### 5.6.4 Questionnaire

Responses to each question included below shall be provided in the manner specified herein. For each response to a question, on the page following the question divider tab, the question posed by the RFP must be located at the top of the page followed by the proposer’s response. Only one question may be addressed following each divider tab.

**Question 1**

Describe your firm’s general management philosophy at the corporate and local level for operation of service(s) similar to that for which your firm wishes to be considered.

**Question 2**

Describe your firm’s corporate/regional organizational structure and the resources that will be available to support the intended service or services. Be specific regarding level of effort, staffing, location, etc.

**Question 3**

Describe how your proposed operation would be organized at the local level in San Benito County. With your answer, include an organization chart indicating all job classifications in the organization and the number of employees (split between full-time and part-time) that would be used in each job classification. Provide a brief description of the duties of each position. At a minimum, the chart and description should address the following positions or position equivalents: General Manager, Operations Manager/Lead Dispatcher and Bus Drivers or any other personnel included in your proposal. Provide any information that would assist in determining the quality of the proposed organizational approach.

**Question 4**

For each job classification shown in the organization chart submitted for Question 1 above, list the proposed wages for each position utilizing Form A-4 in Appendix A, titled Labor Wages. CONTRACTOR shall certify in its response to this question that it will not lower the stated wage rates during the term of the agreement either for employees of the existing contractor or for employees hired after the agreement becomes effective.

**Question 5**

Specifically identify and describe the experience and qualifications of the proposed Site Manager, Operations Manager and Safety & Training Manager. In addition to concise descriptions of the experience and qualifications for these individuals, one-page resumes for these individuals must be included in the response to this question. Identify references (including phone numbers) who can verify experience.

**Question 6**

Declare whether or not your firm would retain the employees of the prior contractor for a period of not less than 90 days, consistent with California Labor Code Sections 1070-1074. (As required by law, LTA will give a ten percent (10%) preference to any proposer who agrees to retain the non-exempt employees of the prior contractor.)

Beyond said 90-day period, describe how you intend to utilize the current contractor's drivers, dispatchers, supervisors and other employees. What consideration, if any, would be given to seniority among existing contractor's employees.

**Question 7**

1. Describe your firm's proposed program to accommodate "no shows," absenteeism, vacation and turnover of employees. What assurance does the LTA have that there will be no missed runs due to a lack of employees.
2. Provide a contingency plan in the event of a work stoppage by employees and/or in the event of lack of operators, supervisors, or maintenance personnel, in order to maintain and provide on-time bus service and acceptable performance standards.

**Question 8**

Describe how your firm will monitor service quality.

**Question 9**

Describe your methodology for assessing on-time performance. Discuss your approach to ensuring the validity of data collected throughout this process.

**Question 10**

Describe procedures proposed to ensure the LTA staff is kept informed of project developments.

**Question 11**

Describe the proposed bus cleaning operation including, at a minimum, person-hours devoted to cleaning, investment in cleaning equipment and supplies. Does yourfirm intend to subcontract out for bus cleaning? Describe specifically how your firm will monitor bus cleaning and ensure compliance with the Scope of Work if deficiencies are discovered during monitoring procedures.

**Question 12**

Describe your firm’s proposed customer service component. Which personnel will handle telephone and over-the-counter information? Verify in your answer that one individual will be available to provide bus information in Spanish during weekday office hours.

**Question 13**

Describe specific experience with RouteMatch dispatch software.

**Question 14**

Describe the proposed ongoing safety program.

**Question 15**

Describe your experience collecting, record keeping and reporting to your clients (i.e. the contracting agency or LTA) the data necessary for them to comply with National Transit Database reporting requirements and Federal Transit Administration drug and alcohol testing reporting requirements.

**Question 16**

The Contractor shall be responsible for all fare collection and reconciliation activities, safeguarding and depositing all fare revenues in a dedicated account as directed by the LTA, and for all fare/revenue reporting. Discuss your approach to ensuring funds will not be stolen, pilfered or misplaced and ensuring the validity of data collected throughout this process.

**Question 17**

Briefly, outline the proposed driver training program for new drivers and retraining program for veteran drivers. Included at a minimum must be an outline of the topics covered, the time devoted to each topic, the number of classroom hours, the number of behind-the-wheel hours with trainers only, the number of driving hours in regular service with a trainer or instructor, the amount of time devoted to training on ADA compliance and disability sensitivity and awareness, the amount of time devoted to customer relations training, and the amount of time spent training with each type of vehicle in LTA’s fleet. In addition to the above, a complete detailed description of the driver-training program and/or driver handbook may be submitted under section 5.4.6. Supplemental Information Proposer Wishes to Provide.

**Question 18**

Provide a transition plan in sufficient detail to describe how the transition would occur during a change in contractors, including a timeline showing significant milestones. The plan should include, at a minimum, an overview of the start-up approach including an implementation schedule outlining the steps to be taken and timing up to the point of the beginning of the operation of the service. The plan should indicate how the firm proposes to ensure that, during the transition from the current contract to the new contract, transit service will be provided in a continuous, uninterrupted and apparently seamless manner and that the breadth of system knowledge among employees is no less than that possessed by employees prior to the beginning of the new contract. Describe how the proposer's knowledge of the intricacies of the CE and/or ST services will be sufficient to ensure that LTA staff will not need to spend time educating the proposer's staff on such matters.

**Question 19**

Discuss any agreements you might have reached with the current union. If your firm has not reached agreements with the current union, your firm may include a brief description of other successful agreements reached with unions on other contracts.

**Question 20**

List the experience your firm has providing and/or managing publicly funded transportation service similar to that provided by CE and/or ST (the experience should be relevant to the service for which the proposal is submitted). For each service listed, provide dates of service, annual revenue vehicle hours, number and type(s) of vehicles, annual ridership and the name, telephone number and email address of responsible individuals who can verify service.

**Question 21**

List any exceptions you request to the draft Agreement and/or Scope of Work. Exceptions not described in reply to this question will not be considered at a later date unless initiated by LTA staff.

**Question 22**

List any service, program, resource, new or creative idea or proposal detail not mentioned earlier that would be of benefit to the LTA and would be available to the LTA at no additional charge.

**Question 23**

List and price any other items you propose to offer as an option in addition to the items required by the RFP, the Agreement and the Scope of Work.

**Question 24**

Describe the medical (including prescription coverage), dental and vision benefit packages to be provided to employees. Show the cost of these benefits in Appendix A, Form A-5. Provide the following information for each of the three types of benefits:

a. Name of plan

b. Description of plans key benefits

c. Cost to employees for plan for employee only and for employee plus dependents

d. Deductible to be paid by employee and/or co-pays required

e. Annual cost to proposer per employee to provide the benefit

f. Indicate if the benefit would be available to part-time employees and how the benefit and/or its cost to part-time employees would differ from that provided to full-time employees.

**Question 25**

Describe proposer’s intended retirement plan, vacation leave, sick leave, holidays, life insurance coverage, and other benefits. Show costs attributed to the benefits in the appropriate form included in Appendix A, Form A-5.

**Question 26**

Has your firm applied for credit protection under any bankruptcy proceedings over the past five years? (Answer "yes" or "no." If the answer is "yes," give details.)

**Question 27**

Is there any recent, current or pending litigation involving transit services operated by your firm due to accidents that have resulted in death or serious injury? ("Recent" shall be defined as any judgment entered or settlement reached within the past five years which resulted in a dismissal of a lawsuit.) Answer "yes" or "no." if the answer is "yes," provide a detailed description of each accident/incident. Describe the plaintiffs’ allegation(s) of negligence by your firm, if any, and your firm’s response, if any. For traffic accidents, specify the party determined by the investigating law enforcement agency to be at fault and why. The court of jurisdiction and number of each case shall be included with the answer.

**Question 28**

Has any public transit agency, since January 2012, terminated a contract with your firm prior to the contract's intended expiration date or elected not to exercise an option term. Your response must state yes or no. If the answer is yes, the following information must be provided for each contract termination.

1. Transit operator name and address.

2. Name and telephone number of contract administrator for said transit operator.

3. Explanatory information.

**Question 29**

Briefly describe the challenges and benefits of operating both CE and ST as a combined service. How will a combined service better meet the needs of riders? How will the transition to a combined service be communicated to riders? What obstacles do you anticipate for a combined service and how will you address these problems? How will cost savings be realized?