety/Environmental Deficiencies. Licensee shall provide immediate written notification to Licensor of any dangerous or hazardous condition, including but not limited to structural issues, environmental hazards and contamination on the Licensed Premises. Licensee shall bear all costs and expenses related to corrective action, mitigation and/or remediation necessary as a result of Licensee's use of the Licensed Premises.

E. Equipment Deficiencies. Licensee shall provide immediate written notification to Licensor, via facsimile or electronic mail, regarding any of Licensor's equipment that is defective or damaged. Unless the equipment was damaged as a result of Licensee's negligence, Licensor, at its option, will either make the repair or direct Licensee to have the repair made at Licensor's expense. Licensee is solely responsible for the repair and repair costs of equipment damaged as a result of Licensee's negligence.

Section 7. Improvements and Alterations.

A. The Licensee shall make no additions, installations, improvements, replacements or alterations to the Licensed Premises without first obtaining the prior written consent of Licensor. Licensor may withhold its consent for any reason.

B. Licensor reserves the right to have Licensor's employees, agents or independent contractors perform any of the work for which Licensee seeks Licensor's consent.

C. Licensee shall pay all costs associated with any addition, installation, improvement or alteration Licensor consents to, including maintenance and operation costs, regardless of whether the work is performed by Licensor's employee, agent, or independent contractor.

Section 8. Cleaning, Maintenance and Repairs.

A. Licensee is responsible for adhering to the janitorial cleaning specifications, work requirements, tasks and schedule for the Licensed Premises as set forth in Attachment J-2 of this License, including completion and retention of accurate, up to date janitorial records. Licensee may perform the required janitorial services with its own personnel, or Licensee may, at its sole cost and expense, and with the prior approval of Licensor, contract for these services.

B. Licensee is responsible for the maintenance of Licensor's equipment in accordance with the tasks and schedule set forth in Attachment J-3, including completion and retention of accurate, up to date, maintenance records.

C. Except in the event of Licensee's negligence, and upon written notice from Licensee, Licensor shall, at Licensor's expense, be responsible for all glass repair/replacement and structural repairs and costs Licensor deems necessary to the Licensed Premises. Licensee, under the supervision of Licensor, shall be solely responsible, for the costs of glass repair/replacement, and structural repairs necessary as a result of Licensee's negligence.

D. At its expense, Licensee is responsible for snow removal, mowing of the grass, and for maintaining the existing landscaping on the Licensed Premises.

Section 9. Utilities

A. Licensee shall pay for the costs of telephone, natural gas, electricity, water, sewage disposal and garbage collection for the Licensed Premises. Licensor shall retain ownership and control of the telephone number and listing.

B. Licensor shall pay the cost of all fuel delivered to the Licensed Premises for use in those vehicles providing the services detailed in the McHenry County Paratransit Services Agreement, contract number 415574.

Section 10. Insurance

A. Licensee shall provide insurance in accordance with the terms set forth in the McHenry County Paratransit Services Agreement, contract number 415574.

Section 11. Assignments and Encumbrances

A. Licensee may not assign, in whole or in part, its rights, obligations, or interests in this License.

B. Licensee may not encumber, in whole or in part, its rights, obligations, or interests in this License or in the Licensed Premises.

C. The Licensee has no express or implied authority to create, place or cause any lien or encumbrance of any kind upon the Licensed Premises. The Licensee shall provide the Licensor with immediate written notice of the placing of any lien or encumbrance against the Licensed Premises. The Licensee agrees that it will pay all sums legally due and payable by it on account of any labor performed or materials furnished in connection with any work performed on the Licensed Premises without Licensor's prior written consent. The Licensee's obligation under this paragraph shall survive the termination or expiration of this License.

D. Licensee shall be responsible for payment of costs and fees, including reasonable attorney's fees, incurred by Licensor as a result of Licensee's unauthorized assignment, encumbrance and/or lien on the Licensed Premises.

Section 12. Waiver of Claims and Indemnity.

A. Licensee hereby releases Licensor, its directors, officers, employees and agents from all claims, and waives all claims for injury or damage to person, property or business sustained in or about the Licensed Premises by Licensee, its agents, employees or representatives. The Licensee's obligation under this paragraph shall survive the termination or expiration of this License.

B. Licensee shall indemnify, defend, and hold harmless, Licensor, the Regional Transportation Authority and their officers, employees and agents from and against any and all claims, actions, obligations, damages, liability, judgments, costs, expenses, including reasonable attorney's fees, arising from or related to: any loss of life, personal injury and/or damage to property occurring in, upon or at the Licensed Premises resulting from the acts or omissions of the Licensee, except to the extent arising out of the negligence or intentional misconduct of the Licensor, Licensor's directors, officers, employees or agents. The Licensee's obligation under this paragraph shall survive the termination or expiration of this License.

C. Licensee shall indemnify, defend, and hold harmless, Licensor, its directors, officers, employees and agents from and against all claims, actions, liability, judgments, costs, and expenses, including reasonable attorney's fees, arising from any lien or encumbrance on the Licensed Premises. The Licensee's obligation under this paragraph shall survive the termination or expiration of this License.

Section 13. Conditions for Surrender of Licensed Premises

A. Upon termination or expiration of this License, the Licensee shall remove, at Licensee's expense, all of Licensee's property, including all temporary installations, additions and improvements that are not deemed by Licensor, in its sole discretion, to be permanent fixtures, from the Licensed Premises and peaceably surrender the Licensed Premises to Licensor in the same condition received, broom clean, subject to ordinary wear and tear.

B. Licensee shall pay the costs incurred by Licensor for removal of any of Licensee's property left on the Licensed Premises following termination or expiration of this License.

Section 14. Termination

A. This License shall automatically terminate upon expiration or termination of the McHenry County Paratransit Services Agreement, contract number 415574.

B. Licensor may terminate this License at any time, for any or no reason.

Section 15. General Provisions

A. Notice. Notice hereunder shall be in writing and shall not be effective unless personally delivered or mailed by certified or registered mail, return receipt requested, postage prepaid, to the following:

To Licensor:

Pace, the Suburban Bus Division
of the Regional Transportation Authority
550 W. Algonquin Road
Arlington Heights, Il 60005

With a Copy To:

Pace, the Suburban Bus Division
of the Regional Transportation Authority
550 W. Algonquin Road
Arlington Heights, IL 60005

Attention: Department Manager, Capital Financing and Infrastructure

Attention: General Counsel

To Licensee:

With a Copy To:

Notice will be deemed to have been given upon personal delivery or three (3) days after mailing. Either Party may change its address upon written notice to the other Party in accordance with the terms hereof.

B. Headings. The section headings contained in this License are for reference and convenience only and shall not affect the meaning or interpretation of this License.

C. Time of the Essence. Time is of the essence in the performance of all terms and provisions of this License.

D. Entire Agreement. This License and the Agreements, Exhibits and Attachments referenced herein constitute the entire agreement between the Parties and supersedes any and all prior agreements and negotiations between the Parties, whether written or oral relating to the subject matter therein.

E. Presumption. Neither this License nor any part thereof shall be construed against any Party due to the fact that it was drafted by said Party.

F. Amendments and Modifications. No amendment or modification to this License shall be effective unless it is reduced to writing and approved and executed by both Parties.

G. Non-Waiver. Failure of the Licensor to exercise any right hereunder shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect Licensor's right to enforce that or any other right.

H. Governing Law. Any dispute that arises as a result of this License shall be heard in an Illinois court of competent jurisdiction and Illinois law shall be applied.

I. Severability. If any provision of this License is held invalid or unenforceable by any Illinois court of competent jurisdiction, such provision shall be deemed severed from this License and the remaining provisions of this License shall remain in full force and effect.

J. No Third-Party Beneficiaries. No claim as a third party beneficiary under this License by any person, firm, or corporation shall be made, or be valid against Licensor, its directors, officers, employees or agents.

[**END OF TEXT - SIGNATURE PAGE FOLLOWS**]

IN WITNESS WHEREOF, the Parties have entered into this license by affixing their signatures hereto.

LESSOR:

PACE, THE SUBURBAN BUS DIVISION OF THE REGIONAL TRANSPORTATION AUTHORITY, an Illinois municipal corporation

By: _____
Executive Director

Print Name: _____
Thomas J. Ross

Date:_____

LESSEE:

By: _____
Title

Print Name: _____

Date: _____

McHenry Facility Inventory 09/30/2015

Item N0	Asset Number	Serial Number	Location	Asset Description
1	01-02661	1N9MNAC697C084093	2661	2007-EDN-EZ RIDER II- 30 FT
2	01-02662	1N9MNAC607C084094	2662	2007-EDN-EZ RIDER II- 30 FT
3	01-02697	1N9MNAC617C084184	2697	2007-EDN-EZ RIDER II- 30 FT
4	01-02698	1N9MNAC637C084185	2698	2007-EDN-EZ RIDER II- 30 FT
5	01-05708	1FDEE35P49DA67054	5708	2009-FRD/EDN-AEROLITE- 22 FT
6	01-05305	1FDFE45P59DA50984	5305	2009-FRD/EDN-AEROTECH220-23 FT
7	01-05337	1FDFE45P29DA61747	5337	2009-FRD/EDN-AEROTECH220-23 FT
8	01-05344	1FDFE45PX9DA61754	5344	2009-FRD/EDN-AEROTECH220-23 FT
9	01-05745	1FDEE3FP8ADA15509	5745	2010-FRD/EDN-AEROLITE- 22 FT
10	01-05353	1FDFE4FP2ADA02684	5353	2010-FRD/EDN-AEROTECH220-23 FT
11	01-05354	1FDFE4FP4ADA02685	5354	2010-FRD/EDN-AEROTECH220-23 FT
12	01-05356	1FDFE4FP8ADA02687	5356	2010-FRD/EDN-AEROTECH220-23 FT
13	01-05359	1FDFE4FP8ADA02690	5359	2010-FRD/EDN-AEROTECH220-23 FT
14	01-05361	1FDFE4FP1ADA02692	5361	2010-FRD/EDN-AEROTECH220-23 FT
15	01-05363	1FDFE4FP5ADA03635	5363	2010-FRD/EDN-AEROTECH220-23 FT
16	01-05367	1FDFE4FP1ADA03633	5367	2010-FRD/EDN-AEROTECH220-23 FT
17	01-05372	1FDFE4FPXADA09723	5372	2010-FRD/EDN-AEROTECH220-23 FT
18	01-05401	1FDFE4FP7ADA24258	5401	2010-FRD/EDN-AEROTECH220-23 FT
19	01-05402	1FDFE4FP9ADA24259	5402	2010-FRD/EDN-AEROTECH220-23 FT
20	01-05434	1FDFE4FP4ADA36237	5434	2010-FRD/EDN-AEROTECH220-23 FT
21	01-05445	1FDFE4FP1ADA39659	5445	2010-FRD/EDN-AEROTECH220-23 FT
22	01-05450	1FDFE4FP5ADA39664	5450	2010-FRD/EDN-AEROTECH220-23 FT
23	01-05452	1FDFE4FP9ADA39666	5452	2010-FRD/EDN-AEROTECH220-23 FT
24	01-05454	1FDFE4FP2ADA39668	5454	2010-FRD/EDN-AEROTECH220-23 FT
25	01-05456	1FDFE4FP0ADA39670	5456	2010-FRD/EDN-AEROTECH220-23 FT
26	01-05457	1FDFE4FP2ADA39671	5457	2010-FRD/EDN-AEROTECH220-23 FT
27	01-05461	1FDFE4FPXADA39675	5461	2010-FRD/EDN-AEROTECH220-23 FT
28	01-05462	1FDFE4FP1ADA39676	5462	2010-FRD/EDN-AEROTECH220-23 FT
29	01-05463	1FDFE4FP3ADA39677	5463	2010-FRD/EDN-AEROTECH220-23 FT
30	01-05464	1FDFE4FP5ADA39678	5464	2010-FRD/EDN-AEROTECH220-23 FT
31	01-05481	1FDFE4FP7ADA41187	5481	2010-FRD/EDN-AEROTECH220-23 FT
32	01-05990	1FDFE4FP6ADA41214	5990	2010-FRD/EDN-AEROTECH220-23 FT
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34	01-14282	1FDEE3FL7EDB17046	14282	2014-FRD/CMC-CHALLENGER- 22 FT
35	01-14295	1FDEE3FL9EDB17064	14295	2014-FRD/CMC-CHALLENGER- 22 FT
36	01-14134	1FDFE4FS1EDA17090	14134	2014-FRD/EDN-AEROTECH240-25 FT
37	01-14136	1FDFE4FS5EDA17092	14136	2014-FRD/EDN-AEROTECH240-25 FT
38	01-14137	1FDFE4FS7EDA17093	14137	2014-FRD/EDN-AEROTECH240-25 FT
39	01-14140	1FDFE4FS8EDA41080	14140	2014-FRD/EDN-AEROTECH240-25 FT
40	01-14142	1FDFE4FS0EDA56527	14142	2014-FRD/EDN-AEROTECH240-25 FT
41	10-36995		MC016	AMPLIFIER-DISTRIBUTION-BEIGE
42	10-48559	NEED	MC016	AMPLIFIER-MOTOROLA-DESKTRAC
43	10-43701	2405010047	5454	BBX MODEM-MENTOR-BBX3X
44	10-44667	2405070994	5990	BBX MODEM-MENTOR-BBX3X
45	10-44994	2405101448	5337	BBX MODEM-MENTOR-BBX3X
46	10-45004	2405101458	MC018	BBX MODEM-MENTOR-BBX3X
47	10-55969	2411030223	5463	BBX MODEM-MENTOR-BBX3X

McHenry Facility Inventory 09/30/2015

Item N0	Asset Number	Serial Number	Location	Asset Description
48	10-55992	2411030246	14251	BBX MODEM-MENTOR-BBX3X
49	10-55999	2411030253	14282	BBX MODEM-MENTOR-BBX3X
50	10-56000	2411030256	14295	BBX MODEM-MENTOR-BBX3X
51	10-56296	2411050546	5745	BBX MODEM-MENTOR-BBX3X
52	10-55565	2410120639	MC008	BBX MODEM-MENTOR-BBX3X-MCHENRY
53	10-55566	2410120640	5456	BBX MODEM-MENTOR-BBX3X-MCHENRY
54	10-55568	2410120642	5372	BBX MODEM-MENTOR-BBX3X-MCHENRY
55	10-55569	2410120643	14140	BBX MODEM-MENTOR-BBX3X-MCHENRY
56	10-55570	2410120644	5464	BBX MODEM-MENTOR-BBX3X-MCHENRY
57	10-55571	2410120645	5457	BBX MODEM-MENTOR-BBX3X-MCHENRY
58	10-55573	2410120647	5361	BBX MODEM-MENTOR-BBX3X-MCHENRY
59	10-55574	2410120648	14136	BBX MODEM-MENTOR-BBX3X-MCHENRY
60	10-55575	2410120649	5445	BBX MODEM-MENTOR-BBX3X-MCHENRY
61	10-55576	2410120650	5401	BBX MODEM-MENTOR-BBX3X-MCHENRY
62	10-55577	2410120651	14142	BBX MODEM-MENTOR-BBX3X-MCHENRY
63	10-55578	2410120652	5354	BBX MODEM-MENTOR-BBX3X-MCHENRY
64	10-55579	2410120653	5344	BBX MODEM-MENTOR-BBX3X-MCHENRY
65	10-55580	2410120654	2661	BBX MODEM-MENTOR-BBX3X-MCHENRY
66	10-55581	2410120655	5434	BBX MODEM-MENTOR-BBX3X-MCHENRY
67	10-55583	2410120620	5367	BBX MODEM-MENTOR-BBX3X-MCHENRY
68	10-55584	2410120621	2697	BBX MODEM-MENTOR-BBX3X-MCHENRY
69	10-55585	2410120622	2698	BBX MODEM-MENTOR-BBX3X-MCHENRY
70	10-55586	2410120623	5359	BBX MODEM-MENTOR-BBX3X-MCHENRY
71	10-55587	2410120624	2662	BBX MODEM-MENTOR-BBX3X-MCHENRY
72	10-55588	2410120625	14134	BBX MODEM-MENTOR-BBX3X-MCHENRY
73	10-55589	2410120626	5353	BBX MODEM-MENTOR-BBX3X-MCHENRY
74	10-55591	2410120628	5356	BBX MODEM-MENTOR-BBX3X-MCHENRY
75	10-55592	2410120629	5461	BBX MODEM-MENTOR-BBX3X-MCHENRY
76	10-55593	2410120630	5462	BBX MODEM-MENTOR-BBX3X-MCHENRY
77	10-55594	2410120631	14137	BBX MODEM-MENTOR-BBX3X-MCHENRY
78	10-55595	2410120632	5402	BBX MODEM-MENTOR-BBX3X-MCHENRY
79	10-55596	2410120633	5305	BBX MODEM-MENTOR-BBX3X-MCHENRY
80	10-55597	241012634	5363	BBX MODEM-MENTOR-BBX3X-MCHENRY
81	10-55598	2410120635	14142	BBX MODEM-MENTOR-BBX3X-MCHENRY
82	10-55599	2410120636	5452	BBX MODEM-MENTOR-BBX3X-MCHENRY
83	10-55600	2410120637	5450	BBX MODEM-MENTOR-BBX3X-MCHENRY
84	10-55601	2410120638	5481	BBX MODEM-MENTOR-BBX3X-MCHENRY
85	10-14051	2295	MC003	BOOKCASE-2 SHELF
86	10-21999		MC003	BOOKCASE-3 SHELF
87	10-37009		MC019	CABINET-2 DOOR-RED
88	10-37001	NEED	PHONE	CABINET-SOUTH HILLS DATACOM
89	10-36929		MC008	CHAIR-STEELCASE-473410-BLUE ST
90	10-36930		MC003	CHAIR-STEELCASE-473410-BLUE ST
91	10-36937		MC003	CHAIR-STEELCASE-473410-BLUE ST
92	10-36938		MC003	CHAIR-STEELCASE-473410-BLUE ST
93	10-36939		MC003	CHAIR-STEELCASE-473410-BLUE ST
94	10-36940		MC003	CHAIR-STEELCASE-473410-BLUE ST

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Item NO	Asset Number	Serial Number	Location	Asset Description
95	10-36941		MC018	CHAIR-STEELCASE-473410-BLUE ST
96	10-36942		MC010	CHAIR-STEELCASE-473410-BLUE ST
97	10-36943		MC003	CHAIR-STEELCASE-473410-BLUE ST
98	10-36944		MC003	CHAIR-STEELCASE-473410-BLUE ST
99	10-36945		MC003	CHAIR-STEELCASE-473410-BLUE ST
100	10-36946		LOBBY	CHAIR-STEELCASE-473410-BLUE ST
101	10-36947		MC003	CHAIR-STEELCASE-473410-BLUE ST
102	10-36948		MC003	CHAIR-STEELCASE-473410-BLUE ST
103	10-36949		MC008	CHAIR-STEELCASE-473410-BLUE ST
104	10-36950		MC003	CHAIR-STEELCASE-473410-BLUE ST
105	10-36951		MC008	CHAIR-STEELCASE-473410-BLUE ST
106	10-36952		MC008	CHAIR-STEELCASE-473410-BLUE ST
107	10-36953		MC003	CHAIR-STEELCASE-473410-BLUE ST
108	10-36954		MC008	CHAIR-STEELCASE-473410-BLUE ST
109	10-36955		MC008	CHAIR-STEELCASE-473410-BLUE ST
110	10-36956		MC018	CHAIR-STEELCASE-473410-BLUE ST
111	10-36961		MC003	CHAIR-STEELCASE-473410-BLUE ST
112	10-36962		MC003	CHAIR-STEELCASE-473410-BLUE ST
113	10-36963		MC008	CHAIR-STEELCASE-473410-BLUE ST
114	10-36981		MC008	CHAIR-STEELCASE-473410-BLUE ST
115	10-36982		MC003	CHAIR-STEELCASE-473410-BLUE ST
116	10-36983		MC008	CHAIR-STEELCASE-473410-BLUE ST
117	10-36984		MC003	CHAIR-STEELCASE-473410-BLUE ST
118	10-36985		MC003	CHAIR-STEELCASE-473410-BLUE ST
119	10-36986		MC008	CHAIR-STEELCASE-473410-BLUE ST
120	10-36987		MC008	CHAIR-STEELCASE-473410-BLUE ST
121	10-36988		MC003	CHAIR-STEELCASE-473410-BLUE ST
122	10-36989		MC003	CHAIR-STEELCASE-473410-BLUE ST
123	10-36990		MC003	CHAIR-STEELCASE-473410-BLUE ST
124	10-36996		MC003	CHAIR-STEELCASE-473410-BLUE ST
125	10-36997		LOBBY	CHAIR-STEELCASE-473410-BLUE ST
126	10-37005		MC008	CHAIR-STEELCASE-473410-BLUE ST
127	10-37006		MC008	CHAIR-STEELCASE-473410-BLUE ST
128	10-36971		MC005	CHAIR-STEELCASE-475412-BLUE
129	10-36972		MC005	CHAIR-STEELCASE-475412-BLUE
130	10-33564	6818BPM5R418	DISP	COMPUTER-COMPAQ-DP4000 5233MMX
131	10-53264	MXL9370DSS	MC003	COMPUTER-HP COMPAQ-DC5800 SFF
132	10-53347	MXL9370GS8	MC007	COMPUTER-HP COMPAQ-DC5800 SFF
133	10-53350	MXL9370PTB	MC010	COMPUTER-HP COMPAQ-DC5800 SFF
134	10-51086	MXL9081K07	MC025	COMPUTER-HP-DC7900 SFF
135	10-46716	103TGGK594	DISP	CONTROL BASE-RADIO
136	10-52440		MC005	DESK-DOUBLE PEDESTAL
137	10-36969		MC005	DESK-WORKSTATION
138	10-41966		MC003	DISPLAY CASE-GBC-QRT364-36X48
139	10-41967		MC003	DISPLAY CASE-GBC-QRT364-36X48
140	10-41968		MC003	DISPLAY CASE-GBC-QRT364-36X48
141	10-41969		MC003	DISPLAY CASE-GBC-QRT364-36X48

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Item NO	Asset Number	Serial Number	Location	Asset Description
142	10-41970		MC003	DISPLAY CASE-GBC-QRT364-36X48
143	10-58172	A40200004749	DISP	EMERGENCY RADIO-HARRIS-UNITY
144	10-58404	A40200004804	MC005	EMERGENCY RADIO-HARRIS-UNITY
145	10-17657	HSE 1408-21	MC018	FILE CABINET-SC-8422617RW-2DRW
146	10-31134		MC018	FILE CABINET-SC-8422617RW-2DRW
147	10-36964		MC007	FILE CABINET-SC-8422617RW-2DRW
148	10-36965		MC007	FILE CABINET-SC-8422617RW-2DRW
149	10-36966		MC005	FILE CABINET-SC-8422617RW-2DRW
150	10-36967		MC005	FILE CABINET-SC-8422617RW-2DRW
151	10-36975		MC008	FILE CABINET-SC-8422617RW-2DRW
152	10-36977		MC008	FILE CABINET-SC-8422617RW-2DRW
153	10-36978		MC008	FILE CABINET-SC-8422617RW-2DRW
154	10-36979		MC008	FILE CABINET-SC-8422617RW-2DRW
155	10-36980		MC008	FILE CABINET-SC-8422617RW-2DRW
156	10-36998		MC008	FILE CABINET-SC-8422617RW-2DRW
157	10-37002		MC007	FILE CABINET-SC-8422617RW-2DRW
158	10-44586		MC003	FILE CABINET-SC-8422617RW-2DRW
159	10-46780		MC003	FILE CABINET-SC-8422617RW-2DRW
160	10-37470		DISP	FIRE ALARM SYSTEM-SIMPLEX
161	10-23262		MC025	FLOOR FAN-LIGHTFOOT-SM48-BLUE
162	10-34086		MC025	FLOOR FAN-LIGHTFOOT-SM48-BLUE
163	10-31165	1088	MC019	FLOOR JACK-SEFAC-SEF8260-P304N
164	10-27457	7648035	BSWHL	FLOOR SCRUBBER-POWERBOSS-TSS90
165	10-36202	AT31A50525	BSWHL	FORKLIFT-CATERPILLAR-GP15K
166	10-37018	493011	BSWHL	FUEL PUMP-GASBOY-9850AXD
167	10-37019	493006	BSWHL	FUEL PUMP-GASBOY-9850AXD
168	10-21283		MC019	JACK STAND-PEDESTAL YELLOW
169	10-21284		MC019	JACK STAND-PEDESTAL YELLOW
170	10-37010	SHB00D0002	MC019	LIFT-ROTARY-HYDRAULIC BLUE
171	10-37011	SHB00D003	MC019	LIFT-ROTARY-HYDRAULIC BLUE
172	10-19349	2676	BSWHL	LIFT-SKYJACK-SJ0060 8 B
173	10-62884	214G603972	MC019	LIFT-STERTIL KONI-ST 1085 FWA
174	10-62885	214G603945	MC019	LIFT-STERTIL KONI-ST 1085 FWA
175	10-62886	214G603980	MC019	LIFT-STERTIL KONI-ST 1085 FWA
176	10-62887	214G603981	MC019	LIFT-STERTIL KONI-ST 1085 FWA
177	10-43789	2605040333	14282	MDT RANGER-MENTOR-RANGER1X-RKN
178	10-44713	2605070702	14295	MDT RANGER-MENTOR-RANGER1X-RKN
179	10-44842	2605091191	14251	MDT RANGER-MENTOR-RANGER1X-RKN
180	10-44845	2605091194	5337	MDT RANGER-MENTOR-RANGER1X-RKN
181	10-56026	2811030545	5361	MDT RANGER-MENTOR-RANGER2X
182	10-56029	2811030548	5359	MDT RANGER-MENTOR-RANGER2X
183	10-55602	2810110843	2662	MDT RANGER-MENTOR-RANGER2X-MCH
184	10-55603	2810110844	14134	MDT RANGER-MENTOR-RANGER2X-MCH
185	10-55604	2810110845	5353	MDT RANGER-MENTOR-RANGER2X-MCH
186	10-55605	2810110846	5367	MDT RANGER-MENTOR-RANGER2X-MCH
187	10-55606	2810110847	5356	MDT RANGER-MENTOR-RANGER2X-MCH
188	10-55607	2810110848	5745	MDT RANGER-MENTOR-RANGER2X-MCH

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Item N0	Asset Number	Serial Number	Location	Asset Description
189	10-55608	2810110849	5305	MDT RANGER-MENTOR-RANGER2X-MCH
190	10-55609	2810110850	5481	MDT RANGER-MENTOR-RANGER2X-MCH
191	10-55610	2810110851	2698	MDT RANGER-MENTOR-RANGER2X-MCH
192	10-55611	2810110852	5463	MDT RANGER-MENTOR-RANGER2X-MCH
193	10-55612	2810110853	2697	MDT RANGER-MENTOR-RANGER2X-MCH
194	10-55613	2810110854	5450	MDT RANGER-MENTOR-RANGER2X-MCH
195	10-55614	2810110855	5452	MDT RANGER-MENTOR-RANGER2X-MCH
196	10-55615	2810110856	MC018	MDT RANGER-MENTOR-RANGER2X-MCH
197	10-55616	2810110857	5344	MDT RANGER-MENTOR-RANGER2X-MCH
198	10-55617	2810110858	5363	MDT RANGER-MENTOR-RANGER2X-MCH
199	10-55618	2810110859	5454	MDT RANGER-MENTOR-RANGER2X-MCH
200	10-55619	2810110860	5372	MDT RANGER-MENTOR-RANGER2X-MCH
201	10-55620	2810110861	14140	MDT RANGER-MENTOR-RANGER2X-MCH
202	10-55621	2810110862	5461	MDT RANGER-MENTOR-RANGER2X-MCH
203	10-55622	2810110863	5462	MDT RANGER-MENTOR-RANGER2X-MCH
204	10-55623	2810110864	14137	MDT RANGER-MENTOR-RANGER2X-MCH
205	10-55624	2810110865	5464	MDT RANGER-MENTOR-RANGER2X-MCH
206	10-55625	2810110866	5990	MDT RANGER-MENTOR-RANGER2X-MCH
207	10-55627	2810110868	2661	MDT RANGER-MENTOR-RANGER2X-MCH
208	10-55628	2810110869	5456	MDT RANGER-MENTOR-RANGER2X-MCH
209	10-55629	2810110870	5434	MDT RANGER-MENTOR-RANGER2X-MCH
210	10-55630	2810110871	14142	MDT RANGER-MENTOR-RANGER2X-MCH
211	10-55631	2810110872	5354	MDT RANGER-MENTOR-RANGER2X-MCH
212	10-55632	2810110873	5401	MDT RANGER-MENTOR-RANGER2X-MCH
213	10-55633	2810110874	5457	MDT RANGER-MENTOR-RANGER2X-MCH
214	10-55634	2810110875	MC021	MDT RANGER-MENTOR-RANGER2X-MCH
215	10-55635	2810110876	5445	MDT RANGER-MENTOR-RANGER2X-MCH
216	10-55636	2810110877	14136	MDT RANGER-MENTOR-RANGER2X-MCH
217	10-55637	2810110878	MC008	MDT RANGER-MENTOR-RANGER2X-MCH
218	10-55638	2810110879	5402	MDT RANGER-MENTOR-RANGER2X-MCH
219	10-11288		MC025	MOBILE OIL DRAIN-BALCRANK
220	10-56691	RMH110900939	PHONE	MONITOR-VIEWSONIC-VA1932WM
221	10-57549	S35121600876	MC010	MONITOR-VIEWSONIC-VG2428VM-24
222	10-57557	S35121200111	DISP	MONITOR-VIEWSONIC-VG2428VM-24
223	10-57614	S35121200122	MC003	MONITOR-VIEWSONIC-VG2428VM-24
224	10-57628	S35121300356	MC007	MONITOR-VIEWSONIC-VG2428VM-24
225	10-56867	S35120100002	MC025	MONITOR-VIEWSONIC-VG2428WM
226	10-55319	S35103300988	DISP	MONITOR-VIEWSONIC-VG2428WM-24
227	10-55320	S35102900093	DISP	MONITOR-VIEWSONIC-VG2428WM-24
228	10-59713	TFD134200430	DISP	MONITOR-VIEWSONIC-VG2428WM-LED
229	10-37012		MC019	OIL RECEIVER-SAMSON WASTE-WHTE
230	10-37200		MC019	OIL RECEIVER-SAMSON WASTE-WHTE
231	10-34102		MC019	PLATFORM LADDER-7 STEP ORN
232	10-53707	VND3H67054	MC010	PRINTER-HP-LASERJET P1505N
233	10-64766	VND3Q41938	MC003	PRINTER-HP-LASERJET P3015X
234	10-47017	018TDYU554	MC016	RADIO HAND-MOTOROLA-CP200
235	10-47018	018TDWL455	MC016	RADIO HAND-MOTOROLA-CP200

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Item NO	Asset Number	Serial Number	Location	Asset Description
236	10-47399	749YZE1379	MC016	RADIO HAND-MOTOROLA-HT1250
237	10-49210	C165736	MC016	RADIO SCANNER-PRO 97 1000 CHNL
238	10-45461	103TFJ1469	MC021	RADIO-MOTOROLA-CDM750
239	10-45462	103TFJ0993	5461	RADIO-MOTOROLA-CDM750
240	10-45463	103TFJ1014	5462	RADIO-MOTOROLA-CDM750
241	10-45464	103TFJ1045	14134	RADIO-MOTOROLA-CDM750
242	10-45465	103TFJ1046	MC018	RADIO-MOTOROLA-CDM750
243	10-45466	103TFJ1033	2661	RADIO-MOTOROLA-CDM750
244	10-45467	103TFJ1034	5456	RADIO-MOTOROLA-CDM750
245	10-45468	103TFJ1449	5452	RADIO-MOTOROLA-CDM750
246	10-45469	103TFJ1112	2698	RADIO-MOTOROLA-CDM750
247	10-45471	103TFJ1090	14137	RADIO-MOTOROLA-CDM750
248	10-45472	103TFJ1113	5305	RADIO-MOTOROLA-CDM750
249	10-45473	103TFJ1108	5434	RADIO-MOTOROLA-CDM750
250	10-45474	103TFJ1107	5464	RADIO-MOTOROLA-CDM750
251	10-45475	103TFJ0997	5445	RADIO-MOTOROLA-CDM750
252	10-45476	103TFJ0992	2697	RADIO-MOTOROLA-CDM750
253	10-45477	103TFJ0986	5402	RADIO-MOTOROLA-CDM750
254	10-45478	103TFJ1047	5359	RADIO-MOTOROLA-CDM750
255	10-45479	103TFJ1082	5337	RADIO-MOTOROLA-CDM750
256	10-45480	103TFJ1044	2662	RADIO-MOTOROLA-CDM750
257	10-45481	103TFJ1468	5401	RADIO-MOTOROLA-CDM750
258	10-45482	103TFJ1049	5463	RADIO-MOTOROLA-CDM750
259	10-45483	103TFJ0999	5481	RADIO-MOTOROLA-CDM750
260	10-45484	103TFJ0996	5344	RADIO-MOTOROLA-CDM750
261	10-45485	103TFJ1051	DISP	RADIO-MOTOROLA-CDM750
262	10-45486	103TFJ0998	5367	RADIO-MOTOROLA-CDM750
263	10-45487	103TFJ1000	5457	RADIO-MOTOROLA-CDM750
264	10-45488	103TFJ1459	14136	RADIO-MOTOROLA-CDM750
265	10-45489	103TFJ1048	14140	RADIO-MOTOROLA-CDM750
266	10-45490	103TFJ1052	5372	RADIO-MOTOROLA-CDM750
267	10-45491	103TFJ1463	5450	RADIO-MOTOROLA-CDM750
268	10-45492	103TFEA564	5363	RADIO-MOTOROLA-CDM750
269	10-45493	103TFEA565	5454	RADIO-MOTOROLA-CDM750
270	10-45494	103TFEA568	MC021	RADIO-MOTOROLA-CDM750
271	10-47336	103TGU6361	5361	RADIO-MOTOROLA-CDM750
272	10-47337	103TGU6358	5708	RADIO-MOTOROLA-CDM750
273	10-47338	103TGU6360	5353	RADIO-MOTOROLA-CDM750
274	10-47339	103TGU6362	MC021	RADIO-MOTOROLA-CDM750
275	10-47398	103TFJ1109	MC021	RADIO-MOTOROLA-CDM750
276	10-47818	103TGGK603	14142	RADIO-MOTOROLA-CDM750
277	10-55340	103TLS1740	5745	RADIO-MOTOROLA-CDM750-450 512
278	10-55341	103TLS1741	5990	RADIO-MOTOROLA-CDM750-450 512
279	10-55342	103TLS1746	14251	RADIO-MOTOROLA-CDM750-450 512
280	10-55343	103TLS1747	14295	RADIO-MOTOROLA-CDM750-450 512
281	10-55344	103TLS1749	14282	RADIO-MOTOROLA-CDM750-450 512
282	10-55345	103TLS1750	MC003	RADIO-MOTOROLA-CDM750-450 512

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Item N0	Asset Number	Serial Number	Location	Asset Description
283	10-54693	NONE	MC008	RANGER TRAINING/DEMO KIT-BLACK
284	10-47158	9760500386	2661	ROADRECORDER-SAFTY VISION-6000
285	10-47185	9760800016	2662	ROADRECORDER-SAFTY VISION-6000
286	10-47193	9750900012	2698	ROADRECORDER-SAFTY VISION-6000
287	10-56779	6031001178	2697	ROADRECORDER-SAFTY VISION-6000
288	10-62673	12916314010121	14251	ROADRUNNER DVR-APOLLO-MRH8
289	10-62685	12916314010146	14282	ROADRUNNER DVR-APOLLO-MRH8
290	10-62705	12916314010101	14295	ROADRUNNER DVR-APOLLO-MRH8
291	10-46196	FTX1013A250	PHONE	ROUTER-CISCO-2800 SERIES-ARTS
292	10-62672	001B39110368	14251	ROUTER-PROXICAST-WC310
293	10-62684	001B39110418	14282	ROUTER-PROXICAST-WC310
294	10-62704	001B39110548	14295	ROUTER-PROXICAST-WC310
295	10-35390		MC019	SAFETY CABINET-FLAMMABLE
296	10-35388		BSWHL	SAFETY CAB-PROTECTOSEAL-6555
297	10-59257	USE318339F	PHONE	SERVER-HP-ML350E-GEN8
298	10-55919	11N508729396	PHONE	SERVER-S8300C G450 SERVER
299	10-37021		MC024	SHELVING-ONE LOT-7 RACKS
300	10-62888		MC025	STAND-STERTIL KONI-JS H8-18K
301	10-62889		MC025	STAND-STERTIL KONI-JS H8-18K
302	10-62890		MC025	STAND-STERTIL KONI-JS H8-18K
303	10-62891		MC025	STAND-STERTIL KONI-JS H8-18K
304	10-37015		MC021	STORAGE RACK-2 UNITS TOTAL
305	10-37014		MC021	STORAGE RACK-5 UNITS TOTAL
306	10-37013		MC024	STORAGE RACK-7 UNITS TOTAL
307	10-57131	LBADTN1035AC284	PHONE	SWITCH-ADTRAN-NETVANTA 1238-48
308	10-48558		MC003	TABLE-BEVIS-ROUND
309	10-36973		MC003	TABLE-ROUND
310	10-36957		MC003	TABLE-STEELCASE-857030-RECT
311	10-36958		MC003	TABLE-STEELCASE-857030-RECT
312	10-36959		MC003	TABLE-STEELCASE-857030-RECT
313	10-36960		MC003	TABLE-STEELCASE-857030-RECT
314	10-36991		MC008	TABLE-STEELCASE-857030-RECT
315	10-36992		MC005	TABLE-STEELCASE-857030-RECT
316	10-13848	883630-PT	MC003	TABLE-STEELCASE-88 PSCL BEIGE
317	10-36931		LOBBY	TABLE-STEELCASE-BROWN W/FRAME
318	10-52915		DISP	TABLE-TRAINING-60X30-GREY/BLK
319	10-52916		DISP	TABLE-TRAINING-60X30-GREY/BLK
320	10-52917		MC003	TABLE-TRAINING-60X30-GREY/BLK
321	10-52918		MC003	TABLE-TRAINING-60X30-GREY/BLK
322	10-52919		MC003	TABLE-TRAINING-60X30-GREY/BLK
323	10-54505		MC003	TABLE-WORKSTATION 60X30 PINK
324	10-54506		MC003	TABLE-WORKSTATION 60X30 PINK
325	10-54507		MC003	TABLE-WORKSTATION 60X30 PINK
326	10-54508		MC003	TABLE-WORKSTATION 60X30 PINK
327	10-36993		MC016	TANK MONITOR-VEEDER ROOT-TL350
328	10-56111	MJNFHM8	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
329	10-56112	MJVDVW9	MC003	THINKCENTRE PC&MON-LENOVO-M90Z

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Item N0	Asset Number	Serial Number	Location	Asset Description
330	10-56113	MJVDVW5	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
331	10-56114	MJVDVW2	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
332	10-56115	MJVDVX6	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
333	10-56116	MJRHVT7	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
334	10-56117	MJRHVV5	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
335	10-56118	MJRHVT1	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
336	10-56119	MJVDVV3	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
337	10-56120	MJVDVX3	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
338	10-46393	34083623262	MC025	TRANSMISSION JACK-BLACK
339	10-35147	51684	DISP	TTY MACHINE-DIALOGUE-BEIGE
340	10-47835	20106615578WH	MC003	UPS BACKUP-BELKIN-F6C 550 AVR
341	10-41616	JB0349037841	PHONE	UPS-APC-1000-PHONE SYSTEM
342	10-62815	AS1352220568	PHONE	UPS-APC-SMART 1500VA-120V RM
343	10-59297	2149AY0BC853600041	MC003	UPS-TRIPPLITE-EC0750UPS
344	10-59298	2149AY0BC853600013	MC007	UPS-TRIPPLITE-EC0750UPS
345	10-56166	9949HY0BC706001206	MC003	UPS-TRIPPLITE-ECO750UPS
346	10-56167	9949HY0BC706001205	MC003	UPS-TRIPPLITE-ECO750UPS
347	10-56168	9949HY0BC706001208	DISP	UPS-TRIPPLITE-ECO750UPS
348	10-56169	9949HYBC706001207	DISP	UPS-TRIPPLITE-ECO750UPS
349	10-56173	9949HY0BC706001232	MC003	UPS-TRIPPLITE-ECO750UPS
350	10-58658	2237BY0BC819401319	MC003	UPS-TRIPPLITE-ECO750UPS
351	10-37017		BSWHL	VACUUM CLEANER-ARCO WAND-GRN
352	10-00046	101066/800	MC019	VISE-WILTON-BENCH
353	10-56690	AB1840762	PHONE	VOICE LOGGER-NICE CALL-NRX
354	10-16933		MC019	WHEEL DOLLIE-TIRES RED
355	10-37007		MC019	WORK BENCH-RED
356	10-37008		MC019	WORK BENCH-RED
357	10-37004		MC018	WORK STATION-MECHANICS OFF
358	10-37000		MC016	WORK STATION-OPERATIONS MGR
359	10-36974		MC007	WORKSTATION-STEELCASE-W/PED
360	10-25334		MC010	WORKSTATION-STEELCASE-W/RIGHT

Attachment J-2

JANITORIAL SERVICES REQUIIRED FOR MCHENRY COUNTY GARAGE

Standard of Conduct: If contractor intends to contract out Janitorial Services, the cleaning service crew shall have at least one English speaking person on site at all times while the cleaning services are in process. This person shall be at least 18 years of age and capable of speaking, reading, writing, and understanding English. A list of names of the service personnel who will be assigned to the Pace facility and documentation that all personnel are authorized to work in the United States must be provided; additionally, Pace must receive a copy of the Contractor's Certificate of Insurance as described at the end of this attachment.

Work Requirements for Cleaning the Pace McHenry Facility:

1. Cleaning service's personnel shall sign in and out with the Dispatcher or another assigned representative, to record times of arrival and departure.

2. Cleaning service's personnel shall follow Pace work rules such as no smoking on premises, etc., and shall perform all work in a safe manner.

3. Cleaning service personnel shall not be allowed to bring visitors into Pace's facilities under any circumstances.

4. Cleaning services shall be performed each weekday, excluding the six (6) national holidays Pace observes: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

5. Cleaning services shall adhere to Pace's building security procedures regarding entering and exiting the building and proper door usage. The Cleaning Service shall require all crew members to wear a uniform or shirt and pants with the company's emblem clearly displayed. T-shirts and shorts are not acceptable as work clothing. Workers shall also be required to wear an ID, provided by Pace.

6. The Cleaning Service shall provide all cleaning equipment and supplies including, but not limited to, all vacuums, scrubbers, disinfectants, cleaning products, polishes, etc.

7. Contractor will provide paper towels, toilet tissue, liquid hand soap, and trash liners.

8. The term "Vacuum" shall be taken to mean the Cleaning Service shall vacuum all carpeted areas including under desks, tables, and chairs, carpet runners, etc. The carpets shall be vacuumed in such a manner to remove all dust, dirt, and other debris, whether or not they show obvious dirt.

9. The term "Mop" shall be taken to mean the Cleaning Service shall mop all non-carpeted floor areas with a cleaning agent that cleans, deodorizes, and disinfects the floors while not removing or damaging the waxed areas of the floors, followed by rinsing off of all residues.

10. Cleaning service shall take necessary steps to avoid buildup of dirt and/or wax in corners and along edges.

11. Cleaning service shall provide safety notification markers to alert persons in the facility from the Cleaning Service's work activities, such as wet floors.

12. All waste refuge and recycling contents are to be emptied into designated outside containers.

13. All equipment owned by the Cleaning Service and used on the premises is to be in good working condition. Damaged equipment, such as equipment with a damaged electrical cord, is to be removed from the premise until repaired.

14. Cleaning service shall furnish Pace with MSDS data sheets for all consumable products used in Pace facilities.

CLEANING SPECIFICATIONS

All office and driver areas of the facility are to be cleaned. Additionally, all shop, mechanical rooms, and closets shall also be cleaned. The office areas include, but are not limited to, the following areas: entrances, lobbies, aisles, hallways, general open office areas, mezzanine office areas, conference rooms, workstations, cubicles, private offices, lunchrooms, driver's areas, washrooms, vending areas, elevator, etc.

The following tables identify cleaning tasks to be performed by item and area:

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
	ALL OFFICE AREAS of the facility - *Perform the following tasks*					
1	Sweep all tile, ceramic, or other hard surface floors with treated sweeping cloths	X				
2	Wet mop all tile, ceramic, and hard surface floors with disinfectant	X				
3	Vacuum all carpeting and rugs	X				
4	Spot clean all lobby furniture as	X				
5	Empty all waste basket receptacles, replace plastic liners, damp dust as needed	X				
6	Empty all recycling baskets and shredders, damp dust as needed	X				
7	Damp wipe all meeting room tables	X				
8	Clean and sanitize all drinking	X				
9	Spot clean all interior glass in windows, doors, partitions, panels, bulletin boards, and picture frames	X				
10	Maintain janitors slop sink in clean and orderly condition	X				
11	Spot clean walls next to coffee service stations if splashed with coffee and remove spots or stains from wall covering		X			
12	Spot clean stains on chair mats and carpets		X			
13	Vacuum all lobby furniture		X			
14	Dust with feather duster or dry cloth, all personal computers, keyboards, and monitors without disturbing personal office items or papers		X			

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
15	Dust, or damp wipe as needed, all common area printers, copiers, and fax machines		X			
16	Dust or damp clean, as needed, or as requested, all desks, tables, credenzas, shelves without disturbing personal office items or papers		X			
17	Dust, and damp clean as needed, all other furniture including file cabinets, storage cabinets, bookcases, coat racks, partition tops, elevator interior, etc.		X			
18	Damp wipe to remove fingerprints and smudges from all doors, frames, light switches, kick and push plates, handles, railings, towel dispensers, etc.		X			
19	Clean and sanitize telephones		X			
20	Remove dust and cobwebs formed on walls, ceilings, corners, etc.		X			
21	Low dust all horizontal surfaces up to hand height including sills, moldings, shelves, ledges, vents, pipes, outlets, partitions, coat racks, etc.		X			
22	Spray buff all tile/ceramic floors		Bi-Weekly			
23	Clean all air vents, returns, and registers			X		
24	Polish all wood furniture			X		
25	Vacuum and spot clean all upholstered sofas, chairs, and partitions			X		
26	High dust above hand height all horizontal surfaces including shelves, ledges, moldings, pipes, ducts, heat registers, clocks, exit signs, lights, window blinds, etc.			X		

Attachment J-2

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
27	Wash and sanitize garbage cans				X	
28	Machine scrub all non-carpeted floors, remove all buildup of dirt and mop marks near partitions and baseboard molding, re-wax vinyl floor tiles only				X	
29	Wash all interior glass in windows and doors, including the inside of exterior windows					Semi-Annual
30	Strip & clean all non-carpeted floors, refinish and machine polish only the vinyl tiles, & reseal the ceramic tiles					X
31	Wash and sanitize all tabletops, sinks, and counter tops	X				
32	Refill and sanitize paper towel dispensers	X				
33	Clean and sanitize the exteriors of all vending machines & microwave ovens		X			
34	Clean and sanitize all refrigerator exteriors and clean-up interior spills		X			
35	Damp clean and sanitize all cabinet exteriors			X		
36	Clean and sanitize refrigerator interiors			X		
37	Wash and sanitize all lunchroom cabinet interiors					X
38	**LUNCHROOMS / DRIVERS RMS** - *Perform the following tasks in addition to those listed for All Office Areas*					
39	Wet mop and sanitize all tile and ceramic floors with disinfectant	X				
40	Damp clean and sanitize all non-upholstered chair seats and backs	X				
41	Spot clean or vacuum upholstered chairs as needed	X				

Attachment J-2

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
42	Clean-up and sanitize spills on interiors & tops of all microwave ovens	X				
43	Clean and sanitize the fronts of all refrigerators, and vending machines	X				
44	**WASHROOMS** - *perform the following tasks in addition to those listed for All Office Areas*					
45	Wet mop floors with disinfectant, including area behind toilets	X				
46	Empty, clean, and sanitize all towel and sanitary receptacles. Remove refuge to designated areas	X				
47	Refill all dispensers with Pace supplied products: soap, toilet tissue, towels	X				
48	Clean and sanitize all dispensers	X				
49	Clean, sanitize, and deodorize all vitreous fixtures including basins, urinals, toilets, toilet seat hinges, and both sides of toilet seats	X				
50	Clean, sanitize, and polish all chrome fixtures, faucet and flush handles, vanity tops, utility shelves, counter-tops, mirrors, and glass	X				
51	Clean and sanitize all flush rings, drains, and overflow outlets	X				
52	Clean and sanitize wall areas adjacent to sinks, urinals, and toilets	X				
53	Spot clean, dust, & remove fingerprints from stall partitions, tile walls, doors, and switches	X				
54	Wash and sanitize partitions, tile walls, and hard surfaces with disinfectant			X		

9/30/2015

McHenry Facility Intangible Asset Records

Division	Location	Asset Number	Asset Description	Category	Funding Source	Acquisition Date	Life Months	Number of Periods Depr	Cost or Basis	Life to Date Depreciation	Remaining Depreciation
999	PDISP	27-30052	PUMP CONTROLLER-FUEL SYS.UPGRD	FUELF	IL-90-X455 CJ3812 FED 80%	5/31/2006	60	60	$4,190.00	$4,190.00	$0.00
999	MISC	29-30083	POLLUTION PREVENTION	IMPRV	PACE-102-0 P82719	10/1/2003	84	84	$1,800.00	$1,800.00	$0.00
999	MISC	29-30091	REPLACE DOOR	IMPRV	IL-90-X303 U33111 FED 80%	8/1/2003	84	84	$802.00	$802.00	$0.00
999	MISC	29-30247	GENERATOR-EMERGENCY MCHENRY	IMPRV	SBD-123-00 ZB3007	7/6/2007	84	84	$61,900.00	$61,900.00	$0.00
999	MISC	35-30075	CIRCUIT BREAKER-30 AMP-MCHNRY	GARIN	PACE-102-0 BK3713	4/11/2005	60	60	$1,685.07	$1,685.07	$0.00
999	MISC	35-30205	KEYPAD REPLACEMENT VEEDER ROOT	VEEDR	PACE-102-0 P82719	6/18/2007	60	60	$310.39	$310.39	$0.00
999	MISC	35-30284	SENSORS-7 EA MSA UNT GS/MSA Z	BUSIN	SBD-2003-L C43816	8/3/2009	60	60	$8,795.00	$8,795.00	$0.00
999	MISC	35-30314	SUMP SKIMMER ABSORBENT SOCK-CS	GARIN	PACE-PBV PE2719	1/6/2011	24	24	$113.19	$113.19	$0.00
999	MISC	35-30321	SENSOR-DISRIMINATING PUMP	GARIN	PACE-PBV PE2719	4/6/2011	60	53	$492.25	$434.82	$57.43
999	BSWHL	35-30339	EMERGENCY FUEL SHUT OFF-2	GARIN	SBD-2002-0 BD3713	12/19/2012	84	33	$3,250.00	$1,276.79	$1,973.21
999	BSWHL	37-30013	BUS WASH SYSTEM-ROSS/WHITE	FIXTR	IL-90-X279 T23007 FED 80%	11/28/2001	60	60	$53,055.00	$53,055.00	$0.00

McHenry Facility Inventory 09/30/2015

Item N0	Asset Number	Serial Number	Location	Asset Description
1	01-02661	1N9MNAC697C084093	2661	2007-EDN-EZ RIDER II- 30 FT
2	01-02662	1N9MNAC607C084094	2662	2007-EDN-EZ RIDER II- 30 FT
3	01-02697	1N9MNAC617C084184	2697	2007-EDN-EZ RIDER II- 30 FT
4	01-02698	1N9MNAC637C084185	2698	2007-EDN-EZ RIDER II- 30 FT
5	01-05708	1FDEE35P49DA67054	5708	2009-FRD/EDN-AEROLITE- 22 FT
6	01-05305	1FDFE45P59DA50984	5305	2009-FRD/EDN-AEROTECH220-23 FT
7	01-05337	1FDFE45P29DA61747	5337	2009-FRD/EDN-AEROTECH220-23 FT
8	01-05344	1FDFE45PX9DA61754	5344	2009-FRD/EDN-AEROTECH220-23 FT
9	01-05745	1FDEE3FP8ADA15509	5745	2010-FRD/EDN-AEROLITE- 22 FT
10	01-05353	1FDFE4FP2ADA02684	5353	2010-FRD/EDN-AEROTECH220-23 FT
11	01-05354	1FDFE4FP4ADA02685	5354	2010-FRD/EDN-AEROTECH220-23 FT
12	01-05356	1FDFE4FP8ADA02687	5356	2010-FRD/EDN-AEROTECH220-23 FT
13	01-05359	1FDFE4FP8ADA02690	5359	2010-FRD/EDN-AEROTECH220-23 FT
14	01-05361	1FDFE4FP1ADA02692	5361	2010-FRD/EDN-AEROTECH220-23 FT
15	01-05363	1FDFE4FP5ADA03635	5363	2010-FRD/EDN-AEROTECH220-23 FT
16	01-05367	1FDFE4FP1ADA03633	5367	2010-FRD/EDN-AEROTECH220-23 FT
17	01-05372	1FDFE4FPXADA09723	5372	2010-FRD/EDN-AEROTECH220-23 FT
18	01-05401	1FDFE4FP7ADA24258	5401	2010-FRD/EDN-AEROTECH220-23 FT
19	01-05402	1FDFE4FP9ADA24259	5402	2010-FRD/EDN-AEROTECH220-23 FT
20	01-05434	1FDFE4FP4ADA36237	5434	2010-FRD/EDN-AEROTECH220-23 FT
21	01-05445	1FDFE4FP1ADA39659	5445	2010-FRD/EDN-AEROTECH220-23 FT
22	01-05450	1FDFE4FP5ADA39664	5450	2010-FRD/EDN-AEROTECH220-23 FT
23	01-05452	1FDFE4FP9ADA39666	5452	2010-FRD/EDN-AEROTECH220-23 FT
24	01-05454	1FDFE4FP2ADA39668	5454	2010-FRD/EDN-AEROTECH220-23 FT
25	01-05456	1FDFE4FP0ADA39670	5456	2010-FRD/EDN-AEROTECH220-23 FT
26	01-05457	1FDFE4FP2ADA39671	5457	2010-FRD/EDN-AEROTECH220-23 FT
27	01-05461	1FDFE4FPXADA39675	5461	2010-FRD/EDN-AEROTECH220-23 FT
28	01-05462	1FDFE4FP1ADA39676	5462	2010-FRD/EDN-AEROTECH220-23 FT
29	01-05463	1FDFE4FP3ADA39677	5463	2010-FRD/EDN-AEROTECH220-23 FT
30	01-05464	1FDFE4FP5ADA39678	5464	2010-FRD/EDN-AEROTECH220-23 FT
31	01-05481	1FDFE4FP7ADA41187	5481	2010-FRD/EDN-AEROTECH220-23 FT
32	01-05990	1FDFE4FP6ADA41214	5990	2010-FRD/EDN-AEROTECH220-23 FT
33	01-14251	1FDEE3FL7EDA72707	14251	2014-FRD/CMC-CHALLENGER- 22 FT
34	01-14282	1FDEE3FL7EDB17046	14282	2014-FRD/CMC-CHALLENGER- 22 FT
35	01-14295	1FDEE3FL9EDB17064	14295	2014-FRD/CMC-CHALLENGER- 22 FT
36	01-14134	1FDFE4FS1EDA17090	14134	2014-FRD/EDN-AEROTECH240-25 FT
37	01-14136	1FDFE4FS5EDA17092	14136	2014-FRD/EDN-AEROTECH240-25 FT
38	01-14137	1FDFE4FS7EDA17093	14137	2014-FRD/EDN-AEROTECH240-25 FT
39	01-14140	1FDFE4FS8EDA41080	14140	2014-FRD/EDN-AEROTECH240-25 FT
40	01-14142	1FDFE4FS0EDA56527	14142	2014-FRD/EDN-AEROTECH240-25 FT
41	10-36995		MC016	AMPLIFIER-DISTRIBUTION-BEIGE
42	10-48559	NEED	MC016	AMPLIFIER-MOTOROLA-DESKTRAC
43	10-43701	2405010047	5454	BBX MODEM-MENTOR-BBX3X
44	10-44667	2405070994	5990	BBX MODEM-MENTOR-BBX3X
45	10-44994	2405101448	5337	BBX MODEM-MENTOR-BBX3X
46	10-45004	2405101458	MC018	BBX MODEM-MENTOR-BBX3X
47	10-55969	2411030223	5463	BBX MODEM-MENTOR-BBX3X

McHenry Facility Inventory 09/30/2015

Item N0	Asset Number	Serial Number	Location	Asset Description
48	10-55992	2411030246	14251	BBX MODEM-MENTOR-BBX3X
49	10-55999	2411030253	14282	BBX MODEM-MENTOR-BBX3X
50	10-56000	2411030256	14295	BBX MODEM-MENTOR-BBX3X
51	10-56296	2411050546	5745	BBX MODEM-MENTOR-BBX3X
52	10-55565	2410120639	MC008	BBX MODEM-MENTOR-BBX3X-MCHENRY
53	10-55566	2410120640	5456	BBX MODEM-MENTOR-BBX3X-MCHENRY
54	10-55568	2410120642	5372	BBX MODEM-MENTOR-BBX3X-MCHENRY
55	10-55569	2410120643	14140	BBX MODEM-MENTOR-BBX3X-MCHENRY
56	10-55570	2410120644	5464	BBX MODEM-MENTOR-BBX3X-MCHENRY
57	10-55571	2410120645	5457	BBX MODEM-MENTOR-BBX3X-MCHENRY
58	10-55573	2410120647	5361	BBX MODEM-MENTOR-BBX3X-MCHENRY
59	10-55574	2410120648	14136	BBX MODEM-MENTOR-BBX3X-MCHENRY
60	10-55575	2410120649	5445	BBX MODEM-MENTOR-BBX3X-MCHENRY
61	10-55576	2410120650	5401	BBX MODEM-MENTOR-BBX3X-MCHENRY
62	10-55577	2410120651	14142	BBX MODEM-MENTOR-BBX3X-MCHENRY
63	10-55578	2410120652	5354	BBX MODEM-MENTOR-BBX3X-MCHENRY
64	10-55579	2410120653	5344	BBX MODEM-MENTOR-BBX3X-MCHENRY
65	10-55580	2410120654	2661	BBX MODEM-MENTOR-BBX3X-MCHENRY
66	10-55581	2410120655	5434	BBX MODEM-MENTOR-BBX3X-MCHENRY
67	10-55583	2410120620	5367	BBX MODEM-MENTOR-BBX3X-MCHENRY
68	10-55584	2410120621	2697	BBX MODEM-MENTOR-BBX3X-MCHENRY
69	10-55585	2410120622	2698	BBX MODEM-MENTOR-BBX3X-MCHENRY
70	10-55586	2410120623	5359	BBX MODEM-MENTOR-BBX3X-MCHENRY
71	10-55587	2410120624	2662	BBX MODEM-MENTOR-BBX3X-MCHENRY
72	10-55588	2410120625	14134	BBX MODEM-MENTOR-BBX3X-MCHENRY
73	10-55589	2410120626	5353	BBX MODEM-MENTOR-BBX3X-MCHENRY
74	10-55591	2410120628	5356	BBX MODEM-MENTOR-BBX3X-MCHENRY
75	10-55592	2410120629	5461	BBX MODEM-MENTOR-BBX3X-MCHENRY
76	10-55593	2410120630	5462	BBX MODEM-MENTOR-BBX3X-MCHENRY
77	10-55594	2410120631	14137	BBX MODEM-MENTOR-BBX3X-MCHENRY
78	10-55595	2410120632	5402	BBX MODEM-MENTOR-BBX3X-MCHENRY
79	10-55596	2410120633	5305	BBX MODEM-MENTOR-BBX3X-MCHENRY
80	10-55597	241012634	5363	BBX MODEM-MENTOR-BBX3X-MCHENRY
81	10-55598	2410120635	14142	BBX MODEM-MENTOR-BBX3X-MCHENRY
82	10-55599	2410120636	5452	BBX MODEM-MENTOR-BBX3X-MCHENRY
83	10-55600	2410120637	5450	BBX MODEM-MENTOR-BBX3X-MCHENRY
84	10-55601	2410120638	5481	BBX MODEM-MENTOR-BBX3X-MCHENRY
85	10-14051	2295	MC003	BOOKCASE-2 SHELF
86	10-21999		MC003	BOOKCASE-3 SHELF
87	10-37009		MC019	CABINET-2 DOOR-RED
88	10-37001	NEED	PHONE	CABINET-SOUTH HILLS DATACOM
89	10-36929		MC008	CHAIR-STEELCASE-473410-BLUE ST
90	10-36930		MC003	CHAIR-STEELCASE-473410-BLUE ST
91	10-36937		MC003	CHAIR-STEELCASE-473410-BLUE ST
92	10-36938		MC003	CHAIR-STEELCASE-473410-BLUE ST
93	10-36939		MC003	CHAIR-STEELCASE-473410-BLUE ST
94	10-36940		MC003	CHAIR-STEELCASE-473410-BLUE ST

McHenry Facility Inventory 09/30/2015

Item NO	Asset Number	Serial Number	Location	Asset Description
95	10-36941		MC018	CHAIR-STEELCASE-473410-BLUE ST
96	10-36942		MC010	CHAIR-STEELCASE-473410-BLUE ST
97	10-36943		MC003	CHAIR-STEELCASE-473410-BLUE ST
98	10-36944		MC003	CHAIR-STEELCASE-473410-BLUE ST
99	10-36945		MC003	CHAIR-STEELCASE-473410-BLUE ST
100	10-36946		LOBBY	CHAIR-STEELCASE-473410-BLUE ST
101	10-36947		MC003	CHAIR-STEELCASE-473410-BLUE ST
102	10-36948		MC003	CHAIR-STEELCASE-473410-BLUE ST
103	10-36949		MC008	CHAIR-STEELCASE-473410-BLUE ST
104	10-36950		MC003	CHAIR-STEELCASE-473410-BLUE ST
105	10-36951		MC008	CHAIR-STEELCASE-473410-BLUE ST
106	10-36952		MC008	CHAIR-STEELCASE-473410-BLUE ST
107	10-36953		MC003	CHAIR-STEELCASE-473410-BLUE ST
108	10-36954		MC008	CHAIR-STEELCASE-473410-BLUE ST
109	10-36955		MC008	CHAIR-STEELCASE-473410-BLUE ST
110	10-36956		MC018	CHAIR-STEELCASE-473410-BLUE ST
111	10-36961		MC003	CHAIR-STEELCASE-473410-BLUE ST
112	10-36962		MC003	CHAIR-STEELCASE-473410-BLUE ST
113	10-36963		MC008	CHAIR-STEELCASE-473410-BLUE ST
114	10-36981		MC008	CHAIR-STEELCASE-473410-BLUE ST
115	10-36982		MC003	CHAIR-STEELCASE-473410-BLUE ST
116	10-36983		MC008	CHAIR-STEELCASE-473410-BLUE ST
117	10-36984		MC003	CHAIR-STEELCASE-473410-BLUE ST
118	10-36985		MC003	CHAIR-STEELCASE-473410-BLUE ST
119	10-36986		MC008	CHAIR-STEELCASE-473410-BLUE ST
120	10-36987		MC008	CHAIR-STEELCASE-473410-BLUE ST
121	10-36988		MC003	CHAIR-STEELCASE-473410-BLUE ST
122	10-36989		MC003	CHAIR-STEELCASE-473410-BLUE ST
123	10-36990		MC003	CHAIR-STEELCASE-473410-BLUE ST
124	10-36996		MC003	CHAIR-STEELCASE-473410-BLUE ST
125	10-36997		LOBBY	CHAIR-STEELCASE-473410-BLUE ST
126	10-37005		MC008	CHAIR-STEELCASE-473410-BLUE ST
127	10-37006		MC008	CHAIR-STEELCASE-473410-BLUE ST
128	10-36971		MC005	CHAIR-STEELCASE-475412-BLUE
129	10-36972		MC005	CHAIR-STEELCASE-475412-BLUE
130	10-33564	6818BPM5R418	DISP	COMPUTER-COMPAQ-DP4000 5233MMX
131	10-53264	MXL9370DSS	MC003	COMPUTER-HP COMPAQ-DC5800 SFF
132	10-53347	MXL9370GS8	MC007	COMPUTER-HP COMPAQ-DC5800 SFF
133	10-53350	MXL9370PTB	MC010	COMPUTER-HP COMPAQ-DC5800 SFF
134	10-51086	MXL9081K07	MC025	COMPUTER-HP-DC7900 SFF
135	10-46716	103TGGK594	DISP	CONTROL BASE-RADIO
136	10-52440		MC005	DESK-DOUBLE PEDESTAL
137	10-36969		MC005	DESK-WORKSTATION
138	10-41966		MC003	DISPLAY CASE-GBC-QRT364-36X48
139	10-41967		MC003	DISPLAY CASE-GBC-QRT364-36X48
140	10-41968		MC003	DISPLAY CASE-GBC-QRT364-36X48
141	10-41969		MC003	DISPLAY CASE-GBC-QRT364-36X48

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Item NO	Asset Number	Serial Number	Location	Asset Description
142	10-41970		MC003	DISPLAY CASE-GBC-QRT364-36X48
143	10-58172	A40200004749	DISP	EMERGENCY RADIO-HARRIS-UNITY
144	10-58404	A40200004804	MC005	EMERGENCY RADIO-HARRIS-UNITY
145	10-17657	HSE 1408-21	MC018	FILE CABINET-SC-8422617RW-2DRW
146	10-31134		MC018	FILE CABINET-SC-8422617RW-2DRW
147	10-36964		MC007	FILE CABINET-SC-8422617RW-2DRW
148	10-36965		MC007	FILE CABINET-SC-8422617RW-2DRW
149	10-36966		MC005	FILE CABINET-SC-8422617RW-2DRW
150	10-36967		MC005	FILE CABINET-SC-8422617RW-2DRW
151	10-36975		MC008	FILE CABINET-SC-8422617RW-2DRW
152	10-36977		MC008	FILE CABINET-SC-8422617RW-2DRW
153	10-36978		MC008	FILE CABINET-SC-8422617RW-2DRW
154	10-36979		MC008	FILE CABINET-SC-8422617RW-2DRW
155	10-36980		MC008	FILE CABINET-SC-8422617RW-2DRW
156	10-36998		MC008	FILE CABINET-SC-8422617RW-2DRW
157	10-37002		MC007	FILE CABINET-SC-8422617RW-2DRW
158	10-44586		MC003	FILE CABINET-SC-8422617RW-2DRW
159	10-46780		MC003	FILE CABINET-SC-8422617RW-2DRW
160	10-37470		DISP	FIRE ALARM SYSTEM-SIMPLEX
161	10-23262		MC025	FLOOR FAN-LIGHTFOOT-SM48-BLUE
162	10-34086		MC025	FLOOR FAN-LIGHTFOOT-SM48-BLUE
163	10-31165	1088	MC019	FLOOR JACK-SEFAC-SEF8260-P304N
164	10-27457	7648035	BSWHL	FLOOR SCRUBBER-POWERBOSS-TSS90
165	10-36202	AT31A50525	BSWHL	FORKLIFT-CATERPILLAR-GP15K
166	10-37018	493011	BSWHL	FUEL PUMP-GASBOY-9850AXD
167	10-37019	493006	BSWHL	FUEL PUMP-GASBOY-9850AXD
168	10-21283		MC019	JACK STAND-PEDESTAL YELLOW
169	10-21284		MC019	JACK STAND-PEDESTAL YELLOW
170	10-37010	SHB00D0002	MC019	LIFT-ROTARY-HYDRAULIC BLUE
171	10-37011	SHB00D003	MC019	LIFT-ROTARY-HYDRAULIC BLUE
172	10-19349	2676	BSWHL	LIFT-SKYJACK-SJ0060 8 B
173	10-62884	214G603972	MC019	LIFT-STERTIL KONI-ST 1085 FWA
174	10-62885	214G603945	MC019	LIFT-STERTIL KONI-ST 1085 FWA
175	10-62886	214G603980	MC019	LIFT-STERTIL KONI-ST 1085 FWA
176	10-62887	214G603981	MC019	LIFT-STERTIL KONI-ST 1085 FWA
177	10-43789	2605040333	14282	MDT RANGER-MENTOR-RANGER1X-RKN
178	10-44713	2605070702	14295	MDT RANGER-MENTOR-RANGER1X-RKN
179	10-44842	2605091191	14251	MDT RANGER-MENTOR-RANGER1X-RKN
180	10-44845	2605091194	5337	MDT RANGER-MENTOR-RANGER1X-RKN
181	10-56026	2811030545	5361	MDT RANGER-MENTOR-RANGER2X
182	10-56029	2811030548	5359	MDT RANGER-MENTOR-RANGER2X
183	10-55602	2810110843	2662	MDT RANGER-MENTOR-RANGER2X-MCH
184	10-55603	2810110844	14134	MDT RANGER-MENTOR-RANGER2X-MCH
185	10-55604	2810110845	5353	MDT RANGER-MENTOR-RANGER2X-MCH
186	10-55605	2810110846	5367	MDT RANGER-MENTOR-RANGER2X-MCH
187	10-55606	2810110847	5356	MDT RANGER-MENTOR-RANGER2X-MCH
188	10-55607	2810110848	5745	MDT RANGER-MENTOR-RANGER2X-MCH

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Item N0	Asset Number	Serial Number	Location	Asset Description
189	10-55608	2810110849	5305	MDT RANGER-MENTOR-RANGER2X-MCH
190	10-55609	2810110850	5481	MDT RANGER-MENTOR-RANGER2X-MCH
191	10-55610	2810110851	2698	MDT RANGER-MENTOR-RANGER2X-MCH
192	10-55611	2810110852	5463	MDT RANGER-MENTOR-RANGER2X-MCH
193	10-55612	2810110853	2697	MDT RANGER-MENTOR-RANGER2X-MCH
194	10-55613	2810110854	5450	MDT RANGER-MENTOR-RANGER2X-MCH
195	10-55614	2810110855	5452	MDT RANGER-MENTOR-RANGER2X-MCH
196	10-55615	2810110856	MC018	MDT RANGER-MENTOR-RANGER2X-MCH
197	10-55616	2810110857	5344	MDT RANGER-MENTOR-RANGER2X-MCH
198	10-55617	2810110858	5363	MDT RANGER-MENTOR-RANGER2X-MCH
199	10-55618	2810110859	5454	MDT RANGER-MENTOR-RANGER2X-MCH
200	10-55619	2810110860	5372	MDT RANGER-MENTOR-RANGER2X-MCH
201	10-55620	2810110861	14140	MDT RANGER-MENTOR-RANGER2X-MCH
202	10-55621	2810110862	5461	MDT RANGER-MENTOR-RANGER2X-MCH
203	10-55622	2810110863	5462	MDT RANGER-MENTOR-RANGER2X-MCH
204	10-55623	2810110864	14137	MDT RANGER-MENTOR-RANGER2X-MCH
205	10-55624	2810110865	5464	MDT RANGER-MENTOR-RANGER2X-MCH
206	10-55625	2810110866	5990	MDT RANGER-MENTOR-RANGER2X-MCH
207	10-55627	2810110868	2661	MDT RANGER-MENTOR-RANGER2X-MCH
208	10-55628	2810110869	5456	MDT RANGER-MENTOR-RANGER2X-MCH
209	10-55629	2810110870	5434	MDT RANGER-MENTOR-RANGER2X-MCH
210	10-55630	2810110871	14142	MDT RANGER-MENTOR-RANGER2X-MCH
211	10-55631	2810110872	5354	MDT RANGER-MENTOR-RANGER2X-MCH
212	10-55632	2810110873	5401	MDT RANGER-MENTOR-RANGER2X-MCH
213	10-55633	2810110874	5457	MDT RANGER-MENTOR-RANGER2X-MCH
214	10-55634	2810110875	MC021	MDT RANGER-MENTOR-RANGER2X-MCH
215	10-55635	2810110876	5445	MDT RANGER-MENTOR-RANGER2X-MCH
216	10-55636	2810110877	14136	MDT RANGER-MENTOR-RANGER2X-MCH
217	10-55637	2810110878	MC008	MDT RANGER-MENTOR-RANGER2X-MCH
218	10-55638	2810110879	5402	MDT RANGER-MENTOR-RANGER2X-MCH
219	10-11288		MC025	MOBILE OIL DRAIN-BALCRANK
220	10-56691	RMH110900939	PHONE	MONITOR-VIEWSONIC-VA1932WM
221	10-57549	S35121600876	MC010	MONITOR-VIEWSONIC-VG2428VM-24
222	10-57557	S35121200111	DISP	MONITOR-VIEWSONIC-VG2428VM-24
223	10-57614	S35121200122	MC003	MONITOR-VIEWSONIC-VG2428VM-24
224	10-57628	S35121300356	MC007	MONITOR-VIEWSONIC-VG2428VM-24
225	10-56867	S35120100002	MC025	MONITOR-VIEWSONIC-VG2428WM
226	10-55319	S35103300988	DISP	MONITOR-VIEWSONIC-VG2428WM-24
227	10-55320	S35102900093	DISP	MONITOR-VIEWSONIC-VG2428WM-24
228	10-59713	TFD134200430	DISP	MONITOR-VIEWSONIC-VG2428WM-LED
229	10-37012		MC019	OIL RECEIVER-SAMSON WASTE-WHTE
230	10-37200		MC019	OIL RECEIVER-SAMSON WASTE-WHTE
231	10-34102		MC019	PLATFORM LADDER-7 STEP ORN
232	10-53707	VND3H67054	MC010	PRINTER-HP-LASERJET P1505N
233	10-64766	VND3Q41938	MC003	PRINTER-HP-LASERJET P3015X
234	10-47017	018TDYU554	MC016	RADIO HAND-MOTOROLA-CP200
235	10-47018	018TDWL455	MC016	RADIO HAND-MOTOROLA-CP200

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Item NO	Asset Number	Serial Number	Location	Asset Description
236	10-47399	749YZE1379	MC016	RADIO HAND-MOTOROLA-HT1250
237	10-49210	C165736	MC016	RADIO SCANNER-PRO 97 1000 CHNL
238	10-45461	103TFJ1469	MC021	RADIO-MOTOROLA-CDM750
239	10-45462	103TFJ0993	5461	RADIO-MOTOROLA-CDM750
240	10-45463	103TFJ1014	5462	RADIO-MOTOROLA-CDM750
241	10-45464	103TFJ1045	14134	RADIO-MOTOROLA-CDM750
242	10-45465	103TFJ1046	MC018	RADIO-MOTOROLA-CDM750
243	10-45466	103TFJ1033	2661	RADIO-MOTOROLA-CDM750
244	10-45467	103TFJ1034	5456	RADIO-MOTOROLA-CDM750
245	10-45468	103TFJ1449	5452	RADIO-MOTOROLA-CDM750
246	10-45469	103TFJ1112	2698	RADIO-MOTOROLA-CDM750
247	10-45471	103TFJ1090	14137	RADIO-MOTOROLA-CDM750
248	10-45472	103TFJ1113	5305	RADIO-MOTOROLA-CDM750
249	10-45473	103TFJ1108	5434	RADIO-MOTOROLA-CDM750
250	10-45474	103TFJ1107	5464	RADIO-MOTOROLA-CDM750
251	10-45475	103TFJ0997	5445	RADIO-MOTOROLA-CDM750
252	10-45476	103TFJ0992	2697	RADIO-MOTOROLA-CDM750
253	10-45477	103TFJ0986	5402	RADIO-MOTOROLA-CDM750
254	10-45478	103TFJ1047	5359	RADIO-MOTOROLA-CDM750
255	10-45479	103TFJ1082	5337	RADIO-MOTOROLA-CDM750
256	10-45480	103TFJ1044	2662	RADIO-MOTOROLA-CDM750
257	10-45481	103TFJ1468	5401	RADIO-MOTOROLA-CDM750
258	10-45482	103TFJ1049	5463	RADIO-MOTOROLA-CDM750
259	10-45483	103TFJ0999	5481	RADIO-MOTOROLA-CDM750
260	10-45484	103TFJ0996	5344	RADIO-MOTOROLA-CDM750
261	10-45485	103TFJ1051	DISP	RADIO-MOTOROLA-CDM750
262	10-45486	103TFJ0998	5367	RADIO-MOTOROLA-CDM750
263	10-45487	103TFJ1000	5457	RADIO-MOTOROLA-CDM750
264	10-45488	103TFJ1459	14136	RADIO-MOTOROLA-CDM750
265	10-45489	103TFJ1048	14140	RADIO-MOTOROLA-CDM750
266	10-45490	103TFJ1052	5372	RADIO-MOTOROLA-CDM750
267	10-45491	103TFJ1463	5450	RADIO-MOTOROLA-CDM750
268	10-45492	103TFEA564	5363	RADIO-MOTOROLA-CDM750
269	10-45493	103TFEA565	5454	RADIO-MOTOROLA-CDM750
270	10-45494	103TFEA568	MC021	RADIO-MOTOROLA-CDM750
271	10-47336	103TGU6361	5361	RADIO-MOTOROLA-CDM750
272	10-47337	103TGU6358	5708	RADIO-MOTOROLA-CDM750
273	10-47338	103TGU6360	5353	RADIO-MOTOROLA-CDM750
274	10-47339	103TGU6362	MC021	RADIO-MOTOROLA-CDM750
275	10-47398	103TFJ1109	MC021	RADIO-MOTOROLA-CDM750
276	10-47818	103TGGK603	14142	RADIO-MOTOROLA-CDM750
277	10-55340	103TLS1740	5745	RADIO-MOTOROLA-CDM750-450 512
278	10-55341	103TLS1741	5990	RADIO-MOTOROLA-CDM750-450 512
279	10-55342	103TLS1746	14251	RADIO-MOTOROLA-CDM750-450 512
280	10-55343	103TLS1747	14295	RADIO-MOTOROLA-CDM750-450 512
281	10-55344	103TLS1749	14282	RADIO-MOTOROLA-CDM750-450 512
282	10-55345	103TLS1750	MC003	RADIO-MOTOROLA-CDM750-450 512

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Item N0	Asset Number	Serial Number	Location	Asset Description
283	10-54693	NONE	MC008	RANGER TRAINING/DEMO KIT-BLACK
284	10-47158	9760500386	2661	ROADRECORDER-SAFTY VISION-6000
285	10-47185	9760800016	2662	ROADRECORDER-SAFTY VISION-6000
286	10-47193	9750900012	2698	ROADRECORDER-SAFTY VISION-6000
287	10-56779	6031001178	2697	ROADRECORDER-SAFTY VISION-6000
288	10-62673	12916314010121	14251	ROADRUNNER DVR-APOLLO-MRH8
289	10-62685	12916314010146	14282	ROADRUNNER DVR-APOLLO-MRH8
290	10-62705	12916314010101	14295	ROADRUNNER DVR-APOLLO-MRH8
291	10-46196	FTX1013A250	PHONE	ROUTER-CISCO-2800 SERIES-ARTS
292	10-62672	001B39110368	14251	ROUTER-PROXICAST-WC310
293	10-62684	001B39110418	14282	ROUTER-PROXICAST-WC310
294	10-62704	001B39110548	14295	ROUTER-PROXICAST-WC310
295	10-35390		MC019	SAFETY CABINET-FLAMMABLE
296	10-35388		BSWHL	SAFETY CAB-PROTECTOSEAL-6555
297	10-59257	USE318339F	PHONE	SERVER-HP-ML350E-GEN8
298	10-55919	11N508729396	PHONE	SERVER-S8300C G450 SERVER
299	10-37021		MC024	SHELVING-ONE LOT-7 RACKS
300	10-62888		MC025	STAND-STERTIL KONI-JS H8-18K
301	10-62889		MC025	STAND-STERTIL KONI-JS H8-18K
302	10-62890		MC025	STAND-STERTIL KONI-JS H8-18K
303	10-62891		MC025	STAND-STERTIL KONI-JS H8-18K
304	10-37015		MC021	STORAGE RACK-2 UNITS TOTAL
305	10-37014		MC021	STORAGE RACK-5 UNITS TOTAL
306	10-37013		MC024	STORAGE RACK-7 UNITS TOTAL
307	10-57131	LBADTN1035AC284	PHONE	SWITCH-ADTRAN-NETVANTA 1238-48
308	10-48558		MC003	TABLE-BEVIS-ROUND
309	10-36973		MC003	TABLE-ROUND
310	10-36957		MC003	TABLE-STEELCASE-857030-RECT
311	10-36958		MC003	TABLE-STEELCASE-857030-RECT
312	10-36959		MC003	TABLE-STEELCASE-857030-RECT
313	10-36960		MC003	TABLE-STEELCASE-857030-RECT
314	10-36991		MC008	TABLE-STEELCASE-857030-RECT
315	10-36992		MC005	TABLE-STEELCASE-857030-RECT
316	10-13848	883630-PT	MC003	TABLE-STEELCASE-88 PSCL BEIGE
317	10-36931		LOBBY	TABLE-STEELCASE-BROWN W/FRAME
318	10-52915		DISP	TABLE-TRAINING-60X30-GREY/BLK
319	10-52916		DISP	TABLE-TRAINING-60X30-GREY/BLK
320	10-52917		MC003	TABLE-TRAINING-60X30-GREY/BLK
321	10-52918		MC003	TABLE-TRAINING-60X30-GREY/BLK
322	10-52919		MC003	TABLE-TRAINING-60X30-GREY/BLK
323	10-54505		MC003	TABLE-WORKSTATION 60X30 PINK
324	10-54506		MC003	TABLE-WORKSTATION 60X30 PINK
325	10-54507		MC003	TABLE-WORKSTATION 60X30 PINK
326	10-54508		MC003	TABLE-WORKSTATION 60X30 PINK
327	10-36993		MC016	TANK MONITOR-VEEDER ROOT-TL350
328	10-56111	MJNFHM8	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
329	10-56112	MJVDVW9	MC003	THINKCENTRE PC&MON-LENOVO-M90Z

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Item N0	Asset Number	Serial Number	Location	Asset Description
330	10-56113	MJVDVW5	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
331	10-56114	MJVDVW2	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
332	10-56115	MJVDVX6	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
333	10-56116	MJRHVT7	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
334	10-56117	MJRHVV5	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
335	10-56118	MJRHVT1	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
336	10-56119	MJVDVV3	MC003	THINKCENTRE PC&MON-LENOVO-M90Z
337	10-56120	MJVDVX3	DISP	THINKCENTRE PC&MON-LENOVO-M90Z
338	10-46393	34083623262	MC025	TRANSMISSION JACK-BLACK
339	10-35147	51684	DISP	TTY MACHINE-DIALOGUE-BEIGE
340	10-47835	20106615578WH	MC003	UPS BACKUP-BELKIN-F6C 550 AVR
341	10-41616	JB0349037841	PHONE	UPS-APC-1000-PHONE SYSTEM
342	10-62815	AS1352220568	PHONE	UPS-APC-SMART 1500VA-120V RM
343	10-59297	2149AY0BC853600041	MC003	UPS-TRIPPLITE-EC0750UPS
344	10-59298	2149AY0BC853600013	MC007	UPS-TRIPPLITE-EC0750UPS
345	10-56166	9949HY0BC706001206	MC003	UPS-TRIPPLITE-ECO750UPS
346	10-56167	9949HY0BC706001205	MC003	UPS-TRIPPLITE-ECO750UPS
347	10-56168	9949HY0BC706001208	DISP	UPS-TRIPPLITE-ECO750UPS
348	10-56169	9949HYBC706001207	DISP	UPS-TRIPPLITE-ECO750UPS
349	10-56173	9949HY0BC706001232	MC003	UPS-TRIPPLITE-ECO750UPS
350	10-58658	2237BY0BC819401319	MC003	UPS-TRIPPLITE-ECO750UPS
351	10-37017		BSWHL	VACUUM CLEANER-ARCO WAND-GRN
352	10-00046	101066/800	MC019	VISE-WILTON-BENCH
353	10-56690	AB1840762	PHONE	VOICE LOGGER-NICE CALL-NRX
354	10-16933		MC019	WHEEL DOLLIE-TIRES RED
355	10-37007		MC019	WORK BENCH-RED
356	10-37008		MC019	WORK BENCH-RED
357	10-37004		MC018	WORK STATION-MECHANICS OFF
358	10-37000		MC016	WORK STATION-OPERATIONS MGR
359	10-36974		MC007	WORKSTATION-STEELCASE-W/PED
360	10-25334		MC010	WORKSTATION-STEELCASE-W/RIGHT

Attachment J-2

JANITORIAL SERVICES REQUIIRED FOR MCHENRY COUNTY GARAGE

Standard of Conduct: If contractor intends to contract out Janitorial Services, the cleaning service crew shall have at least one English speaking person on site at all times while the cleaning services are in process. This person shall be at least 18 years of age and capable of speaking, reading, writing, and understanding English. A list of names of the service personnel who will be assigned to the Pace facility and documentation that all personnel are authorized to work in the United States must be provided; additionally, Pace must receive a copy of the Contractor's Certificate of Insurance as described at the end of this attachment.

Work Requirements for Cleaning the Pace McHenry Facility:

1. Cleaning service's personnel shall sign in and out with the Dispatcher or another assigned representative, to record times of arrival and departure.

2. Cleaning service's personnel shall follow Pace work rules such as no smoking on premises, etc., and shall perform all work in a safe manner.

3. Cleaning service personnel shall not be allowed to bring visitors into Pace's facilities under any circumstances.

4. Cleaning services shall be performed each weekday, excluding the six (6) national holidays Pace observes: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

5. Cleaning services shall adhere to Pace's building security procedures regarding entering and exiting the building and proper door usage. The Cleaning Service shall require all crew members to wear a uniform or shirt and pants with the company's emblem clearly displayed. T-shirts and shorts are not acceptable as work clothing. Workers shall also be required to wear an ID, provided by Pace.

6. The Cleaning Service shall provide all cleaning equipment and supplies including, but not limited to, all vacuums, scrubbers, disinfectants, cleaning products, polishes, etc.

7. Contractor will provide paper towels, toilet tissue, liquid hand soap, and trash liners.

8. The term "Vacuum" shall be taken to mean the Cleaning Service shall vacuum all carpeted areas including under desks, tables, and chairs, carpet runners, etc. The carpets shall be vacuumed in such a manner to remove all dust, dirt, and other debris, whether or not they show obvious dirt.

9. The term "Mop" shall be taken to mean the Cleaning Service shall mop all non-carpeted floor areas with a cleaning agent that cleans, deodorizes, and disinfects the floors while not removing or damaging the waxed areas of the floors, followed by rinsing off of all residues.

10. Cleaning service shall take necessary steps to avoid buildup of dirt and/or wax in corners and along edges.

11. Cleaning service shall provide safety notification markers to alert persons in the facility from the Cleaning Service's work activities, such as wet floors.

12. All waste refuge and recycling contents are to be emptied into designated outside containers.

13. All equipment owned by the Cleaning Service and used on the premises is to be in good working condition. Damaged equipment, such as equipment with a damaged electrical cord, is to be removed from the premise until repaired.

14. Cleaning service shall furnish Pace with MSDS data sheets for all consumable products used in Pace facilities.

CLEANING SPECIFICATIONS

All office and driver areas of the facility are to be cleaned. Additionally, all shop, mechanical rooms, and closets shall also be cleaned. The office areas include, but are not limited to, the following areas: entrances, lobbies, aisles, hallways, general open office areas, mezzanine office areas, conference rooms, workstations, cubicles, private offices, lunchrooms, driver's areas, washrooms, vending areas, elevator, etc.

The following tables identify cleaning tasks to be performed by item and area:

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
	ALL OFFICE AREAS of the facility - *Perform the following tasks*					
1	Sweep all tile, ceramic, or other hard surface floors with treated sweeping cloths	X				
2	Wet mop all tile, ceramic, and hard surface floors with disinfectant	X				
3	Vacuum all carpeting and rugs	X				
4	Spot clean all lobby furniture as	X				
5	Empty all waste basket receptacles, replace plastic liners, damp dust as needed	X				
6	Empty all recycling baskets and shredders, damp dust as needed	X				
7	Damp wipe all meeting room tables	X				
8	Clean and sanitize all drinking	X				
9	Spot clean all interior glass in windows, doors, partitions, panels, bulletin boards, and picture frames	X				
10	Maintain janitors slop sink in clean and orderly condition	X				
11	Spot clean walls next to coffee service stations if splashed with coffee and remove spots or stains from wall covering		X			
12	Spot clean stains on chair mats and carpets		X			
13	Vacuum all lobby furniture		X			
14	Dust with feather duster or dry cloth, all personal computers, keyboards, and monitors without disturbing personal office items or papers		X			

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
15	Dust, or damp wipe as needed, all common area printers, copiers, and fax machines		X			
16	Dust or damp clean, as needed, or as requested, all desks, tables, credenzas, shelves without disturbing personal office items or papers		X			
17	Dust, and damp clean as needed, all other furniture including file cabinets, storage cabinets, bookcases, coat racks, partition tops, elevator interior, etc.		X			
18	Damp wipe to remove fingerprints and smudges from all doors, frames, light switches, kick and push plates, handles, railings, towel dispensers, etc.		X			
19	Clean and sanitize telephones		X			
20	Remove dust and cobwebs formed on walls, ceilings, corners, etc.		X			
21	Low dust all horizontal surfaces up to hand height including sills, moldings, shelves, ledges, vents, pipes, outlets, partitions, coat racks, etc.		X			
22	Spray buff all tile/ceramic floors		Bi-Weekly			
23	Clean all air vents, returns, and registers			X		
24	Polish all wood furniture			X		
25	Vacuum and spot clean all upholstered sofas, chairs, and partitions			X		
26	High dust above hand height all horizontal surfaces including shelves, ledges, moldings, pipes, ducts, heat registers, clocks, exit signs, lights, window blinds, etc.			X		

Attachment J-2

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
27	Wash and sanitize garbage cans				X	
28	Machine scrub all non-carpeted floors, remove all buildup of dirt and mop marks near partitions and baseboard molding, re-wax vinyl floor tiles only				X	
29	Wash all interior glass in windows and doors, including the inside of exterior windows					Semi-Annual
30	Strip & clean all non-carpeted floors, refinish and machine polish only the vinyl tiles, & reseal the ceramic tiles					X
31	Wash and sanitize all tabletops, sinks, and counter tops	X				
32	Refill and sanitize paper towel dispensers	X				
33	Clean and sanitize the exteriors of all vending machines & microwave ovens		X			
34	Clean and sanitize all refrigerator exteriors and clean-up interior spills		X			
35	Damp clean and sanitize all cabinet exteriors			X		
36	Clean and sanitize refrigerator interiors			X		
37	Wash and sanitize all lunchroom cabinet interiors					X
38	**LUNCHROOMS / DRIVERS RMS** - *Perform the following tasks in addition to those listed for All Office Areas*					
39	Wet mop and sanitize all tile and ceramic floors with disinfectant	X				
40	Damp clean and sanitize all non-upholstered chair seats and backs	X				
41	Spot clean or vacuum upholstered chairs as needed	X				

Attachment J-2

	AREA	Daily	Weekly	Monthly	Quarterly	Annual
42	Clean-up and sanitize spills on interiors & tops of all microwave ovens	X				
43	Clean and sanitize the fronts of all refrigerators, and vending machines	X				
44	**WASHROOMS** - *perform the following tasks in addition to those listed for All Office Areas*					
45	Wet mop floors with disinfectant, including area behind toilets	X				
46	Empty, clean, and sanitize all towel and sanitary receptacles. Remove refuge to designated areas	X				
47	Refill all dispensers with Pace supplied products: soap, toilet tissue, towels	X				
48	Clean and sanitize all dispensers	X				
49	Clean, sanitize, and deodorize all vitreous fixtures including basins, urinals, toilets, toilet seat hinges, and both sides of toilet seats	X				
50	Clean, sanitize, and polish all chrome fixtures, faucet and flush handles, vanity tops, utility shelves, counter-tops, mirrors, and glass	X				
51	Clean and sanitize all flush rings, drains, and overflow outlets	X				
52	Clean and sanitize wall areas adjacent to sinks, urinals, and toilets	X				
53	Spot clean, dust, & remove fingerprints from stall partitions, tile walls, doors, and switches	X				
54	Wash and sanitize partitions, tile walls, and hard surfaces with disinfectant			X		

9/30/2015

McHenry Facility Intangible Asset Records

Division	Location	Asset Number	Asset Description	Category	Funding Source	Acquisition Date	Life Months	Number of Periods Depr	Cost or Basis	Life to Date Depreciation	Remaining Depreciation
999	PDISP	27-30052	PUMP CONTROLLER-FUEL SYS.UPGRD	FUELF	IL-90-X455 CJ3812 FED 80%	5/31/2006	60	60	$4,190.00	$4,190.00	$0.00
999	MISC	29-30083	POLLUTION PREVENTION	IMPRV	PACE-102-0 P82719	10/1/2003	84	84	$1,800.00	$1,800.00	$0.00
999	MISC	29-30091	REPLACE DOOR	IMPRV	IL-90-X303 U33111 FED 80%	8/1/2003	84	84	$802.00	$802.00	$0.00
999	MISC	29-30247	GENERATOR-EMERGENCY MCHENRY	IMPRV	SBD-123-00 ZB3007	7/6/2007	84	84	$61,900.00	$61,900.00	$0.00
999	MISC	35-30075	CIRCUIT BREAKER-30 AMP-MCHNRY	GARIN	PACE-102-0 BK3713	4/11/2005	60	60	$1,685.07	$1,685.07	$0.00
999	MISC	35-30205	KEYPAD REPLACEMENT VEEDER ROOT	VEEDR	PACE-102-0 P82719	6/18/2007	60	60	$310.39	$310.39	$0.00
999	MISC	35-30284	SENSORS-7 EA MSA UNT GS/MSA Z	BUSIN	SBD-2003-L C43816	8/3/2009	60	60	$8,795.00	$8,795.00	$0.00
999	MISC	35-30314	SUMP SKIMMER ABSORBENT SOCK-CS	GARIN	PACE-PBV PE2719	1/6/2011	24	24	$113.19	$113.19	$0.00
999	MISC	35-30321	SENSOR-DISRIMINATING PUMP	GARIN	PACE-PBV PE2719	4/6/2011	60	53	$492.25	$434.82	$57.43
999	BSWHL	35-30339	EMERGENCY FUEL SHUT OFF-2	GARIN	SBD-2002-0 BD3713	12/19/2012	84	33	$3,250.00	$1,276.79	$1,973.21
999	BSWHL	37-30013	BUS WASH SYSTEM-ROSS/WHITE	FIXTR	IL-90-X279 T23007 FED 80%	11/28/2001	60	60	$53,055.00	$53,055.00	$0.00

Exhibit K

REQUEST FOR PROPOSAL NO. 415574
MCHENRY COUNTY TRANSPORTATION AND CALL CENTER SERVICES
REQUEST FOR CHANGE TO TERMS AND CONDITIONS

Pursuant to Exhibit C, Section A, Article 15, Proposers may use this form, or a reasonable facsimile, to request a consideration for a change, addition, or elimination to/of the standard terms and conditions included in this RFP. Attach additional forms as required. Completed forms must be submitted concurrently along with your proposal. Forms submitted after the proposal due date will not be considered. Pace will negotiate in good faith only items identified on this form, or a reasonable facsimile. Alternate contracts, manual modifications, supplemental statements, or other changes noted/imbedded in other RFP documents or in the technical and price proposal submitted by the Proposer will not be considered and shall not be official or binding on Pace. Additionally, such modifications or inclusions may result in a non-responsive determination against your proposal. Only changes initiated by this form, negotiated in good faith, and incorporated into the final contract shall be official and binding.

Proposer:	
Requesting:	☐ Modification ☐ Elimination ☐ Addition
To/of:	Exhibit ____, Page ____, Section/Paragraph/Article: _____
If requesting a modification to language or additional clause(s), specific language must be proposed below:	
Pace Response:	☐ Change accepted as stated ☐ Change accepted with further modification as stated below ☐ Change rejected