

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Thursday, May 28, 2020

This addendum is provided to all known prospective proposers for clarification of the subject Request for Proposal (RFP).

The following are questions that have been received prior to the deadline for questions on Friday, May 22, 2020, along with answers from VVTA staff:

Q1: "Please confirm required proposal attachments including resumes and forms are not included in the 100 page limit."

A1: They are included in the 100-page limit.

Q2: "Please confirm proposal administrative items including the cover page, cover letter, table of contents, and tabs are not included in the 100 page limit."

A2: That is correct.

Q3: "Which version of TransTrack does VVTA currently have? Does this version have exporting capabilities to excel?"

A3: Yes, the report can be exported to Excel. VVTA's current version is 3.3.7396.39068.

Q4: "We noticed that vehicle maintenance program (Requirements listed on RFP page 15 of 34, items j.1-6) are not included in the proposal evaluation criteria listed on pages 29 and 30 of 34. It does not appear that this is part of the evaluation, can you confirm?"

A4: This section will be evaluated within "3. Proposer's approach, workplan, subcontractors."

Q5: "Please provide a list of non-DBE subcontractors currently used."

A5: VVTA does not have access to this Contractor information.

Q6: "Please provide the following maintenance metrics for the past 24 months:

- "Miles between road calls. If possible, please provide by vehicle type and service type. Also if possible please provide in 2 reports – 5/1/18 through 5/1/19 and 5/1/19 through 5/1/20. Rere(sic)
- "Revenue vehicle preventative maintenance on-time performance."

A6: The performance guideline for road call rate is no more than one road call for every 7,000 revenue miles operated. The performance guideline for Preventive Maintenance on time

# VVTA RFP 2020-05 OPERATIONS AND MAINTENANCE SERVICES ADDENDUM NO. 2

performance is 90% or greater per month. Historical data is immaterial. Please see Exhibit 1 to this Addendum.

Q7: “Please provide fleet availability metric for last 12 months.”

A7: The performance guideline for availability is VOMS + two spares for all modes daily. Historical data is immaterial.

Q8: “Please provide VVTA specific revenue vehicle preventative maintenance requirements and any other VVTA standard procedures/processes or scheduled requirements to include RTA estimated/schedule time for each process. Examples include PMI requirements, brake reline, component change requirements, etc.”

A8: They are according to Manufacturer’s recommendations and component changes and brake relines are according to Proposer’s policies.

Q9: “Regarding RTA 132 Report included in Addendum No. 1, please also provide the corresponding total miles during that period by service type and vehicle type in two reports – 5/1/18 through 5/1/19 and 5/1/19 through -5/1/20.:

A9:

	2018-2019 5/1/18-5/1/19	2018-2019 5/1/18-5/1/19
Class C	1,258,920	1,212,318
Class E	429,256	438,994
Class H	2,329,170	2,585,551
MCI	238,218	220,691

Please note there will be a discrepancy between miles shown above and miles listed anywhere else in the RFP due to date range used and vehicle classification.

Q10: “Please clarify: Page 6 of 34 lists 7 positions as key personnel and Page 12 of 34 lists 8. Will VVTA consider allowing proposers to name and provide resumes for General Manager, Maintenance Manager, and Operations Manager for the proposal and then work with VVTA to name and select the remainder of key personnel during transition?”

A10: Please provide the names and resumes of the staff you are proposing. VVTA will negotiate with the Awarded Contractor regarding the remainder of the key staff if not named in the Proposal. If Proposer is wanting to use current staff – The name of that staff member on the Proposal would be “current personnel.” Example: “Data Manager” – “Current Data Manager.”

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q11: "Page 8 – The RFP states 'VVTA's revenue fleets consists of thirty-three (56) thirty-two, thirty-five & forty-foot transit buses.' Please clarify the number of vehicles."

A11: The correct number for that sentence is Forty-six (46) thirty-five & forty-foot transit buses. The entire fleet is available to review on exhibit B-1 in the RFP.

Q12: "Attachment A, Page 2, A. I. – Please clarify whether the contractor or the agency is responsible for printing door hangers."

A12: VVTA is having the door hangers printed and provides them to the Contractor.

Q13: "Attachment A, Page 2. B. 1. – Please provide the current cost of software licenses assigned to the contractor."

A13: Optibus is the only software license assigned to the contract. This cost is included in Addendum No. 1.

Q14: "Attachment A, Page 2, B. 2. – Please clarify the potential need for additional non-revenue vehicles as a result of the run cut, which is done to develop assignments for revenue vehicles and operations."

A14: The run cut is the responsibility of the Proposer. Any number of vehicles over the number provided in the RFP would be the Proposer's responsibility.

Q15: "Attachment A, Page 16, D. (7) – Please provide the 'fair-share' cost assessed to the current contractor for each year of the latest contract."

A15: The current charges to the current contractor has been an average of \$2,700 monthly covering the phones and internet in Hesperia and Barstow.

Q16: "Attachment A, Page 25, E – Please verify that VVTA is responsible for the cost of developing system maps, route maps, and schedule info posters or displays."

A16: Correct

Q17: "RFP Page 29,5 – Evaluation Criteria, Will pricing be evaluated based on the Year 1 price only, or will VVTA be evaluating and scoring the full contract term cost? Are option years included in the scoring as well?"

A17: VVTA is required by the FTA to evaluate the option years along with the base contract as part of the evaluation. So, the score for price will be on the entire term of the contract including option years.

# VVTA RFP 2020-05 OPERATIONS AND MAINTENANCE SERVICES ADDENDUM NO. 2

Q18: “For Paratransit Service – Please provide a list of the top 10 trip generating locations for the paratransit services. If the information is available, please provide the percent of trips that originate from these locations.”

- A18: 1) VIP Workshop  
 2) Best Opportunity Workshop - Hesperia  
 3) Best Opportunity Workshop - Apple Valley  
 4) Social Vocational Services Workshop  
 5) IBP Workshop  
 6) Victor Bowl - Workshop Program  
 7) Peoples Care Workshop  
 8) Victor Valley Mall  
 9) Super Walmart - 395 & Palmdale Rd  
 10) Desert Cities Dialysis - Hesperia Rd., Victorville

Q19: “For Paratransit Service – Does billable time begin at the first pick up even if that pick up is a no show?”

A19: Yes. If the rider is a No-Show, a No-Show door hanger is required.

Q20: “For Fixed Route Service – In the scenario where there are exterior factors beyond the control of the contractor (such as traffic, weather delays, etc.) that cause a route to continue past scheduled hours, will the contractor be compensated for this time, or will VVTA only allow the contractor to bill for the scheduled hours?”

A20: For the purpose of this RFP, VVTA will only compensate for scheduled hours and not for routine traffic delays, weather delays, etc. Extreme, or out of the ordinary delays can be discussed case-by-case basis.

Q21: “Please provide the number of vehicles used at peak time for each of the services contemplated by the RFP. If this information is available by day of week, please provide it in that format.”

A21: **Weekday** **Saturday** **Sunday**

	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
MB	47	37	34
CB	6	-	-
DR	39	12	7

VVTA RFP 2020-05  
**OPERATIONS AND MAINTENANCE SERVICES**  
**ADDENDUM NO. 2**

Q22: “What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the past two years.”

A22: Historical data is immaterial.

Q23: “What is the current spare ration for the revenue fleet for each service type?”

A23:

ADA	Units	Voms
BAT	5	3
Hesp	42	34
Totals	47	37
Spare Ration	27.03%	

Fixed Route &  
intercity

BAT	10	7
Hesp	49	40
Totals	59	47
Spare Ration	25.53%	

Commuter

BAT	5	2
Hesp	5	4
Totals	10	6
Spare Ration	66.67%	

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q24: "What are VVTA' main goals for the next contract term?"

A24: VVTA expects the successful proposer to maintain the appropriate number of spare vehicles to meet service requirements every day. Furthermore, VVTA expects a full complement of drivers to be provided by the successful proposer. VVTA requires field supervisors to be in the field and not to be used as drivers due to driver shortages. VVTA expects bus operators to be friendly and treat customers with respect much like what is the standard in the hospitality industry.

Q25: "Can VVTA provide a historical maintenance report by vehicle?"

A25: This will be made available to the awarded Operator. This information is currently in VVTA's RTA system.

Q26: "In the "Vehicle Repair History Report" can VVTA provide the vehicle list from this report?"

A26: The vehicle list is in the RFP as exhibit B-1.

Q27: "Does VVTA require the maintenance estimates broken down similar to the "Vehicle Repair History Report"?"

A27: VVTA will discuss with the awarded Contractor.

Q28: "In the vehicle list that was provided, which motor buses are used for the commuter routes?"

A28: 812-816, 803, 8189, 8196, 8186, and 8187.

Q29: "Other than Optibus, are we responsible for any other software costs?"

A29: No

Q30: "In the understanding that the contractor's internet is provided by the agency, under a shared cost scenario, can VVTA please provide estimated monthly costs?"

A30: See A15 above

Q31: "Can VVTA provide the number of computers that will be assigned to this contract?"

A31: Please review the Instructions to Proposers/Scope of Work in the RFP.

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q32: "Can VVTA please clarify if the \$21.82/ extension cost equates to the Packet Fusion annual subscription fee? If this is not the case, can VVTA please provide Packet Fusion historical costs over the past 2 years?"

A32: Contractor is not responsible for the cost of this service.

Q33: "Can the agency provide historical maintenance and update costs for it's ITS systems?"

A33: No. Currently VVTA's ITS is under warranty.

Q34: "Can VVTA please confirm that the year 1 hours provided in the pricing form are assuming a full year of service and that proposers should prorate these hours to represent the 9-month period Y1 represents?"

A34: Please use the hours provided. Evaluation will be based on the amount per hour multiplied by the rate per hour proposed.

Q35: "Can VVTA please provide replacement costs for all vehicles, revenue and non-revenue, provided in this RFP?"

A35: This will depend on the Insurance company that the Proposer will use for this coverage.

Q36: "In order to accurately price insurance costs, can VVTA please provide replacement costs for the following:

- Buildings (Please include address)
- Any Improvements & Betterments
- Business Personal Property
- Tools/ Equipment + Materials

A36: The Book value for Hesperia Bus Facility is \$52 Million

The Book value for Barstow Bus Facility is \$10 Million

The Book value for Operations Equipment/Tools is \$51 Million

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q37: "Based on the new pricing forms DR projected revenue miles have been set at a flat rate of 882,889/ year, while revenue hours show yearly increases. This would assume that over time VVTA expects a slower system speed for DR. Can VVTA please confirm that this is accurate? If not, can VVTA please provide an updated pricing form with updated revenue miles?"

A37: There is no "rate" associated with yearly mileage. The static number for mileage is based on recent data for information purposes only. Please use the numbers provided on G-2 to determine the cost per revenue hour, as VVTA does not pay for mileage. VVTA has embarked on a modest brokerage service and anticipates contracted ADA/demand response to increase at best 1% per year over the next 4 years.

Q38: "The current Operator, and the Proposer taking over operations and maintenance responsibility may participate in the vehicle inspection process. The new operator may request a third-party auditor be used for the turnover process. Will the same process be utilized for the facility and facility related equipment?"

A38 No.

Q39: "Are we to assume we are to include DBEs on "Attachment H - Subcontractors List"?"

A39: Yes. If additional space is needed please provide the additional Subcontractors on a separate sheet.

Q40: "Attachment F references a required "Warranty Procedures Form" however, there does not appear to be such a form included in the RFP. Will VVTA please direct us to the location of the required form?"

A40: This was selected in error. Please disregard.

Q41: "Attachment F - Submission of Forms (page 114) appears to be a pricing form. Is this form to be included in the technical proposal or the pricing proposal?"

A41: The forms in Attachment F are to be included with the Technical Proposal.

Q42:"This requirement states that ""Proposer must list all services, equipment and facilities that the proposer has provided and/or operated under contract during the past five (5) years."" Is this list required of the proposer of subcontractors?"

A42: This section is a request for references only.



VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q43: “The revised pricing sheets in Addenda 1 indicate that Year 1 is nine months in length (Commencement 10/1/2020-6/30/2021), and subsequent years are 12 months on a 7/1-6/30 cycle. This would make the base term 4 years and 8 months. Was this the intent of VVTA? If so, are the miles and hours in the price sheet accurate for Year 1, since it is only 9 months of service?”

A43: See A34, above.

Q44: “Attachment F ... Will the VVTA please consider allowing us to submit information for our references only, or place a cap on the number of contracts that are listed?”

A44: The Reference form requests at least 7 references during the past 5 years. It will be up to the proposer to determine which references they wish to include.

Q45: “Please consider extending the deadline for proposals to three weeks after responses to questions are released by VVTA.”

A45: VVTA does not intend to extend the Proposal Due date to the current due date of Thursday, June 11, 2020 at 3:00 PM Pacific time.

Q46: “Please confirm that all liability insurance limits that are required can be met by any combination of primary and excess insurance.

A46: That is correct.

Q47: “Auto Physical Damage - This insurance shall include replacement cost coverage for all VVTA vehicles operated, maintained, used and/or stored by Contractor, or in the care, custody and control of Contractor, under this Agreement. Comprehensive Coverage at full replacement value is not available within the insurance industry. Please confirm that VVTA will accept the industry standard wording “The Service Provider agrees to maintain automobile collision and comprehensive coverage equal to the actual cash value.”

A47: VVTA is not aware that Replacement Cost coverage is not available and Contractor should provide evidence that only Actual Cash Value coverage is available with its proposal. VVTA will reconsider this insurance requirement when the proposal and evidence is received.

Q48: “In the event Contractor purchases an Umbrella or Excess insurance policy(ies) to meet the minimum limits of insurance set forth above, this insurance policy(ies) shall “follow form” and afford no less coverage than the primary insurance policy(ies). Would an Umbrella/Excess policy that is written as broad as the underlying policy be acceptable?”

A48: An umbrella/excess policy that does not “follow form” but is as broad as the primary policy and satisfies the requirements of this agreement would be acceptable.

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

- Q49: “Upon request of VVTA, Contractor shall immediately furnish VVTA with a complete copy of any insurance policy required under this Contract, including all endorsements, with said copy certified by the underwriter to be a true and correct copy of the original policy. Complete copies of policies contain proprietary information (relating to other contracts/customers) which, given the possible exposure for release under the Freedom of Information Act, we are not permitted to release. Please confirm that VVTA will accept a Certificate of Insurance evidencing the required coverage as is standard in the industry.”
- A49: It is not contemplated that VVTA would request a copy of an insurance policy, provided the required Certificates of Insurance and applicable policy endorsements are received. However, if a situation arose wherein VVTA needed a full copy of an insurance policy, a redacted copy of the policy and/or the Declarations page may be acceptable in lieu of a full copy.
- Q50: “In the event any policy is due to expire during the work to be performed for VVTA, Contractor shall provide a new certificate, and applicable endorsements, evidencing renewal of such policy not less than 15 calendar days prior to the expiration date of the expiring policy. In order to obtain the best possible policy conditions and pricing often renewals are not finalized 15 days prior to expiration. Please confirm that VVTA will modify language to read “No less than fourteen (14) days after the expiration, cancellation or termination of any such policy, Provider shall supply VVTA with a new and replacement Certificate of Insurance.”
- A50: It is the Contractor’s responsibility to maintain required insurance at all times.
- Q51: “Pursuant to Labor Code 1072, the incumbent provider must provide all bidders with information regarding the current wages for all employees involved in current contract. This information should include details regarding all benefits for the current employees. For the benefits, please include specific information such as a rate sheet, regarding co-pays, dependent coverage and amount of premium to be paid by employer.”
- A51: In an effort to protect the identities of the employees who are affected by this RFP and the nature of their personal information being made public during this process, VVTA has deemed it necessary to follow the guidance: “1072.(c) (1)... If the successor service contract is awarded to a new contractor, the existing contractor shall provide the names, addresses, dates of hire, wages, benefit levels, and job classifications of employees to the successor contractor...” The information will be provided to the successor contractor during the transition. Information regarding wages is included in the CBA that was attached to Addendum No. 1 and Salary information included in the Current Contract under the “BAFO” section. Also see 2020-05 Add 2 Attachment A51.

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q52: "Please provide a current seniority list (names can be redacted to protect privacy – perhaps just list position name and number for positions other than driver, along with seniority date. Please also indicate if these positions are full time or part time."

A52: See 2020-05 Add 2 A51

Q53: "Please provide all bidders with copies of the Invoices and Management Reports for the last three months of service."

A53: This information is available on the VVTA website (vvta.org) under Board Reports.

Q54: "For the paratransit service, please provide a list of the top 10 trip generator locations for the paratransit services. If the information is available, please provide the percent of trips that originate from these locations.

A54: See A18

Q55: "In the scenario where there are exterior factors beyond the control of the contractor (such as traffic, weather delays, etc.) that cause a route to continue past scheduled hours, will the contractor be compensated for this time, or will VVTA only allow the contractor to bill for the scheduled hours?"

A55: See A19

Q56: "What is the current on time performance for each of the service types provided? What is the average on time performance for the last year?"

A56: Past on time performance is no indication as to what is acceptable to VVTA. Historical data is immaterial.

Q57: "What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings over the last year?"

A57: See A22

Q58: "What are the current miles between road calls for each of the service types provided? What are the average miles between road calls for the last 12 months?"

A58: See A6

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Q59: "Will VVTA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?"

A59: Yes. An adequate number of vehicles and types will be provided.

Q60: "Please clarify VVTA's planned replacement schedule for the provided fleet. What are the life mile goals for each vehicle type?"

A60: Class C: 9 Year 200,000 Miles  
Class E: 9 Year 300,000 Miles  
Class H: 14 year 650,000 Miles  
Commuter Coach: 16 Year 850,000 Miles  
Support: 10 Year 200,000 Miles

Q61: "How has the COVID-19 situation affected service levels compared to what is in the RFP? What is VVTA's plan for restoring service to levels indicated in the RFP?"

A61: Current plan is to restore full service beginning August 2020

Q62: "How many of the current employees have the ASE certifications that result in bonus wages?"

A62: 14.

# VVTA RFP 2020-05 OPERATIONS AND MAINTENANCE SERVICES ADDENDUM NO. 2

Answers to questions from the previous Addendum that were promised to be included in this addendum:

Add.1, Q25: “Could VVTA please provide a two (2) year history for major component replacement and repair (including by not limited to engine and transmissions) for the revenue vehicle fleet?”

Answer:

Engine				Transmission			
Unit	WO	Date	Miles	Unit	WO	Date	Miles
2020	51010	6/18/2018	362,515	178	50178	5/14/2018	112,304
2019	51573	7/24/2018	335,499	2016	50482	5/29/2018	271,942
2015	53174	7/30/2018	337,845	2021	51792	7/2/2018	247,999
156	53586	9/13/2018	271,326	165	52473	7/20/2018	216,185
162	56278	10/31/2018	194,833	819	52852	8/6/2018	193,739
2021	57893	2/6/2019	273,499	164	55311	10/9/2018	238,733
155	59575	2/14/2019	264,816	155	56459	10/31/2018	255,522
817	59848	2/28/2019	227,323	618	62662	4/5/2019	341,931
164	60008	3/19/2019	245,036	156	64274	5/9/2019	291,644
611	62005	3/22/2019	565,263	162	65530	6/11/2019	213,059
604	63203	4/16/2019	585,564	624	68940	9/4/2019	305,866
624	63017	4/23/2019	300,588	608	68654	9/12/2019	629,130
614	65156	7/1/2019	506,804	161	73807	11/14/2019	276,509
603	71747	10/9/2019	600,478	817	74547	12/4/2019	289,507
818	75139	12/5/2019	298,925	2018	75432	12/21/2019	429,603
620	75138	12/5/2019	378,828	177	77586	1/24/2020	172,474
623	73682	12/6/2019	299,053	1003	78632	2/26/2020	185,850
626	75156	1/10/2020	188,919	2016	81542	4/23/2020	389,970
619	77297	1/15/2020	394,495				
612	79347	2/29/2020	547,132				
608	78746	3/18/2020	653,620				
634	80307	3/19/2020	147,280				
610	81230	4/8/2020	542,523				
2021	80600	4/23/2020	353,510				
8185	80362	4/23/2020	264,115				

VVTA RFP 2020-05  
OPERATIONS AND MAINTENANCE SERVICES  
ADDENDUM NO. 2

Add1 Q30: “Would VVTA please provide copies of all applicable 13(c) agreements, the most recent certification letter, and related documents?”

Answer: 13c does not apply to VVTA.

Add1 Q31: “Please confirm that the Contractor’s 13(c) liability would apply only to acts or omissions of the Contractor.”

Answer: 13c does not apply to VVTA.

Add1 Q32: “Have there been any court challenges regarding 13(c) or any labor disputes involving the incumbent Contractor? If so, please provide copies of related documents.”

Answer: VVTA is not aware of any challenges.

A1 Q34: “Could VVTA please provide a two year history of costs and a listing of Agency provided equipment that has been replaced by the current Contractor?”

Answer: VVTA does not have access to this information.

Attached to this Addendum is an excerpt from VVTA’s most recent Short-Range Transit Plan and may be of use to you as you prepare your response to the RFP. See Addendum 2 – Exhibit 1.

All other terms and conditions of the RFP remain the same.

As stated in the RFP, all addenda must be acknowledged. Please use Attachment G of the RFP to acknowledge receipt of this addendum. Failure to acknowledge any addenda to this RFP may be cause to deem Bidder “Non-Responsive.”















## HESPERIA MAINTENANCE

Employee Name	POSITION	HOURLY RATE
	Maintenance Technician I	39.5
	Maintenance Technician I	39.5
	Maintenance Technician I	39.5
	Maintenance Technician II	38.7
	Maintenance Lead	38.7
	Maintenance Technician I	38.1
	Maintenance Technician I	36.3
	Maintenance Technician I	35.1
	Maintenance Technician I	35.1
	Maintenance Technician I	35.1
	Maintenance Supervisor	34.62
	Maintenance Technician II	33.23
	Maintenance Supervisor	32.88
	Maintenance Technician II	31.43
	Maintenance Technician II	30.83
	Maintenance Technician II	30.23
	Maintenance Technician II	29.6
	Maintenance Technician II	29.03
	Maintenance TechnicianIII	29.03
	Maintenance TechnicianIII	26.6
	Maintenance TechnicianIII	26
	Maintenance TechnicianIII	26
	Maintenance TechnicianIII	26
	Maintenance Supervisor	26
	Maintenance TechnicianIII	26
	Maintenance Administrator	24.86
	Maintenance Administrator	24
	Maintenance Administrator	22
	Maintenance Administrator	22
	Maintenance Administrator	19.15
	Maintenance Administrator	19.15



## HESPERIA AMIN

Employee Name

POSITION

HOURLY RATE

	Fixed Route Supervisor	23.86
	ADA Supervisor	23.86
	Road Supervisor	21
	Office Administrator	19.67
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Road Supervisor	19.15
	Safety Trainer	18.63
	Safety Trainer	18.63
	Dispatcher	18.28
	Dispatcher	17.77
	Payroll Admin	17.6
	Dispatcher	17.51
	Dispatcher	17.25
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56
	Office Administrator	16.56
	Dispatcher	16.56
	Office Administrator	15.99
	Office Administrator	15.99
	Scheduler	15.53

	Reservationist	15.53
	Scheduler	15.53
	Scheduler	15.53
	Reservationist	15.38
	Reservationist	15.38
	Reservationist	15.38
	Reservationist	15.38
	Scheduler	15.09
	Office Administrator	13.46





## BARSTOW MAINTENANCE


Employee	POSITION	HOURLY RATE
	Maintenance Technician I	34.5
	Maintenance Technician II	29.03
	Utility Worker	13.82

## BARSTOW ADMIN

Employee Name

POSITION

HOURLY RATE

	Assistant General Manager	32.34
	Road Supervisor	19.15
	Road Supervisor	19.15
	Dispatcher	16.56
	Dispatcher	16.56
	Dispatcher	16.56

## VVTA RFP 2020-05 Addendum No. 2

### Exhibit 1 – 2020 Short Range Transit Plan Excerpt:

#### 2 Goals, Objectives, and Standards

##### *2.1.3.2 Service Reliability*

The service reliability guideline is also geared toward maintaining a dependable service that will get customers to their destination in a timely manner. Service reliability is measured by the percentage of scheduled pullouts achieved. The performance guideline for service reliability is set at 100 percent of scheduled pullouts.

##### *2.1.3.3 Passenger Safety*

Passengers riding VVTA buses should expect to get to their destination safely. Passenger safety is measured by the number of preventable collisions. The guideline for passenger safety is that there should be no more than six preventable collisions per million revenue miles operated.

##### *2.1.4 Vehicle and Maintenance Efficiency*

Vehicle and maintenance efficiency performance guidelines include vehicle failure rate and road call rate. The two guidelines measure the number of vehicle breakdowns or the failure of components of a vehicle.

###### *2.1.4.1 Vehicle Failure Rate*

The vehicle failure rate measures the number of vehicle mechanical failures per revenue mile. There should be no more than one vehicle failure per every 5,000 revenue miles operated according to this guideline.

###### *2.1.4.2 Road Call Rate*

The road call rate measures the distance between vehicle breakdowns. The performance guideline for road call rate is no more than one road call for every 7,000 revenue miles operated.

##### *2.1.5 Labor Efficiency*

The following set of guidelines is related to the number of employees that are employed by VVTA. The performance guidelines for labor efficiency include transportation operator, transportation supervisor, vehicle maintenance employee, and administrative efficiency.

###### *2.1.5.1 Transportation Operator*

The transportation operator measures the number of FTE bus operators per operating hour. The guideline for transportation operator is one FTE operator per 1,570 operating hours.

###### *2.1.5.2 Transportation Supervisor*

The transportation supervisor guideline measures the number of employees controlling the operation per revenue hour. The guideline is set at one employee controlling the operation per 25,000 revenue hours operated.

#### *2.1.5.3 Vehicle Maintenance Employee*

The vehicle maintenance employee guideline measures the number of maintenance employees per vehicle mile. The guideline is one vehicle maintenance employee per 80,000 vehicle miles.

#### *2.1.5.4 Administrative Efficiency*

The administrative efficiency measures the number of administrative employees per the amount of service operated. The guideline for administrative efficiency is one administrative employee for every 11,000 revenue hours operated.

#### 2.1.6 Customer Service

Customer service performance guidelines are related to passenger comfort and amenities, as well as their satisfaction with the services provided by VVTA. There are two performance guidelines related to customer service: passenger amenities and complaints.