



## 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
Full Hourly Rate	\$114.67	\$117.27	\$121.00	\$126.10
Maxium Obligation	\$10,000	\$10,000	\$10,000	\$10,000

1. Contractor will be responsible for the safe, timely, and efficient transportation to and from dispatched locations.
2. Contractor will follow the established routes designed by the Project manager that produce the most optimal delivery of riders
3. Contractor will meet the OCTA guidelines established by the City's Cooperative Agreement with OCTA, including, but not limited to, the following components
  - a. Deliver 10 riders per shuttle every 10 minutes for the duration of each event, and until the last person in line for the shuttle has been serviced (On-Time Performance, "OTP")
  - b. Meet customer service (CS) requirements for each event
  - c. Operate at below a cost per boarding of \$21.24
4. Contractor shall maintain communication with City Staff and Event Manager on the date of the selected events, to ensure smooth operations for the duration of each event.
5. City will provide contractor with a list of anticipated events that the Special Event Shuttle will be utilized. In the event of any changes to the schedule, or routes, City will provide Contractor timely notification to ensure Contractor has sufficient time to provide service. City reserves the right to increase or decrease dates and/or hours of service at their discretion. Contractor will not provide services outside of the established event schedule.
6. Contractor will be responsible for all operations of providing rides during designated events, which includes dispatch, training, vehicle maintenance, etc.
7. 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. Vehicles should be cleaned prior to the start of the event, and following the conclusion of each event.
8. 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



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- d. Project cost information
  - e. Cost Per Boarding
  - f. Boardings per Revenue Hour (B/RVH)
  - g. Vehicle Inspection reports
9. Contractor will be responsible for collecting any and all cab fares as necessary, and in turn, including all fare collection documentation on the monthly invoice
  10. Contractor and City will investigate and document all complaints or citizen concern in a timely manner
  11. 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 from the designated pick-up site to the drop off point at each event.
2. Hours of Operation: Hours will vary by event depending on the time of day, number of people, and shuttle demand.
3. Scheduled Days (subject to change): Contractor will provide services for the following events
  - o Easter Eggstravaganza (Easter Weekend)
  - o 4<sup>th</sup> of July
  - o La Habra Corn Festival (last weekend of August)
  - o Tamale Festival (First Saturday of December)

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.