

YOLO TRANSPORTATION DISTRICT TECHNICAL ADVISORY COMMITTEE AGENDA

IN-PERSON INFORMATION

Meeting Place: Yolo Transportation District Board Room
350 Industrial Way
Woodland CA 95776

MEETING DATE: Monday, November 3, 2025

MEETING TIME: 1:30 PM -3:00 PM

ZOOM MEETING LOCATION:

<https://us06web.zoom.us/j/5306662877?omn=88411713316>

Meeting ID: 530 666 2877

To submit a comment in writing, please email to public-comment@YCTD.org and write “For TAC Public Comment” in the subject line. In the body of the email, include the item number and/or title of the item (if applicable) with your comments. All comments received by 10:00 AM on Monday, November 3, 2025 will be provided to the YoloTD Technical Advisory Committee. Comments submitted during the meeting shall made part of the record of the meeting but will not be read aloud or otherwise distributed during the meeting.

<u>Estimated Time</u>		<u><i>The Executive Director reserves the right to limit speakers to a reasonable length of time on any agenda item, depending upon the number of people wishing to speak and the time available.</i></u>	Information	Action Item
1:30 PM	1.	Call to order and Determination of Quorum YoloTD		X
1:32 PM	2.	Comments from members of the public regarding matters NOT on the Agenda, but within the purview of YoloTD (Comments will be limited to two (2) minutes per person—please identify yourself and in which community you live before providing your comments)	X	
1:45 PM	3.	Federal Regional Funding Round Coordination (<i>B. Abbanat</i>)	X	
2:15 PM	4.	Transit Operator RFP Review (<i>A. Bernstein, pp 4-60</i>)	X	
2:45 PM	5.	Caltrans Presentation on California Freight Mobility Plan (CFMP) 2027 (<i>B. Abbanat</i>)	X	
2:50 PM	6.	Approve 2026 TAC Calendar (<i>J.Marte, p 61</i>)		X
2:55 PM	7.	Long-Range Calendar (<i>J.Marte, p 62</i>)	X	
3:00 PM	8.	Adjournment		X

Public Participation Instructions

Members of the public shall be provided with an opportunity to directly address the TAC on items of interest to the public that are within the subject matter jurisdiction of the Technical Advisory Committee. Depending on the length of the agenda and number of speakers, the TAC reserves the right to limit the time each member of the public is allowed to speak to three minutes or less.

ON ZOOM:

If you are joining the meeting via Zoom and wish to make a comment on an item, click the "raise hand" button. If you are joining the webinar by phone only, press *9 to raise your hand. Please wait for the host to announce the comment period has opened and indicate that you wish to make a comment at that time. The Clerk of the Board will notify the TAC, who will call you by name or phone number when it is your turn to comment.

YTD offers teleconference participation in the meeting via Zoom as a courtesy to the public. If no voting members of the YTD Board are attending the meeting via Zoom, and a technical error or outage occurs with the Zoom feed or Zoom is otherwise disrupted for any reason, the Technical Advisory Committee reserves the right to continue the meeting without remote access.

IN ADVANCE OF THE MEETING:

To submit a comment in writing, please email public-comment@YCTD.org. In the body of the email, include the agenda item number and title with your comments. Comments submitted via email during the meeting shall be made part of the record of the meeting but will not be read aloud or otherwise distributed during the meeting. To submit a comment by phone in advance of the meeting, please call 530-402-2819 and leave a voicemail. Please note the agenda item number and title with your comments. All comments received by 10:00 AM on Monday November 3, 2025 will be provided to the YoloTD Technical Advisory Committee in advance.

Americans With Disabilities Act Notice

If requested, this agenda can be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact Janeene Marte, Executive Assistant, for further information. In addition, a person with a disability who requires a modification or accommodation, including auxiliary aids or services, to participate in a public meeting should telephone or otherwise contact Janeene Marte as soon as possible and preferably at least 24 hours prior to the meeting. Janeene Marte may be reached at telephone number (530) 402-2819, via email at custserv@YCTD.org or at the following address: 350 Industrial Way, Woodland, CA 95776.

VISION, VALUES AND PRIORITIES



Vision Statement

The vision statement tells us what we intend to become or achieve.

Provide seamless, sustainable mobility solutions to help Yolo communities thrive.



Core Values

A core value describes our individual and organizational behaviors and helps us to live out our vision.

- We are transparent, inclusive and accountable to the public, stakeholders and partner agencies
- We are committed to addressing inequities and improving outcomes for our most vulnerable communities
- We prioritize environmental sustainability and climate resilience
- We value efficiency, innovation and responsible stewardship of public funds



District-Wide Priorities

Priorities align our vision and values with our implementation strategies.

1. Provide transit service that is faster, more reliable and convenient.
2. Partner with member jurisdictions, community-based organizations and local, regional, state and federal agencies to identify and address the current and evolving mobility needs of Yolo County.
3. Coordinate, plan and fundraise to deliver a full suite of transportation projects and programs.



STAFF REPORT

TOPIC

Provide Feedback on New Transit Operations Contract

ITEM NUMBER

4
Information
Nov 3, 2025
TAC

PREPARED BY:

Autumn Bernstein

ATTACHMENTS:

1. Evaluation Criteria
2. Scope of Work for Transit Operations Contract

STAFF RECOMMENDATION

Provide feedback on key aspects of procuring a new transit operations contract including:

1. Priorities for the new contract
2. Evaluation criteria for scoring the bids and selecting a preferred firm
3. Scope of work
4. Process and timeline

BACKGROUND

Currently, YoloTD contracts with Transdev Services Incorporated (Transdev) for operation of all our transportation services including YoloBus (Fixed Route), YoloBus Special (Paratransit) and Beeline (Microtransit). The current contract with Transdev took effect on August 1, 2018. The base term of the agreement is seven (7) years and ended July 31, 2025. The contract also provides for up to five (5) additional option years at YoloTD's sole discretion.

The length of the current contract is extraordinary by industry standards. Typically, contracts have a base period of 2-4 years, with 2-3 additional option years. Long contracts present challenges in keeping up with market conditions, which can lead to price shocks and uncertainty about future budgets. They also limit YoloTD's options for addressing performance problems.

YoloTD has amended the current contract twice, once in 2020 and again in 2021, to address challenges created by the COVID pandemic and associated instability in the labor market. Despite these amendments, Transdev has struggled to hire and retain staff at all levels of our operation, from management staff to bus operators, dispatchers and mechanics.

Additionally, the 2018 contract is structured around a very different set of operational requirements and service levels. Microtransit (BeeLine) was an optional add-on in the 2018 contract, but has now become a major part of our service. YoloBus' fixed-route operation is now significantly smaller than it was in 2018, and our in-bus technology requirements are changing rapidly.

At the June 9, 2025 meeting of the Board of Directors, the Board directed staff to exercise a one-year contract extension with Transdev, through July 31, 2026. The Board also directed staff to begin preparation of a new procurement, with the intent of releasing a Request for Qualifications in Fall 2025 and having a new contract take effect on August 1, 2026.

The Board held an informational workshop on this topic at its October 13, 2025 Board meeting. A summary of key points from the Board's discussion follows:

- Important to quantify performance metrics that are within the contractor's control. Some metrics, like On-Time Performance, are also driven by external factors like traffic. How do we differentiate?
- How will we know if the bids we receive are competitive?
- Service quality, safety and accountability/performance management are important.

DISCUSSION

The procurement of a new transit operations contract is one of the agency's most consequential decisions. It will touch nearly every aspect of our agency's core mission, vision and values. To prepare for this procurement, YoloTD staff reviewed recent procurements for five comparably-sized transit agencies in Northern California. We also met with and interviewed veteran transit professionals about industry best practices.

1. Timeline and Process

The procurement of a transit operations contract typically takes 8-12 months. Working backward from our goal of an **August 2026** start date, we propose to release the Request for Qualifications in **November 2025**, with responses due in **February 2026**, and Board approval of a new contract in **April 2026**.

A **draft** timeline is included below (subject to change):

YoloTD Board Approves RFP	November 17
RFP Issued	November 18
Pre-Proposal Conference and Facility Tour	January 7
Questions Due	Jan 17
Agency's Response to Questions	Jan 28
Proposals Due	February 6
Interviews	Week of March 2
Contract Award	April 13
Notice to Proceed	April 18
Contract Start Date	August 1

Roles and Responsibilities for Procurement

Staff and Consulting Team: Executive Director Autumn Bernstein will serve as the Project Manager for this procurement, with support from Director of Transit Operations Daisy Romero and Senior Planner Courtney Williams, and the team from Capitol GCS.

The staff and consulting team will prepare the procurement materials with input from the Board and stakeholders, including the Technical Advisory Committee and Citizens Advisory Committee. The staff and consulting team will also facilitate the evaluation process, conduct a technical analysis of bids received, and coordinate the work of the evaluation panel.

Evaluation Panel: We will convene an evaluation panel to review and score bids, participate in interviews with the top bidders, and make a recommendation to the Board of Directors on which bidder to select. The evaluation panel will include representatives from YoloTD member jurisdictions, other transit agencies, and regional partners. Entities which have confirmed their willingness to participate include:

- City of Davis
- City of West Sacramento
- City of Woodland
- Yuba-Sutter Transit
- Unitrans
- Sacramento Area Council of Governments (SACOG)

Citizens Advisory Committee: The CAC will have an opportunity to review key provisions of the Request for Qualifications before it goes to the Board of Directors for approval. CAC input on how to strengthen/improve the procurement will be shared with the Board. ***Staff recommends that the CAC should, at their discretion, appoint one member of the CAC to participate in the evaluation panel as a non-voting member.***

Technical Advisory Committee: The Technical Advisory Committee will have an opportunity to review key provisions of the Request for Qualifications before they go to the Board of Directors for approval. CAC input on how to strengthen/improve the procurement will be shared with the Board. We anticipate that multiple members of the Technical Advisory Committee will serve on the evaluation panel.

Board of Directors: The Board of Directors has the following responsibilities:

- 1) Authorize the release the Request for Qualifications (November 2025)
- 2) Authorize the award of the contract to the preferred proposer (April 2026)
- 3) In the event that one or more bidders files a bid protest, review the protest, gather information and take any actions the Board deems fit to resolve the protest (As needed).

2. Priorities for New Transit Operations Contract

Staff are seeking input from the CAC on priorities for the next transit operations contract. The CAC input will be used to inform development of the RFP and evaluation criteria.

Suggested priorities include:

1. Service Quality and Reliability

Ensure that transit services meet required performance standards (on-time performance, reliability, cleanliness, customer service, etc.).

2. Cost-Effectiveness

Achieve best value for public funds. Control and predict operating costs through a well-defined contract structure that avoids unnecessary redundancies and prioritizes efficiency.

3. Accountability and Performance Management

Define clear, concise performance metrics (KPIs) and penalties/incentives to ensure contractor accountability.

4. Workforce Recruitment and Retention

Provide competitive compensation and benefits to maintain a stable and reliable Yolobus workforce. Require workforce protections (e.g., "right of first refusal") to preserve institutional knowledge and minimize further loss of long-term employees.

5. Safety and Risk Management

Prioritize safety for Yolobus passengers, staff and all others who interact with our services. Transfer appropriate operational risks to the contractor.

6. Flexibility and Scalability

Structure the contract to adapt to changing transportation needs and funding conditions, including service reductions or expansions, without penalties.

7. Innovation and Efficiency

Encourage the use of innovative practices and technologies to foster continuous improvement in service delivery, customer experience, and cost-effectiveness.

8. Compliance with Regulations and Reporting Requirements

Ensure that the contractor complies with all federal, state, and local laws, including labor laws, safety standards, and environmental regulations. Assist YoloTD with meeting reporting requirements by providing mandatory information in a timely manner and appropriate format.

3. Evaluation criteria

Evaluation criteria will be used to score and rank the bids that we receive. Each member of the evaluation panel will independently score the bids based on the evaluation criteria. The highest-ranking bids will be top contenders to receive the contract. **It's important that the evaluation criteria reflect our priorities.**

At the same time, the evaluation criteria must be practical, straightforward and transparent.

Draft evaluation criteria are included as Attachment A.

4. Scope of Work

The scope of work is another important component of the procurement process. It tells the bidder what the job is. What duties, roles and responsibilities they will carry out.

A draft scope of work is included as Attachment B.

FISCAL IMPACT

Due to the age of the current contract, the cost of operating YoloBus services are likely to increase significantly over the current contract. The magnitude of these cost increases are not yet known until we 'test the market' by receiving bids.

Staff is committed to living within our financial means with this new contract. We have several methods of controlling costs within our overall budget, despite a likely increase in service costs.

Contracts of this type are typically structured around two types of cost: fixed costs and variable costs.

- **Fixed** costs stay constant regardless of how much service we operate (eg management fees, preventative maintenance costs, safety and training programs).
- **Variable** costs go up or down depending on how much service we operate. Typically, transit agencies pay these variable costs based on the number of service miles and/or number of service hours the contractor provides.

Transit operations contracts are structured this way in recognition of the inherent uncertainty in the transit funding environment. Changes in service levels, as long as they are within a reasonable range, do not require us to rebid or amend the contract. Actual compensation to the contractor increases or decreases depending on how much service is actually operated. It is possible that costs will increase so dramatically that we can no longer afford to operate transit service at current levels. In that case, the YoloTD Board will decide which services to reduce, and those service reductions will be implemented by the contractor.

Currently, we are in the process of updating the Short Range Transit Plan (SRTP). This federally-mandated plan prescribes any changes in services planned for the next 5-7 years. We are preparing three scenarios for the SRTP:

- **Status Quo Service Scenario:** Assumes we have sufficient funding to continue providing services at the same level as today, while absorbing modest cost increases in the new contract.
- **Increased Service Scenario:** Assumes service levels increase as new/expanded funding becomes available at the state, federal or local levels and operations costs increase modestly.
- **Reduced Service Scenario:** Assumes service levels decrease due to sharply higher operations costs and/or reductions in available funds.

All three scenarios will be presented to the Board and approved as part of the SRTP. In the event that it becomes necessary to reduce transit service, the SRTP's reduced-service scenario will provide the roadmap for those service cuts.

Concurrently, we are continuing to plan educational budget workshops for the Board. The first workshop, an overview of state and federal funding sources, was held in May 2025. The second workshop, on how YoloTD allocates costs among our various funding sources, is slated for November 2025. The third budget workshop, focused on options for growing revenue to support YoloTD operations, will take place in early 2026. The completion of these workshops will position the Board to make decisions about whether and when to reduce costs and/or pursue new/expanded revenue sources.

Attachment A: Proposal Evaluation Criteria

	Evaluation Criteria	Max Points
1	<p>Qualifications and Experience of the Firm</p> <p>The overall quality and extent of the Proposer's experience in fixed-route operations and its demonstrated capability and performance with similar projects, including the Proposer's track record of success in the following areas:</p> <ul style="list-style-type: none"> • On-time performance and service reliability • Safety record • Recruitment and retention of managers and front-line workers • Maintenance performance • Demonstrated ability to consistently meet or exceed key performance indicators (KPIs) • Knowledge of and demonstrated compliance with applicable federal, state and local laws and regulations <p>Years and breadth of experience providing public similar transportation services, particularly in California</p> <p>References from other government agencies with similar transit operations and priorities.</p> <p>Demonstrated collaborative, responsive approach in working with clients to adapt to changing needs and conditions.</p> <p>Possession of appropriate professional licenses and sufficient financial strength to perform all aspects of the work</p>	20
2	<p>Thoroughness and Comprehensiveness of the Proposer's Understanding and Approach to the Project</p> <p>Each of the required plans demonstrates the Proposer's understanding of the RFP and describes how Proposer will work with YoloTD in delivering the services effectively. The combination of these plans demonstrates the Proposer has the willingness and understanding to provide high quality services.</p> <ul style="list-style-type: none"> • Sufficiency of operations plan, staffing plan and other resources to deliver high-quality performance; • The suitability of the Proposer's maintenance plans and programs for YoloTD vehicles, facility, and equipment; • The suitability of the Proposer's transition plan; 	20

	<ul style="list-style-type: none"> The suitability of the Proposer's safety program and emergency response programs; 	
3	<p>Qualifications and Competence of Key Personnel</p> <p>The skills, experience and quality of the Proposer's Key Personnel, as well as regional/corporate resources to augment the capability of local management team.</p> <p>This includes:</p> <ul style="list-style-type: none"> The level of prior experience and competency of the proposed management team; The commitment of the Key Personnel to the Project; The Proposer's approach to management of the services; The Proposer's plan for using regional/corporate resources to enhance the services it provides for YoloTD; The Proposer's approach to retention of key personnel and filling vacancies, should need arise. <p>This factor may include a review and consideration of client references and past performance for the proposed management team.</p>	20
4	<p>Clarity and Reasonableness of Price Proposal</p> <p>Consider proposed pricing in conjunction with Proposer's technical proposal, in comparison to other price proposals received and YoloTD's projected funding availability.</p> <p>YoloTD is interested in the most cost-effective proposal at the best possible price rather than merely the low bid.</p> <p>In addition to achieving the best possible balance between cost and service outcomes, YoloTD also seeks the greatest possible transparency in pricing. Proposals will be evaluated on the clarity, openness and transparency of their cost proposals.</p> <p>Price proposals will be evaluated as to whether they:</p> <ul style="list-style-type: none"> Fully support all cost elements and provide detailed justification for all cost drivers. Identify any assumed operating efficiencies, market conditions, and specific cost controls that if not fully realized would render the price proposal unsustainable. 	15
6	Retention and Recruitment of Qualified Workforce	15

	<p>As required by California Labor Code Section 1072, proposers must state whether or not they will retain the employees of the prior contractor for a period of not less than 90 days and honor existing collective bargaining agreements. 10 points shall be granted to all proposers that agree to this.</p> <p>Up to 5 additional points shall be awarded for proposals that demonstrate innovative and effective strategies to recruit and retain a qualified workforce at all levels of the organization.</p>	
5	<p>Creative/Innovative Solutions for Maximizing Service and Efficiency</p> <p>Proposal includes creative/innovative methods for achieving cost-efficiency while delivering high quality and potentially enhanced services.</p> <p>These may include but are not limited to:</p> <p>a. Technology Innovation: The Proposer’s ability to integrate advanced technologies to improve service efficiency, reliability, and customer satisfaction. This includes the use of real-time data analytics, predictive maintenance systems, and advanced scheduling software.</p> <p>b. Industry Best Practices: The Proposer’s implementation of industry best practices in transit operations and maintenance. This should encompass strategies that have been successful in similar transit agencies and can improve service delivery.</p> <p>c. Communication Plan: The Proposer’s plan to establish a robust communication system for frontline employees. This should include a methodology that allows employees to easily submit requests, provide feedback, and access important information</p>	10
	Total Possible Points	100

Appendix A: Scope of Work

1. YoloTD Duties and Responsibilities

1.1 Planning Documents and Activities

Short Range Transit Plan: YoloTD is currently in the process of updating its Short Range Transit Plan (SRTP). This new SRTP will replace both the prior SRTP (2014) as well as the 2021 Comprehensive Operations Assessment, known as YoloGo. The updated Plan is slated for adoption in early 2026 and will be phased in over time. No changes to the current service are envisioned prior to January 2027. More information about the plan is available here: <https://yolotd.org/planning-projects/transit/24-31-srtp/>

Zero Emission Bus Transition Plan:

In 2023, the YoloTD Board adopted the Zero-Emissions Bus Rollout Plan, which identifies the path to achieve full zero-emissions status by 2034. The Plan is available for review at https://yolotd.org/wp-content/uploads/2023/08/2023-06_Zero-Emission-Bus-Rollout-Plan.pdf

The plan identifies battery electric technology as the preferred zero-emission technology for YoloTD; We currently have six (6) Proterra buses and three installed chargers. Two additional BEV buses (Gillig) have been ordered and YoloTD is actively seeking funding to continue expanding its BEV fleet. It is expected that the Contractor's training and workforce recruitment programs will include a focus on operating, maintaining and servicing battery electric vehicles.

1.2 Summary of YoloTD Roles and Responsibilities

YoloTD will provide specified capital assets, supplies and functions relating to the administration, planning and operation of the transit system including overall general management, marketing and public outreach, customer information, planning and scheduling of routes, real time information feeds, farebox revenue counting and reconciliation.

1.3 Capital Equipment (Vehicle-Related) Provided by YoloTD

- Transit vehicles and related heavy equipment (detailed in [Appendix D – list of vehicles](#)):
 - Revenue service transit vehicles

- Non-revenue service vehicles for both Operations and Maintenance functions (including shift change)
 - Bus Lifts
 - Bus Wash
 - Tire Balancer
 - Fork Lift
- Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) system (and related components)
 - AVL equipment (Rangers)
 - Mobile Radio Unit or Cell based communication system
 - Automatic Passenger Counting (APC) system
 - Audio and visual vehicle annunciation system
 - On-bus cellular network and routers
- Electronic fareboxes and related equipment, including GenFare fareboxes, Connect Card readers. RFID tap-to-pay readers (Kuba) and mobile payment validation readers (Masabi) anticipated to be installed before August 1, 2026 or shortly thereafter.
- Digital Surveillance Systems – YoloBus installs surveillance systems IDS and Apollo on its vehicles
 - Up to 8 digital cameras are placed on each bus that record to a hard drive.
 - All buses that have this system are equipped with panic buttons that are tied directly into the AVL system.
 - Emergency alarms
- RideCo microtransit app-based ride booking system and tablet computers

Additional vehicle equipment:

- Schedule racks for transit vehicles
- All decals and logos for vehicles
- Vehicle licensing and registration
- Bike racks for all vehicles

1.4 Passenger Amenities, Street Signage, and Services Provided by YoloTD

- Bus stop signage, necessary bracketing and poles
- Passenger shelters, benches and schedule holders and schedule inserts
- Trash receptacles

- Real-time signs
- Major parts for bus stops and shelters. Major parts constitute:
 - Panels (glass, plexiglass)
 - Support posts/beams
 - Roof materials
 - Other similar materials
 - Decals and logos

1.5 Operations, Maintenance and Customer Service Facilities and Services Provided by YoloTD

- Operations, Maintenance and Customer Service facility located at:
 350 Industrial Way
 Woodland, CA 95776
- Satellite bus yard located at:
 540 Harbor Blvd
 West Sacramento, CA
- YoloTD will provide the following at the main operations, maintenance and customer service facility (as in place on August 1, 2026):
 - Heavy equipment and tools (excess of \$10,000), including lifts and bus wash
 - Fueling infrastructure including CNG, diesel and battery-electric vehicle chargers
 - Office and break room furniture, vending machines and appliances (as in place on August 1, 2026)
 - Customer service equipment including point of sale system and cash register.
- YoloTD is responsible for all construction, major repairs and non-routine maintenance of all facilities and heavy equipment except in cases where major repairs are necessary due to acts of negligence or gross incompetence on the part of the Contractor.
- YoloTD pays for the following utilities directly:
 - Water/Sewer
 - Electricity
 - Gas

1.6 IT equipment and services and utilities provided by YoloTD

YoloTD will provide the following:

- Facility security systems including cameras, alarms
- RFID gates and badge-entry system on all exterior doors.
- ITS infrastructure and server storage for Yolo-TD owned systems.
- Some internet and wi-fi services for dedicated technologies.
- Radio communications system for operations staff
- Telephone communications system
- Mobile cellular tablets for operations staff for BeeLine microtransit
- UC Davis gate pucks
- Desktop computers
- YoloTD will provide a one-time training of CONTRACTOR's supervisory and dispatch staff on all agency-owned software programs and tools used directly by the CONTRACTOR. This excludes any CONTRACTOR-specific software programs not owned outright by YoloTD. Subsequently, the CONTRACTOR will be required to submit to YoloTD a "Train the Trainer" program, which ensures that all new employees are adequately trained on the use of the various systems, and that employees receive refresher training on a recurring basis, including quarterly training for all end users.
- YoloTD shall retain ownership of data entry to the CAD/AVL system, including, but not limited to: Schedules, routes, patterns, blocks, vehicles, GTFS feed, etc.
- YoloTD shall be responsible for monitoring the quality assurance and quality control of the above information and how the systems interpret this data. To assist YoloTD with these responsibilities, CONTRACTOR must operate the service in accordance with established operating parameters. CONTRACTOR shall assist YoloTD with problem-solving and strategizing of how to best repair data issues to any extent practicable.
- YoloTD will provide the CONTRACTOR with the use of TripSpark CAD AVL system manufactured by Volaris/Constellation Software Inc, which is designed to improve system communications; to promote and enhance overall system quality and efficiency through tracking schedule adherence and route adherence; to provide the technology and means for more accurate and reliable dispatching; to assist in the calculation of Revenue Miles and Hours operated, to provide more accurate and timely information and data on system and CONTRACTOR performance; to manage service disruptions, including planned and unplanned detours.
- IT functions not provided by YoloTD include: all equipment and support for CONTRACTOR-specific functions including invoicing, employee tracking, and other related matters.

- b. YoloTD will supply the required network infrastructure for the CONTRACTOR to implement a local area network (LAN), separate from YoloTD's on-site network, for the purpose of conducting CONTRACTOR-specific business functions. All CONTRACTOR-owned computers must be placed on the CONTRACTOR's designated network. The CONTRACTOR may not add any equipment to the YoloTD network.
- YoloTD assumes responsibility for managing the basic information technology (IT) infrastructure. CONTRACTOR is responsible for supplying and maintaining any systems that they may require for records/payroll/time reporting, etc. and the internet connection.
- YoloTD assumes responsibility, for desktop support, phone support, network support, access to domain, access to facility cameras, cyber security system, 3rd party software install, troubleshoot and removal (for software that YoloTD purchases and requires Contractor to use), through the Freshdesk ticketing system.
- YoloTD assumes responsibility on buses for troubleshooting Connect Card 1.0, Connect Card 2.0, Automatic Vehicle Locating (AVL) system on buses, AVL server system, maintaining Masabi, on-bus camera systems, on-bus cellular network, updating headsign messages, maintaining headsign software, automatic vehicle counter (APC) software, APC configuration, Genfare Server, Updating Genfare fare sets.

1.7 Service Planning and Coordination

YoloTD seeks to partner cooperatively with the CONTRACTOR in all phases of the ongoing development of practicable, high-quality routes and schedules.

YoloTD will be responsible for the following service planning functions:

- Long and short range operating and capital planning (including fleet plans.)
- Service planning and route design, including updates to timetables and stop locations.
- Coordination with member jurisdictions regarding siting bus stop locations, handling potential traffic issues and detours associated with construction impacts to routes or bus stops.
- Updating CAD/AVL (Streets) when new service changes take effect
- CONTRACTOR will develop and implement run cuts/paddles subject to oversight and review by YoloTD. More detail on run-cutting is included in Section 2.12 of this Scope of Work.

- YoloTD will rely on the CONTRACTOR's input when determining safe bus stop locations and shall incorporate CONTRACTOR feedback into planning decisions.
- YoloTD will provide materials and information related to service changes or special programs to the CONTRACTOR.

1.8 Marketing & Public Information

- YoloTD will be responsible for design and printing of all customer information and public outreach materials, customer information brochures, and other marketing brochures, tickets, passes, and customized route and stop information at passenger stops, shelters and stations.
- YoloTD will supply on-board marketing materials (bulkheads or car cards) for installation and removal regularly by CONTRACTOR.
 - The CONTRACTOR is expected to install and remove on-board materials in a timely manner.
- YoloTD will provide printed customer information brochures and timetables to be provided to customers, free of charge, inside service vehicles and the customer service office.
 - The CONTRACTOR is expected to regularly check and refill brochures and timetables in all in-service vehicles and customer service center.

1.9 Liability and Physical Damage Insurance

YoloTD currently has general liability and physical damage insurance coverage under the California Transit Insurance Pool (CalTIP). YoloTD will continue to provide general liability and physical damage insurance on all YoloTD-owned vehicles and property. CONTRACTOR is expected to maintain separate insurance as defined in the sample agreement in **Appendix B**.

1.10 Contract Oversight

YoloTD's Executive Team and the CONTRACTOR's General Manager will meet weekly to discuss trends and communicate high-level issues and concerns.

YoloTD Operations Staff and CONTRACTOR will meet **monthly** at a minimum to discuss operational performance, risk mitigation for identified hazards, upcoming service changes, analyze trends and to and propose and initiate innovative and effective strategies to improve customer experience and employee safety and retention.

While YoloTD may not direct the CONTRACTOR with respect to human resource policy or any progressive discipline processes, CONTRACTOR must be diligent in an oversight program that ensures that the CONTRACTOR adheres to all of YoloTD's policies.

1.11 Farebox Revenue Accounting

- YoloTD will provide electronic fareboxes, vaults and probes.
- YoloTD will be responsible for farebox revenue accounting. YoloTD shall count cash, coins, tickets and miscellaneous items that have been deposited into fareboxes. YoloTD will prepare deposit slips and secure armored truck to transport deposits to bank.
 - CONTRACTOR shall remove fareboxes from YoloTD buses and empty their contents into secure revenue storage units at least three times per week.

2. CONTRACTOR Duties and Responsibilities: Operations

2.1 Summary of CONTRACTOR Duties for Operations

CONTRACTOR will provide transit bus services as specified by YoloTD. Fixed route service shall be operated in strict accordance with timetables published by YoloTD. Paratransit and microtransit service shall be operated in strict accordance with the policies adopted by YoloTD. CONTRACTOR is expected to review and comment on plans, equipment purchases, operational changes, and related proposals of YoloTD. Additionally, CONTRACTOR is expected to advise YoloTD on suggestions that will improve service effectiveness, efficiency, and/or safety.

The CONTRACTOR shall be required, at all times during the term of this Agreement, to perform all services diligently, carefully, and in a professional manner; to have and maintain all required authority, licenses, professional ability, skills, personnel, and capacity to perform the CONTRACTOR's obligations under this Agreement; to furnish all labor, supervision, management, and supplies necessary therefore, as required under this Agreement. The CONTRACTOR shall be responsible for the operation of all Revenue and Non-Revenue Vehicles, plus spare vehicles, and for all other labor, insurance and supplies required to operate services under this Agreement, except where otherwise specified.

2.2 Required Operations Plan

The CONTRACTOR will be responsible for developing and implementing an operations plan and procedures for fixed route, paratransit and microtransit within 60 days after Notice to Proceed and will need to present them to YoloTD for review and approval.

2.2.1 Fixed Route Service

The CONTRACTOR shall be responsible for operating YoloBus local, express and intercity bus services. Yolo County and neighboring areas. YoloBus runs through the cities of Davis, West Sacramento, Winters, Woodland, and downtown Sacramento with stops at popular destinations such as UC Davis, Sacramento International Airport (SMF), UC Davis Medical Center, Sutter Health Park, and Cache Creek Casino Resort.

2.2.2 Microtransit Service

The CONTRACTOR shall be responsible for operating BeeLine microtransit. BeeLine is a shared transportation service that operates in the space between traditional fixed route transit and ride hailing technology. Beeline operates in three service zones: Woodland, Knights Landing/Yolo (with service to Woodland) and Winters (with service to Davis and Vacaville). Currently, YoloTD uses RideCo software for microtransit operations.

- Operators, dispatchers and customer service representatives are expected to know and operate the service using YoloTD-provided tablets, software and management dashboard for operations.
- Operators are expected to interact with the tablet by accepting rides, driving to the destinations, picking up the riders and safely dropping them off at their destination.
- The service is Curb-to-Curb and operators are expected to drop off and pick up riders at the designated locations designated by the software. Operators are not to deviate from the instructions and driving directions on the Tablet, except in emergency situations or other extraordinary circumstances.
- Road supervisors are expected to utilize the BeeLine management dashboard to monitor operator performance and proactively manage issues with refusing rides, route deviations, late pickups and missed steps.
- If YoloTD determines that a pattern of chronic refusing rides, late pickups and missed steps exists, YoloTD may direct the Contractor to retrain and/or reassign staff to resolve issues.

2.2.3 Paratransit Service

- YoloTD offers ADA paratransit services to our riders who are unable to utilize our fixed route services due to disability. This service operates primarily within a ¾ mile boundary around the fixed-route bus services.
- Paratransit operators shall provide specialized service to ADA passengers, including boarding assistance, use of a wheelchair lift and appropriate communication using sensitivity training.

2.3 Qualifications for Operators, Dispatchers and Supervisors.

- a) The CONTRACTOR shall assure that all operators and other personnel are fully and adequately trained, and shall have all required licenses and certifications, to carry out their respective responsibilities regarding the operation of the vehicles, equipment and systems used in the performance of the work, including lifts, fareboxes, video surveillance and CAD/AVL equipment.
- b) The CONTRACTOR shall require each vehicle operator to have and maintain all required California driver's licenses, medical certificates, and other California Department of Motor Vehicles (DMV) and California Highway Patrol (CHP) required driver qualifications.
- c) The CONTRACTOR shall require all personnel who operate a vehicle to adhere to the licensing requirements of the vehicle and the CONTRACTOR's operator training requirements.
- d) The CONTRACTOR shall assure that all employees with responsibilities for the implementation and operation of the CAD/AVL System are fully and adequately trained to carry out those responsibilities. As noted in Section 1.6, YoloTD and/or its CAD/AVL vendor shall provide a one-time "train the trainers" orientation to CONTRACTOR's Dispatch and Supervisory staff, who are then responsible for carrying out additional training of staff as needed.
- e) Vehicle Operators must have the following:
 - i. A valid California driving license for the vehicle they are operating.
 - ii. A minimum of five (4) years licensed driving experience.
 - iii. Department of Justice criminal background clearance.
 - iv. Completion of CONTRACTOR's driving training program, which shall comply with applicable State and Federal laws and regulations.
 - v. Must be 21 years of age
- f) Driver Instructors must have a valid instructor training certificate consistent with "Train-the-Trainer" or other formal training program recognized by the State of

California as having met State requirements, in addition to the requirements for a vehicle operator.

- g) CONTRACTOR must have an employee authorized to conduct commercial vehicle license testing by the California Department of Motor Vehicles, within one year of the start of this Agreement.
- h) CONTRACTOR shall not hire or continue to employ as a bus operator if any of the following occur:
 - i. Any person who has been convicted of a crime involving moral turpitude or narcotics within the 10 years immediately preceding consideration of such person for employment or during that person's term of employment with CONTRACTOR.
 - ii. Any person who has been convicted of driving a vehicle recklessly within the 10 years immediately preceding consideration of such person for employment or during that person's term of employment with CONTRACTOR.
 - iii. Any person who has been convicted of driving a vehicle while under the influence of intoxicating liquors and/or drugs, or of reckless driving involving the use of alcohol and/or drugs within the seven (7) years immediately preceding consideration of such person for employment with CONTRACTOR.
- i) Driver Courtesy. CONTRACTOR shall supervise all drivers to ensure that they are courteous to all patrons at all times and accurately respond to patron's questions, and report incidents of non-compliance to YoloTD

CONTRACTOR will be responsible for training and supervising operators to successfully perform key functions for operation of fixed route, microtransit and paratransit operations.

2.4 Ratios of Dispatchers and Road Supervisors to Vehicles in Operations

CONTRACTOR shall provide the specified minimum number of persons to adequately staff the vehicle scheduling and dispatching functions as follows:

Dispatchers

- 1 full-time equivalent employee (FTE) during any time any bus has blocked time (defined as gate-to-gate), plus a 20-minute wrap on either end
- 2 FTEs during times when the number of blocked vehicles is 35 or more, plus a 20-minute wrap on either end

Road Supervisors

- 1 FTE during times when the number of blocked vehicles is fewer than 35
- 2 FTEs during times when the number of blocked vehicles is 35 or more

2.5 Operator Training Program

The CONTRACTOR shall establish an operator training program that includes the following components.

2.5.1 Initial operator training in accordance with the proposed training program to be developed by CONTRACTOR and submitted to YoloTD within 45 days after Notice to Proceed and which complies with the following requirements.

- All training shall be administered by a qualified trainer. Trainers shall meet the following minimum requirements:
 - Must have at least three (3) years of experience as an instructor.
 - Must possess a valid Class A or B California License, current Medical Form DL51 with a passenger endorsement, and Verified Transit Training (VTT).
 - All new trainers must be observed instructing and be approved by YoloTD before being used as an instructor.
- Initial Operator Training Initial Operator training shall include Verified Transit Training (VTT) with a minimum of sixty (60) hours of classroom, which includes the following topics:
 - Pre-trip inspection.
 - Map reading.
 - Schedule reading.
 - Farebox, including logging on procedures, fares, transfers, passes, etc.
 - Fare Payment system including but not limited to, (Zippass, Masabi, Connect Card, Kuba Pay and any Sacramento Regional Transit Fares, Unitrans Fares, Capitol Corridor and YoloTD fares.
 - Recording NTD information including Bus Number, Route, Run, Trip, Service and Revenue Odometer Readings. Recording any YoloTD reporting requirements.
 - On-time performance procedures.
 - Detour sheets.
 - Bike rack usage.
 - Emergency accident and incident procedures and reports.
 - Defensive driving.
 - Layover and relief procedures.
 - Passenger relations, including dealing with the problem passengers.

- Specialized elderly and disabled instruction, including ADA regulations, wheelchair lift procedures and sensitivity training.
- Specialized microtransit operations training, including use of specialized trip-booking and routing software and tablet.
- Blood borne Pathogens Exposure Control Plan.
- Fatigue management and wellness education
- A minimum of twenty (20) hours of individual behind-the-wheel initial training shall also be provided by a qualified trainer. Individual behind-the-wheel instruction is defined as the number of hours that the student is behind-the-wheel with a trainer instructing one-on-one.
- Compliance with federal, state, and local safety regulations

2.5.2 Ongoing Training and Retraining

- All existing vehicle operators who remain in service under this Agreement shall have at least 20 hours of training annually, which shall include refresher courses on safety, defensive driving, sensitivity training, customer service, and other operational policies and program requirements. Such training shall be scheduled to accommodate the work schedule of the existing employees.
- Employees who have had a collision or required retraining as a result of a valid customer complaint within the last 12 months shall be retrained no later than 30 calendar days after the date of the incident or complaint.
- Special retraining shall also be made available for operators who may require it due to a change in bid selection or extended leave of absence

2.6 Pre-Trip Inspections

Per 49 CFR 396 .11 CONTRACTOR's drivers/operators are required to perform a daily pre-trip inspection before taking the vehicle out of the yard or during a street relief, including cycling the wheelchair ramp, air brake systems, and reviewing the tire conditions, mobility securement devices, and the general exterior and interior condition of the vehicle. If the driver is uncertain about the safe operability of the vehicle, the vehicle will be inspected by CONTRACTOR's maintenance department to determine if it is safe to operate. If these defects are related to safety, major mechanical, AVL or the mobility device securement apparatus, the vehicle is to be removed from service, driver assigned a different bus and all repairs must be made prior to placing the vehicle back into revenue service.

CONTRACTOR shall not operate a vehicle that has a defective wheelchair securement device, is missing any component of a wheelchair securement device, or any non-operable component within the AVL system or the Transit Signal Priority (TSP) emitter.

If an operator determines that the wheelchair securement device or AVL system is defective in a particular coach, a different coach must be dispatched.

2.11 Handling Operational Incidents

CONTRACTOR shall develop, implement, and maintain formal written procedures to respond to emergencies and routine problems, which from time to time occur in the course of providing daily transit services. Such occurrences to be addressed include, although are not necessarily limited to: in-service vehicle failures; fixed route buses operating significantly behind published schedule; passenger disturbances; passenger injuries; operator incidents; and vehicle accidents. These procedures shall be submitted to YoloTD no later than 60 days after award of contract and shall be subject to YoloTD approval. YoloTD reserves the right to amend any details of the plan.

2.11 Emergency Operations and Mutual Aid Agreements

YoloTD participates in Yolo County Emergency Operations and may be called upon for emergency operation services in the event of a disaster. YoloTD is also a party to mutual aid agreements with Sacramento Regional Transit, Solano Transit Authority (SolTrans) and Napa Valley Transit Authority (NVTa). YoloTD could be called upon to provide vehicles, drivers, and other manner of support to the areas affected within the County or the mutual aid area. The CONTRACTOR shall furnish staff and capital needs to affected areas as directed by YoloTD and Yolo County Office of Emergency Services personnel.

2.12 Schedule Changes/Runcutting

Fixed Route Services – Subject to availability of funding, major schedule changes are completed at least once annually, and minor service changes are made more regularly (typically coinciding with the fall, spring and summer academic terms). As noted in Section 1.7, YoloTD shall be responsible for the conceptual route creation process including route definition, route pattern, route span of service and headway, bus stop locations, and timepoints; however, CONTRACTOR will confirm with YoloTD staff the general operating conditions for all new services as proposed by YoloTD.

YoloTD staff will request run time checks from the CONTRACTOR and in these instances the CONTRACTOR will be compensated at the approved hourly rate.

YoloTD will be responsible for the final route definition, trip building/scheduling, blocking (gate to gate vehicle assignments) of vehicles, and, after appropriate input from CONTRACTOR, the development and circulation of schedules.

CONTRACTOR shall be responsible for:

- Translating blocking and scheduling information into a runcut and then rostering that runcut on which operators will bid.
- Creation of driver paddles, including deadhead and route turn by turns.
- Reporting paddles, including deadhead time and mileage and assignments, to YoloTD for input into the ITS system.
- Ensuring paddles and operator instructions are accurate and transmitted to YoloTD in a timely manner in accordance with the schedule for the pending service change.
- Utilizing a robust run-cutting software solution aimed at optimizing workforce rostering and minimizing operational inefficiencies within the transit agency.
 - Paddles should prioritize the reduction of split shifts, spread times, and other scheduling challenges commonly faced by bus operators, with the overarching goal of enhancing operator retention rates.
 - Paddles should reflect the actual number of available vehicles and bus operators
 - There shall be separate paddles for weekday, Saturday, Sunday/Holiday service
 - Proposed paddles shall be made available for review by YoloTD prior to implementation.
 - Paddles shall be developed in a software program that is compatible with YoloTD software. currently utilizes TripSpark Streets Schedule for Fixed Route, Novas for Paratransit and RideCo for Microtransit.

If the YoloTD Executive Director or his/her designee determine that a pattern develops where paddles are not meeting the goals of operational efficiency and optimal workforce rostering, the CONTRACTOR may be required to redo the paddles.

2.13 Fare Collection and Vault Deposit

Fare Collections:

(1) General. – CONTRACTOR shall collect the appropriate fare as determined by YoloTD for all rides provided on the transit system. YoloTD shall determine passenger fare rates and the method of collecting and depositing fares. YoloTD reserves the right to change fare rates and methods of collecting and depositing fares at any time it deems appropriate.

(2) CONTRACTOR Responsibility for Fare Revenue, Collection and Deposit

a. The CONTRACTOR shall conduct training for all vehicle operators and customer service staff so they are aware of and adhere to the fare structure to ensure the proper collection and recording of fares of accepted fare media.

b. All fare, pass, and ticket revenues collected for YoloTD shall remain the property of YoloTD. It shall be the responsibility of CONTRACTOR to assure that its employees collect the proper fare, pass and ticket amounts from patrons following procedures established by YoloTD.

c. YoloTD may require CONTRACTOR to reimburse YoloTD for fare revenue lost, misplaced, stolen or otherwise missing while under CONTRACTOR's care and control.

d. Upon YoloTD'S request, CONTRACTOR shall reimburse YoloTD for improper forms of payment found by YoloTD in fareboxes including, but limited to, counterfeit money, foreign coins, counterfeit tickets, ticket stubs, tokens and tickets from other transit systems.

e. YoloTD shall provide CONTRACTOR with written instructions on fare changes at least ten (10) days before such fares become effective, and CONTRACTOR shall collect such fares as are currently in effect. CONTRACTOR shall not be required to make change for fares but shall prepare and post notices on all buses that the correct change for fares or applicable passes is required to board the bus.

f. CONTRACTOR shall be responsible for the proper collection, storage, and safekeeping of fares. Drivers shall not handle cash and shall use the fare collection system provided by YoloTD. Drivers shall properly use the keypad to record trip information on buses with GFI fareboxes.

Vault Deposit:

a. CONTRACTOR shall be responsible for the servicing and maintaining the fare vault/receiver system (more often if recommended by OEM) at least every 60 days. All fare transport equipment (e.g., fare vaults) shall be inspected, repaired or replaced if not reparable.

B. CONTRACTOR shall be responsible for following the probing schedule provided by YoloTD. All Revenue Service vehicles shall be probed, and fares emptied into the Vaults according to the schedule.

c. Fixed Route revenue Vehicles can be probed throughout the month and shall ONLY be emptied into the Fixed Vault window. Unless instructed otherwise by YoloTD staff.

d. Micro Transit Vehicles and Paratransit Revenue vehicles will need to adhere to specific probing schedules as instructed by YoloTD staff.

2.14 Drug Testing

The CONTRACTOR shall establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655 and shall:

- Require that all operators be drug tested immediately onsite after an accident or incident involving a vehicle, pedestrian or object strike,
- Produce any documentation necessary to establish its compliance with Part 655,
- Permit inspections of facilities and records associated with the drug and alcohol testing program by YoloTD and any other authorized representative of state and federal agencies,
- Permit review of the testing process, including but not limited to making periodic mock collections, investigating reports by employees of flawed procedures, and requiring detailed explanations for cancelled tests.

The CONTRACTOR agrees to provide YoloTD with:

- A copy of its policy;
- employee and supervisor training documentation
- Name and location of the collection site
- Laboratory, MRO, BAT, STT and SAP
- A description of its random selection process
- Quarterly management reports summarizing test results.
- Quarterly MIS reports and annual MIS report for YoloTD's review.

2.15 Additional Service, Special Events and Community Service Program

YoloTD may elect to add additional hours for special events or community services where increased or special public transit is needed. The CONTRACTOR shall furnish drivers and staff to provide such service. YoloTD shall reimburse the CONTRACTOR for these additional services at the same rates used for regular service. These services may include but are not limited to: Holiday parades, UC Davis Picnic Day and Graduation,

Governmental and transportation-related tours, Yolo County Fair, and other events as requested.

2.16 Communication with Third-Party CONTRACTORs (eg RideCo, TripSpark)

CONTRACTOR should maintain clear, professional, and proactive communication with third-party CONTRACTORs to ensure coordination, safety, and compliance throughout all project phases.

All interactions should be conducted in a collaborative and transparent manner, emphasizing mutual respect, timely information sharing, and adherence to established project schedules and standards.

CONTRACTOR is expected to define roles and responsibilities early, document key communications, and promptly address any issues or conflicts that may impact project delivery to the YoloTD Director of Operations.

Additionally, all communication should align with the YoloTD's policies, contractual requirements, and safety protocols to promote accountability, minimize misunderstandings, and support successful project outcomes.

3. CONTRACTOR Duties and Responsibilities – Facilities and Maintenance

3.1 Summary of Vehicle Maintenance Responsibilities

The CONTRACTOR will be responsible for developing and implementing a Maintenance Plan and procedures for fixed route, paratransit and microtransit within 60 days of Notice to Proceed and shall present them to YoloTD for review and approval.

CONTRACTOR shall be fully responsible for the safe and efficient maintenance of all vehicles, radios, fareboxes, data reporting subsystem, revenue storage units, bike racks, on-board camera systems and all other YoloTD-provided equipment, including YoloTD staff vehicles, to be used to perform this agreement in strict conformity to all CHP regulations and orders.

CONTRACTOR shall be responsible for purchasing and maintaining tools and equipment inventories, vehicle cleaning and servicing, providing reports described herein and maintaining a clean and safe work area.

Maintenance and repair program shall be conducted at YoloTD's facility, with the exception of certain specialized work (e.g., body damage repair, certain rebuilds), which may be conducted off-site if approved by YoloTD's Executive Director, or his/her designee.

Using the fleet of YoloTD's fixed route vehicles referenced in this Scope-of-Work, CONTRACTOR shall ensure that there are sufficient numbers of operable vehicles available to meet all scheduled services in a safe and reliable manner.

CONTRACTOR's duty and responsibility to maintain all vehicles and equipment is not delegable to any other person, firm or corporation. CONTRACTOR may be assessed penalties (consistent with the Performance Incentives/Penalty program described in **Section 5**) for buses that are inoperative or require repair after 30 days of discovery of the needed work.

3.2 Vehicle Mechanical Maintenance

Mechanical maintenance will be performed at regular intervals necessary to keep the vehicles in a safe and reliable condition. CONTRACTOR shall adhere strictly to the preventive maintenance schedules in accordance with industry manufacturer standards and any specific standards issued by the manufacturer of the component.

Preventative maintenance schedules shall be considered by CONTRACTOR to be the minimum requirement only, and shall not be regarded as reasonable cause for deferred maintenance in specific instances where CONTRACTOR employees observe that maintenance is needed in advance of schedule. CONTRACTOR must include their proposed preventative maintenance inspection schedules as part of their proposal; however, YoloTD reserves the right to amend and approve the final Preventative Maintenance Schedules during the post-award, pre-service phase of this project.

CONTRACTOR shall not defer maintenance for reason of shortage of maintenance staff or operable buses or lack of parts inventory, nor shall service be curtailed for the purpose of performing maintenance. CONTRACTOR shall not defer maintenance due to a shortage of available parts. CONTRACTOR shall adjust the work schedules of its employees as necessary to meet all scheduled services and complete maintenance activities according to the maintenance schedule.

3.2.1 Maintenance of Onboard Systems and Equipment

The CONTRACTOR shall repair and maintain the fareboxes and all related fare collection Equipment to original equipment manufacturer (OEM) Standards. The CONTRACTOR shall

be responsible for ensuring that the fare collection Equipment is functional at all times (other than during maintenance).

In the event fare collection Equipment is not functional and repairs cannot be completed within 24 hours, the CONTRACTOR shall submit a weekly report to YoloTD that tracks the maintenance efforts. This maintenance report shall include: (A) the reason(s) why the Equipment is not functional; (B) the reason(s) why repairs could not be completed; and (C) the anticipated date the Equipment will again be functional.

The interior passenger compartment shall be free of exhaust fumes from the engine, engine compartment, and exhaust system of the bus.

The CONTRACTOR shall maintain the heating and air conditioning (A/C) systems, and ensure that the passenger compartment temperature is comfortably maintained under all climate conditions at all times on all in-service runs. Operators shall immediately report to dispatch any A/C system that is not operable when a bus is in revenue service. If the A/C system is not operating and the outside temperature is in excess of 80 degrees F, CONTRACTOR must exchange the coach with another coach that has an operating A/C system, except as authorized by the Executive Director or his/her designee.

3.2.2 Brakes

Brake inspections and adjustments shall be performed at manufacturer's recommended intervals to ensure the safe and efficient operation of the braking system. CONTRACTOR shall maintain brake systems so as to minimize brake noise. All hubometers for vehicles must be inspected at every fueling to ensure proper mileage reporting. The CONTRACTOR shall replace any hubometer found to be out of calibration in accordance with industry standards. All mechanical, electrical, fluid, air and/or hydraulic systems shall be maintained in a safe and working condition at all times.

3.2.3 Mobility Devices

All wheelchair ramp-related equipment shall be inspected, serviced, and lubricated at intervals necessary to ensure that the wheelchair ramps are fully operational whenever the vehicle is used in revenue service. All wheelchair securement devices shall be inspected, serviced and maintained at intervals necessary to ensure that the equipment is fully functional whenever the vehicle is used in revenue service. If any securement device or straps are missing, CONTRACTOR shall bear the sole responsibility for replacement.

3.3 Staffing requirements and training for maintenance staff

Initial Maintenance training in accordance with the proposed training program to be developed by CONTRACTOR and submitted to YoloTD within 60 days after Notice to Proceed and which complies with the requirements in Section 3.

CONTRACTOR shall ensure that maintenance staff are completely trained on and familiar with all repair, servicing, and maintenance needs associated with any style of coach owned by YoloTD, including battery-electric buses. CONTRACTOR shall be responsible for implementing the mechanic staffing and training plan submitted as part of the proposal. CONTRACTOR shall be responsible for maintaining complete records of all training given to each employee. These records may be inspected by YoloTD personnel at any time.

3.4 Parts and Materials

CONTRACTOR, at its sole cost and expense, shall provide all lubricants, other fluids, repairs, towing, cleaning, parts, supplies, labor, maintenance, major components (with the exception of those provided by YoloTD), and component rebuilding and replacement, required for the operation of all vehicles and equipment pursuant to this agreement.

All parts, materials, tires, lubricants, fluids, oils, and procedures used by CONTRACTOR on all buses, non-revenue vehicles, and equipment shall meet or exceed original OEM specifications and requirements.

At the beginning of this Agreement, CONTRACTOR and YoloTD shall conduct an inventory of supplies, parts and major components at YoloTD's facility. The purpose of the audit of the inventory is to establish the minimum level of supplies, parts and major components that the CONTRACTOR shall maintain. In the event that YoloTD adds major components (e.g. an additional swing engine, transmission, a/c compressor, etc.), CONTRACTOR will be responsible for maintaining that additional level of inventory. TD adds major components (e.g. an additional swing engine, transmission, a/c compressor, etc.), CONTRACTOR will be responsible for maintaining that additional level of inventory.

All inventory onsite at the beginning of the contract period is the property of YoloTD. At the end of the contract period, all inventory onsite will remain with YoloTD. All parts, materials and inventory purchased by CONTRACTOR during the contract period shall become the property of YoloTD.

3.5 Tools and Equipment

CONTRACTOR shall ensure all tools necessary for the maintenance and repair of YoloTD's equipment and facilities are in place. CONTRACTOR may use YoloTD tools in place as of August 1, 2026. All equipment and tools (except mechanic personal tools) purchased by

CONTRACTOR for work associated with YoloTD shall become the property of YoloTD at the end of the contract term.

CONTRACTOR shall conduct an annual audit and reconciliation of the tools and equipment provided by YoloTD. This audit shall be presented to YoloTD for review. The condition of the tools must be documented and any and all repairs made to major capital equipment must be thoroughly and comprehensively documented and presented with the annual audit. CONTRACTOR shall reimburse YoloTD for the full replacement value of any and all items broken, damaged, lost, or stolen. YoloTD shall inform CONTRACTOR in writing of the items for which reimbursement is expected and will then negotiate payment arrangements. If reimbursement is required, it shall occur no later than three (3) months after the end of the year.

With written prior approval from the YoloTD Executive Director or his/her designee, the CONTRACTOR may directly purchase tools and equipment costing less than \$1,000 and be reimbursed by YoloTD. All such purchases will be conducted in accordance with federal, state and YoloTD procurement requirements. federal, state and YoloTD procurement requirements.

CONTRACTOR may not purchase tools and equipment costing in excess of \$1,000. When the CONTRACTOR determines that such purchases are needed, they should submit a request in writing to the YoloTD Executive Director or his/her designee. If approved by the Executive Director, YoloTD will directly procure the needed tools and equipment.

3.6 Special Diagnostic Equipment, Computers, Software and Training

CONTRACTOR, at its sole expense, will provide its mechanics and employees with any special diagnosis equipment, computers and software, as well as training in how to use this equipment, to fulfill the obligations of this agreement. CONTRACTOR will supply laptop computers for diagnostic equipment testing for engines and related components. CONTRACTOR, at its sole expense, is responsible for software upgrade tracking and implementation.

3.7 Bus Cleaning and Repairing Damage (cracked glass, gum, graffiti etc)

CONTRACTOR is required to maintain the inside and outside appearance of buses in a neat, safe, and in operable condition. Such cleaning will include removal of all dirt, debris, and graffiti. CONTRACTOR will promptly repair or replace any broken, cut, worn, torn or vandalized components of the buses to eliminate hazards and unsightliness, and to minimize passenger discomfort.

Daily, all vehicles utilized in revenue service shall be cleaned, including washing and scrubbing of the full exterior, wheels, fuel-fill area, inside of all windows, scrubbing of oil or other excessive residue off the rear end, dusting or vacuuming of all seats, dashboard, stanchions and exposed services, and sweeping or vacuuming of all floor areas, including the removal of gum, grease, oil, etc.

Bus exteriors must always be maintained, specifically paint and body work, for an aesthetically pleasing appearance. CONTRACTOR is responsible for using only quality grade of soaps and cleaning solvents that will not damage the exterior or interior surfaces of the buses including advertisements. These solvents should also be environmentally friendly. A list of acceptable solvents shall be provided by CONTRACTOR subject to approval by YoloTD.

All windows and/or inserts that are scratched/etched/fogged to the point of becoming opaque/distorted/seriously damaged causing possible safety issues shall be replaced immediately. All windows that are scratched/etched and hamper clear vision shall be replaced at least once per year. Scratched/etched and hampering vision shall be defined to include bus wash abrasion, graffiti, and damage that does not exceed 50% of the window or contain obscene or gang-related etching.

Seats shall be maintained in proper operating condition. All tears, cuts, gum, graffiti, and other damage shall be repaired in a professional manner within seven (7) days of the occurrence. CONTRACTOR shall replace cushion materials that are worn or cannot be professionally repaired, or cushions that contain graffiti or stains that cannot be cleaned, using seat cover materials that are identical in design and color as those materials being replaced. CONTRACTOR shall further ensure that all seats are steam cleaned and properly disinfected, as soon as possible, in the event that bodily fluids or solids are deposited on any seats and if seat cushion materials cannot be replaced.

All seats shall be free of excessive dust. Cushioned seats must be vacuumed, keeping dust to a minimum. CONTRACTOR shall have the seats, stanchions, ceilings, side walls, and floors scrubbed, washed, or shampooed at the 6,000 mile interval. All seats and surfaces must be completely dry before being placed in revenue service.

CONTRACTOR shall replace seat insert covers that are worn or cannot be professionally repaired, using materials identical in design and color as those materials being replaced.

CONTRACTOR must repair or arrange the professional repair of all vehicle body damage as soon as possible, but no longer than two weeks of occurrence. Body panels shall not be sectioned as part of a repair. If sectioning is deemed necessary, then the entire panel shall

be replaced. Use of body filler shall be kept to minimum industry standard thickness. All components of the bus bodies, appurtenances, and frames shall be maintained in a safe, sound, and undamaged condition at all times. Repairs to damage (including body, and all bus appurtenances) shall be made as soon as possible, but no longer than within two weeks of occurrence.

3.8 Major Repairs and Heavy Maintenance

YoloTD considers “major repairs” to be the rebuild or replacement of the vehicle engine, transmission, electric drive, and electric drive batteries. This assumes that these parts are not covered under the manufacturer’s warranty. YoloTD considers “heavy repairs” to be planned, exterior and interior painting of entire vehicles initiated by the agency as part of a rehabilitation campaign.

If the replacement, rebuild, or overhaul of an engine or transmission on a Revenue Vehicle is required (whether at the end of its useful life or otherwise) because of the CONTRACTOR’s failure to perform required preventative maintenance in accordance with this Agreement or because of other negligent acts or omissions by the CONTRACTOR, then the CONTRACTOR shall be responsible for the full cost of such replacement, rebuild, or overhaul, and shall not be eligible for any additional compensation therefor.

Parts or equipment that are “engine, transmission, electric drive or battery adjacent” will not be considered a “major repair”, and therefore will be the responsibility of the CONTRACTOR. Modules, controllers, relays, electrical wiring, belts, hoses, diesel particulate matter traps, radiators, charge air coolers, turbo chargers etc. associated with the replacement of the above-mentioned covered parts will not be considered a part of a “major repair”, and therefore will be the responsibility of the CONTRACTOR.

If CONTRACTOR determines that major repair and heavy maintenance is necessary, CONTRACTOR shall notify YoloTD's Director of Operations in writing, detailing the reasons for such a determination and including pertinent information from the vehicle file and a detailed outside vendor’s cost estimate. After inspection and review by YoloTD, YoloTD may direct CONTRACTOR in writing, to proceed with the recommended work.

CONTRACTOR will only be reimbursed for the costs associated with the recommended work. CONTRACTOR shall submit a detailed invoice to YoloTD for all such work. If YoloTD determines that such work is necessary due to poor maintenance performance by CONTRACTOR, CONTRACTOR shall remain responsible for all costs related to repair or replacement of any engine driven part including but not limited to generators, hydraulic pumps, water pumps, valve covers, oil pans, alternators, voltage regulators, air

compressors, air conditioning compressors, vacuum pumps, starter motors, ESS components, Spinner filters, and turbocharger.

CONTRACTOR shall also be responsible for all costs related to repair or replacement of transmission related parts including but not limited to oil coolers, external oil lines, external filters, external linkage modulators, external speedometers/odometers, “driven” gears or sensors, switches, and sensors.

3.9 Use of Outside Vendors

All outside vendors utilized by CONTRACTOR, such as machine shops, component rebuilders or accident repair shops, that make repairs associated with any equipment provided by YoloTD shall utilize only parts, materials, lubricants, fluids, oils and procedures that meet or exceed OEM specifications and requirements. Furthermore, the procurement of these outside vendors shall be done in accordance with federal, state and YoloTD procurement policies.

The CONTRACTOR shall be responsible for oversight of all work performed by outside vendors and shall ensure that work is performed in accordance with the terms of this agreement including quality and timeliness requirements.

The CONTRACTOR shall provide YoloTD with a list of vendors that will be used. YoloTD must approve the list of vendors prior to the CONTRACTOR utilizing any vendor. All work done shall be of first grade quality by factory authorized and certified technicians and/or repair shops. Warranties must be provided for work performed.

3.10 Road Calls

The CONTRACTOR, or an approved subcontractor, is responsible for performing road calls, when necessary, in an expedient manner. The CONTRACTOR must take every step possible to assure the least inconvenience and discomfort to the passengers. In order to meet this requirement, the replacement bus must leave the yard within 10 minutes of the call to maintenance. All road calls that result in a delay of service shall be reported immediately to the Executive Director or his/her designee.

3.11 Bus Advertising

No advertising of any type other than transit related material shall appear either on the interior or the exterior of any bus placed in YOLOBUS service, except as provided by YoloTD’s bus advertising policy, which is managed under separate contract. The CONTRACTOR shall provide timely and responsive coordination with YoloTD’s contracted

bus advertising provider to ensure timely installation, removal, repair and replacement of approved bus advertising.

Additionally, CONTRACTOR shall install all YCTD-provided interior advertisements and notices related to transit service and community-oriented public service announcements as provided by YoloTD. CONTRACTOR shall install and remove such material on a timely basis, making certain that everything is current.

CONTRACTOR must include in its proposal a plan for providing management oversight for these projects and programs. CONTRACTOR should inspect the fleet on a monthly basis and report to YCTD any advertisements that are outdated or damaged, as well as report monthly on any damages caused by the removal of ads

3.12 Use of Vehicles and Equipment

CONTRACTOR understands that vehicles and equipment provided by YoloTD under this Contract shall be used only to provide services included under this contract or preapproved by the Executive Director of YoloTD or by his/her designee. Other stipulations include:

- The CONTRACTOR's right to use the buses and equipment is merely a license that is terminable at will by YoloTD with reasonable notice, and such vehicles may not be transferred or assigned by the CONTRACTOR.
- Operation of vehicles utilized by CONTRACTOR in the performance of this Contract shall comply with all applicable Federal, State, and local laws and regulations governing vehicles used for common carrier passenger transportation.
- CONTRACTOR agrees that any equipment and/or technology purchased by YoloTD through this contract immediately become the property of YoloTD. YoloTD will also retain the right to dictate the location of any equipment placed on YoloTD vehicles and/or facilities, and YoloTD equipment shall have priority consideration with regards to its placement. No modifications to YoloTD vehicles, equipment or facilities will be permitted without prior written approval from the Executive Director or by his/her designee.

3.13 CHP Inspections

CONTRACTOR shall conform to all instructions and make all corrections required by the CHP and other applicable regulatory agencies regarding use and maintenance of buses

CHP Safety Compliance Reports –Submitted to YCTD within Two (2) business days after CHP submits said report(s) to CONTRACTOR

CONTRACTOR will facilitate annual CHP inspections of the maintenance facility, transit fleet, and any other vehicles or facilities, as required. CONTRACTOR will be responsible for maintaining proper records, preparing for periodic audits, and notifying YoloTD of any inspections in advance when scheduled. CONTRACTOR will provide a written plan to YoloTD, specifying how any findings will be resolved in a timely manner.

3.14 Towing

CONTRACTOR shall be responsible for all costs for towing vehicles. Towing must be performed properly to assure against damages to the vehicles. Any damage resulting from improper towing procedures shall be the responsibility of the CONTRACTOR.

3.15 Oversight of vendors, contractor and deliveries

Contractor is responsible for the following:

- Ensure all vendors who come onto YoloTD property have current insurance, safety certifications, and required permits to perform any work on the property.
- Ensure vendors follow site safety protocols while on YoloTD property.
- Ensure that all waste management bins are accessible for waste collections
- Establish a point of contact for vendors who routinely provide services onsite/ This contact person should be the maintenance manager.

3.19 Facility Maintenance and Cleaning

CONTRACTOR shall maintain YoloTD's facility (350 Industrial Way, Woodland, California) in a state of good repair at all times, keeping the site clean and neat, using qualified personnel. CONTRACTOR shall be responsible for implementing the facility maintenance program included as part of this proposal.

The facility is defined as the entire property, all equipment, and all improvements at the YCTD property, which is bordered on the south side by Main Street, east side by Industrial Way, north side by Cannery Road, and the west side, currently by a tomato processing plant. The facility definition shall also include all CNG, diesel and battery-electric bus fueling and washing facilities which are located on the property, as well as the remote facility on Harbor Blvd for storing and staging buses.

CONTRACTOR facility maintenance responsibilities include the following:

- Keeping facility properly secure at all times, including locking gates and doors and limiting access to authorized persons.
- Keeping all work areas clean, neat, and orderly at all times.
- Limiting access to property to only authorized persons.
- Utilizing operable burglar, methane and fire alarm systems.
- Emptying trash containers and picking up loose debris.
- Removing and reporting all spills, both on and off-site, immediately upon their discovery.
- Keeping shops, all bathrooms, showers, work areas, and yard thoroughly cleaned and organized, providing toilet paper, paper towels, aerosol sprays, soaps, other cleansing materials and all other materials to all such facilities at all times.
- Inspecting and cleaning public and bus fuel island dispensers, hoses, nozzles and card lock system. Parts and supplies for the CNG station shall be provided by either YoloTD or YoloTD's CNG station provider.
- Notifying YoloTD and/or the appropriate fueling vendor immediately if a safety or maintenance issue is detected with any fueling equipment .
- Repairing, preparing and re-painting surfaces that are rusted or damaged. However, repairs needed as a result of CONTRACTOR's negligence shall be repaired and replaced at CONTRACTOR's expense.
- Water, trim, and otherwise maintain plants and trees throughout YoloTD's facility. Conduct weed abatement as needed to control noxious weeds.
- Maintain, adjust, and clean any facility video surveillance system cameras and notify YoloTD immediately of any equipment that needs to be replaced.
- Provide YCTD Handyman services as needed by YoloTD for duties such as furniture assembly, minor electrical, plumbing and painting.
- Run YoloTD's emergency power generator system shall be started and run in a test mode (for approximately 20 minutes) once a week, and shall be repaired and serviced as needed at the CONTRACTOR's expense.
- Clean YoloTD office area, plus all CONTRACTOR occupied areas Empty all trash cans, change out trash bags, change out toilet paper, paper towels, soap. Clean bathrooms and kitchen areas, dust flat surfaces, vacuum all offices. Sweep and wash, as needed, non-carpeted floor areas. Haul off trash.
- Inspect, service and repair all fare vaults and fare receiver system to maintain proper working order in accordance with OEM standards. Inspect, service and maintain all ventilation, HVAC, and methane detection systems.
- Inspect, service and maintain bus washer, including water recycling system and grease/oil/water separator system.

- Inspect, repair and clean sewer and stormwater drains and lines .
- Spray the perimeter of all buildings, and the interior of all buildings as needed for insect eradication, using materials which are environmentally safe and not toxic to humans.
- Perform preventive maintenance and repair of YoloTD's wheel polishing system, and related dust collection vacuum system, replacing all parts and supplies necessary for such systems to be safely used for at least the ensuing six (6) month period. Items requiring replacement shall be replaced in a manner that meets or exceeds OEM standards.
- Inspect, service, and repair all roll-up doors and associated systems. Items requiring replacement shall be replaced in a manner that meets or exceeds OEM standards.
- All carpeted areas shall be steam cleaned as needed and treated with stain resistant chemicals.
- Annually inspect and maintain entire facility pavement surface consistent with YoloTD's pavement management plan requirements.
- Seal all cracks and open joints, and repaint stripes and numbering as needed using methods and materials consistent with YoloTD's pavement maintenance plan,

3.20 Bus Stop Maintenance and Cleaning, Route and Stop Info

The CONTRACTOR shall:

- Provide bus shelter and stop maintenance throughout the YoloTD service area for locations that are included in the YoloTD stop/shelter inventory (Located in Appendix D).

This maintenance shall include:

- Insert customized route and stop information in the display windows of all YCTD shelters. Exchange and update with new information and schedules as necessary.
- Replace panels and perform other repairs as required. YCTD shelters have both Plexiglas and glass panels.
- Move, erect, and remove bus stop poles, shelters, and signs as required.
- Paint bus stop curb stencils
- Remove, replace, install, and diagnose issues with OnStreet real-time signs
- General maintenance of bus stop signs and poles.
- Respond to complaints about bus stop-related issues (significant graffiti, broken panels, etc.) within 24 hours of notification of the issue.

3.21 Maintenance History and Record Retention

CONTRACTOR shall procure, install, maintain, and operate approved fleet maintenance software. All buses, equipment, and inventory associated with this Agreement shall be included. CONTRACTOR shall undertake the necessary steps to assure that CONTRACTOR's employees are adequately trained to use said software. Software shall be used to maintain and report maintenance history, maintenance hours and maintenance costs by vehicle, per mile, and by vehicle type.

3.22 Fueling

a. CONTRACTOR shall safely store and furnish lubricants and coolant for the operation of the buses.

b. Fuel will be furnished by YoloTD for all its vehicles: diesel, gasoline, compressed natural gas, and battery electric vehicles. CONTRACTOR will drive diesel buses to be fueled at night. Other specified fuels for alternative fuel vehicles will be specified as required. YoloTD currently owns compressed natural gas (CNG) vehicles, Diesel vehicles, Gasoline vehicles and battery electric vehicles.

CONTRACTOR will maintain a fuel, oil, and mileage log for each vehicle.

b. Fuel Price Adjustments. Each month, YoloTD shall reimburse CONTRACTOR for diesel and gasoline fuel which was purchased by CONTRACTOR and consumed on buses used in YoloTD service, under those provisions outlined in the Fuel Payment Program (Exhibit "C"). CONTRACTOR shall keep and submit a monthly log of fuel used in each bus. YoloTD will not compensate CONTRACTOR for fuel used in all other vehicles (e.g., service truck, CONTRACTOR staff cars, fork lift, tractor, etc.), as such other costs shall be included in contract rates.

4. CONTRACTOR Responsibilities – Customer Service

Lead Author: Courtney

Reference: YOLOTD Appendix A pages 26-27, NVTa pages 73-74

YoloTD believes that customer service is an integral component for riders and the overall transit experience. The CONTRACTOR will serve as the front-line representative for Fixed-route, Paratransit, and Microtransit customer services, and will be expected to meet or exceed all customer service responsibilities outlined in this section.

4.1 Customer Service Center Duties

The CONTRACTOR shall operate the customer service center at 350 Industrial Way that provides the following services to walk-in, email and telephone customers:

- Customer information
- ADA and microtransit ride reservation and scheduling services
- Ticket/pass sales
- Receiving complaints and compliments, which are to be documented and reported to YoloTD Operations Manager (see Reporting Requirements)
- Provide blank ADA paratransit applications and receive completed ADA applications, which are to be forwarded to YoloTD for processing and verification.
- Mail out tickets, schedules, forms and other information requested by telephone customers.
- Facilitate retrieval of lost and found items.

4.1.1 Customer Service Staffing

The CONTRACTOR shall employ customer service representatives who professionally, courteously, and proficiently handle customer inquiries. The CONTRACTOR shall staff the customer service center any time that fixed-route operations are in service. The CONTRACTOR shall provide dedicated customer service staff between the hours of 6:00 AM and 7:00 PM Monday through Friday. During all other times, the CONTRACTOR may flexibly staff the customer service center.

CONTRACTOR shall ensure that all staff carrying out customer service duties have been properly trained to proficiently and accurately perform all customer service duties. CONTRACTOR shall develop and implement a comprehensive training program for customer service representatives, all of whom shall be familiar with YCTD's fixed route routes and schedules, microtransit and paratransit services prior to being left unsupervised.

CONTRACTOR's customer service representatives must treat all customers with courtesy, avoid any arguments, deescalate situations, and exercise patience, forbearance, and self-control under all conditions. CONTRACTOR shall provide, for YoloTD comment and approval, customer service standards that CONTRACTOR expects their employees to uphold while on duty and when providing customer service. CONTRACTOR shall further describe how employees will be trained and held to these standards during the course of employment.

CONTRACTOR shall provide at least one on-site bilingual person, proficient in speaking and understanding English and Spanish during all hours of customer service operation.

CONTRACTOR shall add Customer Service personnel or require re-training, if YoloTD determines that an unacceptable pattern or practice is established of service request

callers being placed on “hold,” because insufficient personnel is available to answer telephones or handle Customer Service duties.

4.1.2 Customer Service Hours of Operations

The customer service center shall be open to walk-in customers between 7:00 AM and 7:00 PM, Monday through Friday, and 9:00 AM and 3:00 PM on Saturdays. During all other times, the customer service center may be telephone and email-only.

4.2 Comments and Complaints

Comments and complaints are critical for maintaining service standards and good relationships with jurisdiction partners and members of the public. It is in the best interest of both Parties under this Contract to minimize complaints. As noted in Section 7, penalties and incentives may be levied by YoloTD in the event that a pattern of avoidable complaints is established.

Comments and Complaints shall be received in many forms including but not limited to: phone calls, in-person, e-mails, text messages and social media posts. These complaints may come to either YoloTD or the CONTRACTOR. All comments received by YoloTD shall be forwarded to the CONTRACTOR.

All customer comments shall be logged by CONTRACTOR and resolved in a timely manner. The comment log shall be submitted to YoloTD Executive Director and Director of Transit Operations on a weekly basis.

Definition of a Complaint. A complaint is defined as any written or verbal communication provided to CONTRACTOR, which adversely reflects on YoloTD’s operation of services as provided by the CONTRACTOR, or which relates to any incident involving a CONTRACTOR-operated vehicle and/or operator.

Investigation and Response to Comments and Complaints. CONTRACTOR shall investigate and respond to every complaint, concern, suggestion, or commendation concerning personnel and service provided to or received by CONTRACTOR or YoloTD. Any complaints that concern bus safety issues, driver behavior, including rudeness, discourtesy, etc., that may result in disciplinary action must be thoroughly investigated with appropriate action taken and documented. All complaints must be investigated and responded to within 72 hours of receipt. Any complaints, suggestions, or commendations received by YoloTD will be immediately forwarded to the CONTRACTOR.

CONTRACTOR shall use all available and appropriate means to investigate a complaint, including interviewing drivers, reviewing camera footage, and interviewing and collecting

comment cards from other passengers and/or other CONTRACTOR staff who have knowledge of the precipitating incident.

YoloTD may request a written summary of any complaint investigation, as well as video footage. In these cases, the CONTRACTOR must submit the requested information within three (3) business days. In the case that the patron complaining wishes to have a follow-up conversation after the investigation is concluded, YoloTD reserves the right to determine whether the CONTRACTOR or YoloTD will contact the patron.

4.3 Ticket and Pass Sales and Accounting

CONTRACTOR shall be responsible for the sales of all fare media accepted by YoloTD, which currently includes paper tickets, Connect Card and ZipPass. Currently, YoloTD is working to implement new fare media in coordination with other transit agencies and the State of California's CalITP program. As YoloTD's accepted fare media change, the CONTRACTOR shall work collaboratively with YoloTD staff to establish new protocols and retrain customer service representatives.

CONTRACTOR will be responsible for securing, accounting and daily reconciliation of cash, tickets and point of sales transactions that take place in the customer service center. These duties shall be carried out in accordance with YoloTD's internal controls policies and procedures under the supervision of the YoloTD Director of Finance.

4.4 Lost and Found

The CONTRACTOR is responsible for managing unclaimed items that are left behind by passenger on all YoloTD vehicles. The CONTRACTOR shall develop and implement a policy and program for securing lost and found items, reuniting them with their owners and/or securely disposing of them if left unclaimed after a reasonable period. In the case of sensitive and/or valuable items, the CONTRACTOR shall establish a procedure for verifying owner identity.

4.5 Schedules and Brochures

YoloTD will print and provide schedules for routes served by CONTRACTOR. YoloTD will make periodic updates to schedules and will provide these to CONTRACTOR in advance of a schedule change. CONTRACTOR will be responsible for delivering schedules at key locations on designated routes, Updating schedule displays, and Re-stocking buses. CONTRACTOR will also be responsible for placing updated schedules in vehicles on the appropriate routes at least two (2) days prior to the changes going into effect. CONTRACTOR shall dispose of all outdated schedules. CONTRACTOR shall maintain an

inventory of current schedules, and inform YoloTD when there is a need for additional schedules four weeks prior to depletion of their Supply during weekly meetings.

4.6 Review Process

YoloTD and CONTRACTOR staff will meet monthly at a minimum, to review any complaint trends as well as other operational performance issues. The CONTRACTOR is required to maintain a robust oversight program to ensure compliance with all YoloTD customer service standards and other relevant policies as outlined in this section. YoloTD reserves the right to direct the CONTRACTOR to terminate the employment of any employee who demonstrates a pattern of severe and/or persistent violation of YoloTD customer service policies.

4.7 Expectations regarding written communication

CONTRACTOR shall proficiently and skillfully write and send (via email or U.S. Mail) correspondence to persons submitting suggestions and complaints regarding CONTRACTOR's performance, sending a cc to YoloTD. Additionally, CONTRACTOR shall endeavor to communicate with the person by telephone to resolve the issue in a professional, courteous manner.

5. CONTRACTOR Responsibilities – Information Technology

YoloTD has procured technology systems that are designed to enhance the overall customer experience, meet reporting requirements and monitor safety and security on YoloBus services. The selected CONTRACTOR shall utilize and support these IT products in accordance with the provisions of this contract.

As YoloTD's information technology needs and systems change, CONTRACTOR shall assist YoloTD in transitioning to these new technologies implementing revised procedures, methods and training programs.

YoloTD currently provides and supports these technology systems:

- Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) system (and related components)

- AVL equipment (Rangers)
- Mobile Radio Unit or Cell based communication system
- Automatic Passenger Counting (APC) system
- Audio and visual vehicle annunciation system
- On-bus cellular network and routers
- Electronic fareboxes and related equipment, including GenFare fareboxes, Connect Card readers. RFID tap-to-pay readers (Kuba) and mobile payment validation readers (Masabi) anticipated to be installed before August 1, 2026 or shortly thereafter.
- Digital Surveillance Systems – Yolobus installs surveillance systems IDS and Apollo on its vehicles
 - Up to 8 digital cameras are placed on each bus that record to a hard drive.
 - All buses that have this system are equipped with panic buttons that are tied directly into the AVL system.
 - Emergency alarms
- RideCo microtransit app-based ride booking system and tablet computers

1. Training Responsibilities

The CONTRACTOR shall provide comprehensive training to their personnel as follows:

a. **Vehicle Operator Training:** The CONTRACTOR shall provide training for bus operators on the operation and use of the following onboard systems:

- Genfare fare collection system;
- RideCo microtransit software;
- Connect Card fare system;
- Kuba fare system;
- Automatic Vehicle Location (AVL) systems, including TripSpark Rangers and MyRide tablets; and
- Head sign systems, including Hanover, Illuminator, and Twin Vision units.

b. **Administrative and Dispatch Training:** The CONTRACTOR shall provide training for administrative and dispatch staff on the use of the following systems:

- Retrieval, access, and storage of video data from onboard camera systems; and
- TripSpark and Novus software applications used for scheduling, work assignment, and operational management.
- RideCo microtransit software;

2. Maintenance and Repair Responsibilities

The CONTRACTOR shall be responsible for the maintenance, repair, removal, installation, and return material authorization (RMA) processing of all in-vehicle technology, including but not limited to:

- Camera systems (Apollo, IDIS);
- Head sign and controller systems (Hanover, Twin Vision, and Illuminator);
- AVL systems (TripSpark Ranger, MyRide tablet, T-Box, Automatic Passenger Counter (APC), and annunciator equipment); and
- Fare collection systems (GFI Fast Fare, Odyssey, Kuba Pay, and Connect Card).

All work performed under this section shall comply with the manufacturers' specifications and applicable District standards.

3. Office Equipment, Software, and IT Support

The District shall remain responsible for the maintenance, support, and operation of District-owned information technology infrastructure, including computers, servers, printers, Switches, and related software. Except as noted elsewhere in this scope of work, CONTRACTOR is required to only use YoloTD computers and servers during the duration of the contract. At the end of term of the Contract, all office equipment will remain with YoloTD, including but not limited to computer monitors, printers, and computer accessories.

6. CONTRACTOR Responsibilities – Reporting and Record Retention

6.1 General Provisions

CONTRACTOR shall submit operating and maintenance reports, data and related information to the specification and satisfaction of YoloTD, in compliance with federal and state reporting requirements. As YoloTD's data needs and reporting requirements change, CONTRACTOR shall assist YoloTD in implementing revised data collection and reporting procedures and methods.

CONTRACTOR shall assist YoloTD in any audit/review conducted by the Federal Transit Administration (FTA), the California Department of Transportation (Caltrans), the

Sacramento Area Council of Governments (SACOG), or other oversight agency.

All records are the property of YoloTD. Current records will be transferred to the new CONTRACTOR. At the end of this contract, records will become the property of YoloTD

The following constitutes general subject areas and schedules for reports delivery. After award, YoloTD and the CONTRACTOR shall determine what exact data points are required and will agree upon templates/formats for all required reports.

Weekly reports shall be delivered to YoloTD in accordance with instructions provided by YoloTD. Monthly reports, including CONTRACTOR's invoice, shall be submitted accurately to YoloTD no later than the tenth (10th) day of the calendar month following the month of service provided.

All reports shall be regarded as supportive documentation of CONTRACTOR's invoice for payment and shall be submitted on a timely basis.

6.2 Daily reports

The following reports shall be submitted to YoloTD each weekday morning with information for the prior service day. Information for Friday, Saturday, and Sunday is to be submitted on Monday mornings.

- Dispatch Log: The dispatchers will be required to keep a daily dispatch logs for each service mode, which shall include, but not be limited to:
 - Bus assignment.
 - Operator assignment.
 - Pull-out and pull-in.
 - Late and missed trips.
 - Road calls
 - All other incidents or dispatch calls that vary from normal or expected system operation.
 - Passenger Counts not keyed into farebox

6.3 Weekly reports

- Road Supervisor Road Observations
- Out of Service Report/Road Calls: Road call information shall include fleet number, date, time, location, driver, mechanic, reason/cause for road call

- Completed Customer Service Reporting, including summary of complaints and investigations
- Weekly flash reports which include: On-Time Performance, Exceptions to vehicle assignments/pulls, accidents/incidents, road calls, supervisor assignments, unusual occurrences/traffic
- Customer Service complaint summary
- Customer Service points summary

6.4 Monthly Reports

- Invoice/Summary
- General Manager report (overview of service goals, trends, hiring, retention, issues, etc.)
- Fleet and Facilities Manager Report
- Operations Manager report
- Safety Manager report
- Fixed route monthly summary to include, by route :
 - o Deadhead hours/Miles (route)
 - o Revenue hours/Miles (route)
 - o Billable Hours/Miles (route)
 - o Total hours/Miles (route)
 - o Extra/special service hours/Miles (route)
 - o On-time performance

MicroTransit monthly summary to include, by Service Area:

- o Deadhead hours/Miles (route)
- o Revenue hours/Miles (route)
- o Billable Hours/Miles (route)
- o Total hours/Miles (route)
- o Extra/special service hours/Miles (route)
- o On-time performance

Paratransit monthly summary to include, by Service Area:

- o Deadhead hours/Miles (route)
- o Revenue hours/Miles (route)
- o Billable Hours/Miles (route)
- o Total hours/Miles (route)
- o Total booked paratransit trips.
- o Total cancellations (defined as a trip that is booked then cancelled by the potential passenger any time before the trip is to be completed).
- o Total no-shows.
- o Total attendant trips.
- o Total lift assisted trips.
- o On-time performance

Other Monthly Reports

- o Missed service report (Fixed and Micro)
- o Vehicle mileage report (Fixed, Para and Micro)
- o Preventative maintenance report
- o Preventative maintenance exception report
- o Fuel consumptions report
- o Fuel report (fuel delivered)
- o Fuel usage report for non-revenue vehicles

Vehicle Road Call/Repair Reports

- o Road Call Data Sheet to include road calls and coach exchanges performed, as well as any service delays quantified
 - o Road Call report including a detailed description of the work performed by Maintenance to resolve any mechanical issues
 - o Warranty Repair Report
 - o Vehicle Down Report
- Shelter maintenance report (keep accurate records of bus stops and amenities/upgrades/issues in a single master document)
 - Monthly Staffing Report: CONTRACTOR shall submit a “Monthly Staffing Report” that must report any position vacancies (including management positions), turnover rate since the start of the current fiscal year, number of regular hours performed by non-salaried staff (by position category), number of overtime hours performed by non-salaried staff (by

position category), and monthly salaries and benefits paid (by position category). This report shall further include the names of each employee, seniority with the CONTRACTOR's organization and seniority under the YoloTD contract with CONTRACTOR, if different, and individual status as a part-time, temporary or full-time employee.

- Accidents/incidents summary report

)• Vehicle Exterior Advertising Inspection Report including a summary by bus of expired ads, damaged ads, damage to buses from ads, ads partially or fully covering phone numbers or logos

- Pre-approved reimbursement requests with copy of receipts
- NTD Annual report
- Drug and alcohol MIS report
- EEO report

6.5 Quarterly Reports

- Safety Manager Ride Check Reports
- ADA Compliance Report
- Drug and alcohol program report

6.6 Annual Reports

- Yearly Summary Reports of Ridership, revenue miles and hours, gate to gate hours and miles, Total Hours and miles.
- Annual Drug and Alcohol MIS compliance certification with Part 655 by January 1 and submitted by March 1 to YoloTD's Director of Transit Operations.

6.7 As-Needed Reports

- Written email notifications of accidents to designated YoloTD staff within two (2) hours of the accident.
- Written Accident/Incident Reports to include Police Report (when received) within one day of occurrence via email to YoloTD Staff.
- CHP Safety Compliance Reports –Submitted to YCTD within Two (2) business days after CHP submits said report(s) to CONTRACTOR.

6.8 Other Reports as Requested

YoloTD may at its sole discretion request additional reports and data related to YoloTD operations, vehicles, and facilities. The CONTRACTOR shall make every effort to provide requested reports and data based on information it has available.

6.9 Vehicle Reports and Records

CONTRACTOR is responsible for the care, maintenance and updating of all files for each YoloTD-owned vehicle in the fleet. These records are to be kept in chronological order, and are expressly the property of YoloTD. These records shall neither leave the premises nor be destroyed. In the event of a CONTRACTOR change, staffing change or other event, these records must remain intact, complete and secured on YoloTD property. This includes electronic files in any form. In the event of destroyed, missing, or falsified records, YoloTD will pursue any and all legal remedies as may be appropriate.

The CONTRACTOR will maintain a current vehicle record containing the following information:

6.9.1 Coach Records

- Make
- Model and Year
- Vehicle Identification Number/Serial Number
- Engine Type/Year/Serial Number
- Diesel Emissions Control Strategy Type, Make and Serial Number of all components.
- Transmission Type/Year/Serial Number
- License Number
- Date Received
- Unit Repairs
- Preventative Maintenance “Inspection” Reports
- Daily “Bus Condition” Reports
- Work Orders
- Fuel Consumption (i.e., gallons/miles) for each vehicle

Additionally any citations received by the CHP during its annual inspection must be filed according to the vehicle number.

CONTRACTOR is responsible for maintaining a carrier identification number (CA number). That number shall be placed per agency direction on the buses (both curb and road sides, near the rear wheel).

6.9.2 Vehicle Maintenance Inspection Reports

CONTRACTOR must keep all vehicle maintenance inspection reports and forms in a file for each vehicle. Hard copies of the “Preventative Maintenance Inspection” Reports will be kept for the life of the vehicle. Electronic versions of all “Preventative Maintenance Inspection” reports for YoloTD-owned vehicles must be entered into YoloTD’s Maintenance Information System (MIS) by CONTRACTOR and will be kept indefinitely by YoloTD.

6.10 Record Retention

CONTRACTOR agrees to maintain all books, records, accounts and reports required under this Agreement for a period of not less than three years after the date of termination or expiration of this Agreement, in which case CONTRACTOR agrees to maintain same until YCTD, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto (reference 49 CFR 18.39(i)(11)).

6.11 Federal Reporting

YoloTD requires specific data to meet federal reporting requirements. Data shall be provided by the CONTRACTOR to YoloTD on a scheduled and as needed basis. Operational data will be primarily be used to meet National Transit Database (NTD) reporting requirements. The NTD requires reports to be submitted on a monthly and annual basis. The format will be determined by YoloTD and provided to CONTRACTOR. The data required for monthly reporting will be provided to YoloTD no later than ten (10) days after the following month. Data required for annual reporting shall be provided to YoloTD no later than 14 days after the end of the fiscal year. The NTD separates YoloTD’s services service into two sub categories, Motor Bus Purchased Transportation (MB/PT), Demand Response Purchased Transportation (DR/PT). Data required for monthly reporting for these two modes should be reported separately and shall include the following:

- Scheduled Revenue Hours

- Revenue Hours
- Scheduled Revenue Miles
- Revenue Miles
- Total Passengers
- Max number of vehicles in service per day of the week

Data required for annual reporting will consist of the items listed above required for monthly reporting however will not be required to be provided by the CONTRACTOR a second time when the annual data items are due. The following items shall be provided to NVTa at the end of the fiscal year:

- Odometer reading on July 1 of reporting year.
- Odometer reading on June 30 of reporting year.
- Fuel consumed between July 1 and June 30 of reporting year.
- Major mechanical failures (defined as a time where a mechanical failure did not allow a vehicle to complete its scheduled trip).
- All other mechanical failures (defined as any mechanical failure that falls outside of the above definition).

YoloTD will require specific data from the CONTRACTOR to meet federal reporting requirements, specifically the National Transit Database (NTD), as well as for planning purposes. The following sections break out those requirements.

7. Penalties and Performance Incentives

7.1 Penalties

Due to the nature of the services to be rendered, the CONTRACTOR and YoloTD agree that it is extremely difficult to ascertain actual damages/deductions that may result from failure on the part of the CONTRACTOR to perform any of its contractual obligations. Therefore, the CONTRACTOR liability shall be limited to and fixed at the sums stated in this Section, as penalties. Penalties shall be assessed as they are identified. The assessed penalties shall be sent to the CONTRACTOR for response. Once the response is received, a determination on chargeability is made by YoloTD's Executive Director or his/her designee. All assessed penalties that are not responded to by the CONTRACTOR within 30 days will automatically be charged to the CONTRACTOR. The decision by YoloTD is final with respect to any assessment of penalties. YoloTD's Executive Director may rely on

information supplied by the CONTRACTOR, by the public, by staff, or by any other means available in determining assessment of penalties. See definitions for “Penalties” below.

Category	Acceptable Standard	Penalty
Vacant Key Management Personnel Positions	No vacancy over 30 calendar days	<p>For each position vacant 30 or fewer calendar days, the penalty shall be equivalent to the salary and benefits for the affected position.</p> <p>For each position vacant more than 30 calendar days, the penalty shall be equivalent to 125% of the salary and benefits for the affected position.</p> <p>For each position vacant more than 60 calendar days, the penalty shall be equivalent to 150% of the salary and benefits for the affected position.</p> <p>For each position vacant more than 90 calendar days, the penalty shall be equivalent to 200% of the salary and benefits for the affected position. This penalty shall be incurred monthly thereafter for every month the position remains vacant.</p>
Missed Trips		For each one-way missed trip for all services under this contract, a penalty of \$500 shall be incurred.
CHP Inspection	Passing CHP Inspection	<p>A deduction at the rate of Five Thousand Dollars (\$5,000) if the CONTRACTOR fails to pass a California Highway Patrol (CHP) inspection.</p> <p>If the CONTRACTOR fails the subsequent CHP inspection (i.e. fails two inspections in a row), a deduction may be assessed at the rate of Ten Thousand Dollars (\$10,000).</p> <p>If the CONTRACTOR fails another subsequent CHP inspection, which would be the third failure in a row, a deduction may be assessed at the rate of Twenty Thousand Dollars (\$20,000) and may result in termination of the contract.</p>

Damaged Bus Related Infrastructure	Maintaining Infrastructure	A deduction of \$250 per day for each incident where a damaged bus stop sign or bus shelter is not repaired or replaced within five days of notification.
Missed ADA Trip	Meeting All ADA Trips	A deduction of \$500 per incident where the CONTRACTOR misses a scheduled trip for ADA Paratransit.
Mobility Device Securement	All passengers with mobility devices properly secured	A deduction of \$750 per occurrence where an operator fails to properly secure a passenger in a mobility device, including, but not exclusive of wheelchairs, prior to being transported on a vehicle.
Reporting Requirements	Provide all required reports on time	A deduction of \$500 per occurrence if CONTRACTOR fails to submit a report as required by YoloTD.
Customer Service Complaints	Fewer than five valid customer complaints per month	A deduction of \$500 per month if the CONTRACTOR, and/or YoloTD receive five (5) or more customer complaints per month the complaints are found to be valid and preventable by the CONTRACTOR as deemed by YoloTD.

7.2 Incentives

YoloTD wishes to receive the highest level of service from its CONTRACTOR. To ensure this as well as encourage innovation in the deployment of services YoloTD will offer performance bonuses for achieving or exceeding specific metrics in the deployment of transit services.

Incentive Category	Incentive Description	Incentive Rate
CHP Inspection	An incentive for each CHP inspection in which a CHP officer fails to identify a single defect. Maximum of one payment per Annual inspection.	\$1,000
ADA paratransit	Service exceeds 2.6 passengers per revenue hour in a single month	\$1,000
ADA paratransit	exceeds 3 passengers per revenue hour in a single month	\$2,000
Demand Response	An incentive of per zone per month that achieves an on-time performance rate of 90% or higher, as validated by YoloTD.	\$250

On-Time Performance Report	On time performance reports received with all routes averaging 95%OTP in a month.	\$1,000
Customer Complaints	YoloTD receives zero valid, preventable customer complaints in a month.	\$1,000
Management Retention	An incentive for every key management personnel to stay in their role for the duration of this contract. Maximum of one payment, at the end of the base contract term.	\$2,000
Collisions	An incentive for every month in which there is no collision involving a YoloTD vehicle.	\$1,000

8. Management Retention, Reassignment and Removal

8.1 Key Management Personnel

Vacancies and fluctuations in key management personnel associated with contract management is detrimental to the quality, reliability and safety of YoloTD's transportation services. For purposes associated with this procurement, "key management personnel" is considered to be the following positions or their substantive equivalents:

- General Manager
- Operations Manager
- Fleet and Facilities Maintenance Manager
- Safety Manager
- Training Manager

8.2 CONTRACTOR Rights

- For the positions listed in Section 8.1, CONTRACTOR has the right of termination at will. CONTRACTOR may not terminate these positions at YoloTD and reassign the individuals to another property or re-hire them for a period of one year.
- The one year period begins on the day after the final working day of the employee.
- CONTRACTOR has the right to request a waiver of this policy; however, it must be presented to the YoloTD Executive Director in writing for formal consideration. Waivers to this policy will be granted on an exceptional basis only.

8.3 YoloTD Rights

- YoloTD retains the right to determine the qualifications for all five key management positions as listed above.

- YoloTD retains the right to require the removal of any of the five key management positions listed above without penalty.
- In the event that CONTRACTOR chooses to remove or reassign any of the listed key management positions without YoloTD's consent, YoloTD is likely to incur damages, but in an amount that would be extremely difficult or impracticable to determine. Therefore, in such an event, a reasonable estimate of such damages is an amount equal to six months' salary and fringe benefits for each such removal or reassignment made, which amount shall be documented and credited to YoloTD on CONTRACTOR's invoices.
- In the event that any of the key management positions are vacated, CONTRACTOR shall work diligently to provide interim management personnel within ten (10) working days while the permanent positions are recruited and filled. Selection of specific management personnel, interim or permanent, shall be subject to approval by YoloTD's Executive Director or his/her designee.
- YoloTD shall not be obligated to pay for the salary and benefits of vacant positions. Additionally, YoloTD may assess a penalty for failure to fill vacant positions on a timely basis (see Performance Incentives/Penalty Program).
- YoloTD has the right to waive this policy at its sole discretion.

The provisions in this section do not constitute a contract of employment between the above-mentioned positions and YoloTD. These provisions shall not hamper in any way any regular disciplinary actions as required by CONTRACTOR's human resources management.

9. Miscellaneous

Lead Author: Autumn

Reference:

9.1 Transit Workers Focus Group

CONTRACTOR shall allow YoloTD to coordinate an internal committee of CONTRACTOR'S non-management employees to identify internal service issues, public-facing service issues, and engage with non-management employees. This committee will be made up of five (5) random CONTRACTOR'S non-management staff with a mix of job classifications.

9.2 Board and Committee Meetings

There will be times when the services operated by the CONTRACTOR are the topic of discussion at public meetings, including the Board of Directors meetings, Citizen Advisory Committee (CAC) meetings, and Technical Advisory Committee (TAC) meetings. CONTRACTOR management staff shall be required to attend such meetings. Whenever possible, YoloTD will notify the CONTRACTOR in advance of particular concerns that might be raised. Should Board or Committee decisions be directed to CONTRACTOR operational issues, the CONTRACTOR shall submit to YoloTD within seven (7) days a plan to address the issues discussed.

9.4 Identification Badges

CONTRACTOR must keep track of its employee badges. CONTRACTOR employees must wear badges while they are working.

9.5 On-Board Distribution/Collection of Information

YoloTD will periodically require that the driver distribute and/or collect information to/from passengers. In most instances, this will be service-related materials regarding detours, proposed route changes, or passenger surveys. YoloTD will provide specific instruction with the materials to be distributed and/or collected.

9.7 Emergency Operations and Mutual Aid Agreements

YoloTD participates in Yolo County Emergency Operations and may be called upon for emergency operation services in the event of a disaster. YoloTD is also a party to mutual aid agreements with Sacramento Regional Transit, Solano Transit Authority (SolTrans) and Napa Valley Transit Authority (NVTa). YoloTD could be called upon to provide vehicles, drivers, and other manner of support to the areas affected within the County or the mutual aid area. The CONTRACTOR should be able to furnish staff and capital needs to affected areas as directed by YoloTD and Yolo County Office of Emergency Services personnel.

9.8 Emergency Contact

CONTRACTOR shall provide a list of 24-hour emergency numbers and a contact(s) to be used by YoloTD for responding to emergency situations as necessary.

9.9 Media Contact

News media inquiries regarding bus service shall be forwarded to YoloTD for handling and replies. CONTRACTOR shall, however, designate an individual who is authorized to speak

on behalf of the CONTRACTOR should such a resource or reference be needed, as determined by YoloTD.

9.10 Employee Performance

CONTRACTOR shall be solely responsible for performance of its employees and shall take appropriate action to ensure employees perform in a professional acceptable manner. This shall include the regular practice of ride checks and viewing video to monitor operator performance. Upon written demand of YoloTD, the CONTRACTOR shall immediately remove ANY employees whom YoloTD considers unsuitable for such work from activities associated with this Contract.

10. Options

Option 1: Turnkey Adult Day Health Care Transportation

YoloTD reserves the right to authorize CONTRACTOR to provide vehicles, maintenance, and personnel and operate transportation service on behalf of the Adult Day Health Care program in Yolo County. All costs, manpower, insurance, maintenance and vehicles associated with such work shall be kept separate and distinct from other YoloTD activities and shall not impede on CONTRACTOR's ability to meet the requirements of this Agreement. CONTRACTOR recognizes and agrees that it shall be responsible for negotiating and executing a separate agreement with outside parties for Adult Day Health Care related transportation services. CONTRACTOR shall provide insurance coverage on all vehicles used in ADHC service at levels comparable to YoloTD's dollar limits.



STAFF REPORT

TOPIC

Approve 2026 Meeting Schedule

ITEM NUMBER

6

Action

**November 3,
2025**

TAC

PREPARED BY:

J.Marte

ATTACHMENTS:

STAFF RECOMMENDATION(S)

Approve the Technical Advisory Committee meeting schedule for 2026

BACKGROUND

Staff recommends that the Technical Advisory Committee discuss and approve the following dates for its meetings in the 2026 calendar year. Historically, the TAC meets every three months per calendar year.

DISCUSSION

Proposed 2026 Meeting Schedule for the Technical Advisory Committee

Tuesday, February 17, 1:30pm-2:30pm

Monday, May 4, 1:30-2:30pm

Tuesday, September 15, 1:30pm-2:30pm

Tuesday, December 1, 1:30pm-2:30pm

STAFF REPORT

TOPIC	ITEM NUMBER
Long-Range Calendar	7 Information November 3, 2025 TAC

PREPARED BY:	J.Marte
ATTACHMENTS:	

STAFF RECOMMENDATION(S)

The following agenda items are tentatively scheduled for upcoming meetings of the YoloTD Technical Advisory Committee.

DISCUSSION

Long Range Calendar Agenda Items

February, 2026:

- SRTP Implementation
- SACOG Federal Funding Round Coordination

May 2026:

- Budget and Workplan for FY 2026-27