



EXHIBIT A SCOPE OF SERVICE

CITY OF LA HABRA PROFESSIONAL SERVICES AGREEMENT WITH TRANSPORTATION CONCEPTS, INC.

FEE SCHEDULE

	Year 1	Year 2	Year 3	Year 4
Fixed Monthly Costs	\$6,864.14	\$7,096.10	\$7,338.64	\$7,618.36
Vehicle Service Hour Rate	\$61.6234	\$62.6650	\$64.5297	\$67.4848
Maximum Obligation	\$178,836.30	\$182,884.30	\$188,702.88	\$196,668.28

1. Contractor will be responsible for the safe, timely, and efficient transportation to and from dispatched locations.
2. Contractor will be responsible for all logistical coordination of providing rides, which includes dispatch, training, vehicle maintenance, etc.
3. Contractor will maintain City vehicles used for transportation, and keep them in working order with proper cleanliness and safety, subject to inspection by City or OCTA. Contractor shall be responsible for all vehicle maintenance and repairs, with the exception of engine, transmission, and differential repairs which are the responsibility of the City to reimburse contractor.
4. City will be responsible for properly vetting participants for eligibility, providing their information to contractor, as well billing and program auditing for OCTA standards.
5. Contractor, at the end of each month, will provide the city with billing information as well as the following ridership information;
 - a. Revenue Vehicle Hours (RVH)
 - b. Revenue Vehicle Miles (RVM)
 - c. Boardings
 - d. Project cost information
 - e. Cost Per Boarding
 - f. Boardings per Revenue Hour (B/RVH)
 - g. Vehicle Inspection reports
 - h. Rider Name (or a unique identifier to track data to an individual)
 - i. Vehicle Number
 - j. Trip Scheduled Date/Time
 - k. Pick-Up and Drop-Off Addresses
 - l. Pick-Up and Drop-Off Date/Time



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- m. Pick-Up and Drop-Off Odometer Readings
 - n. Number of Passengers
 - o. Space Type (Ambulatory, Wheelchair)
6. Contractor will be responsible for collecting any and all cab fares, and in turn, including all fare collection documentation on the monthly invoice
 7. Contractor and City will investigate and document all complaints or citizen concern in a timely manner
 8. Contractor shall at a minimum perform background checks on drivers utilizing a vendor such as Live Scan to ensure all employees are eligible to provide services under this Agreement. Drivers shall have no felony conviction history consistent with Contractor's obligations under Government Code Section 12952.

SERVICE SCHEDULE & HOURS OF OPERATION

1. Ridership Fares; None, transportation will be free provided the senior participates in the OC Meals on Wheels lunch program
2. Hours of Operation: 8:30AM – 1:00PM, Monday-Friday for regular shuttle services
 - o Program will not operate during Federal Holidays; New Year's Day, Martin Luther King Jr. Day, Washington's Birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day
 - o At the City's discretion, Contractor may be asked to provide supplemental weekday trips to pre-arranged establishments, pursuant to OCTA guidelines. City will work with Contractor to arrange a manageable and fair schedule.
 - o Only La Habra residents may utilize these services
3. Curb-to-Curb pick up of residents from their home address to the La Habra Community Center
4. Authorized Trip Destinations: Grocery Stores, Medical Appointments, Banks, approved City-Operated Events

City reserves the right to alter the service schedule at any point, as needed, at the discretion of the Program Manager and subject to Departmental approval.