



**PIONEER VALLEY TRANSIT AUTHORITY
REQUEST FOR PROPOSALS
RFP #26-013**

FOR

Fixed-Route Management Services

RFP ISSUE:
March 2, 2026

RFP DUE:
April 23, 2026
2:00 PM, EST

CONTACT:
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SECTION 1. GENERAL INFORMATION

The Pioneer Valley Transit Authority (PVTA) is a Regional Transit Authority and Political Subdivision of the Commonwealth of Massachusetts. The PVTA is organized pursuant to the provisions of Chapter 161B of the Massachusetts General Laws. Its statutory mandate is to provide public transit services to twenty-four (24) communities within the region of the Pioneer Valley in Western Massachusetts. The PVTA is funded with federal, state and local funds, as well as passenger farebox revenue. The PVTA is required to comply with the provisions of the Americans with Disabilities Act (ADA) as well as all federal and state laws, regulations and statutes. A guiding principle of PVTA is to continually improve the quality of its operations while providing accessible, safe, reliable, cost-effective service to the citizens of the Pioneer Valley.

The region PVTA serves is developed around two urban areas. The largest, in the south of the region, has the cities of Springfield, Chicopee, and Holyoke as its urban core. In the north, the City of Northampton is a hub around which development is now occurring in the surrounding towns of Hadley, Amherst, and Easthampton. As home to the flagship campus of the state university, Amherst too is a significant center of employment and activity. Serving mixed population densities shapes the services that PVTA provides and how it functions.

The PVTA is seeking qualified vendors to provide Fixed-Route Management Service, which, in its totality, will involve the provision of approximately 31.5 million trips over the next four years.

1.1 Due Date

Sealed proposals are due on **April 23, 2026** at the PVTA Administration Office, 2808 Main Street, Springfield, MA 01107, no later than 2:00 PM EST for the work described herein.

PROPOSERS ARE REQUIRED TO SUBMIT A PROPOSAL INCLUDING ALL THE FORMS CONTAINED IN THIS PACKAGE.

Late submissions will not be accepted. It is the responsibility of an entity which responds to this RFP to ensure that its Proposal is delivered to PVTA by the deadline. Delivery by both hard copy submission and email is required.

1.2 Pre-Proposal Conference

A Pre-Proposal Conference will be held by PVTA on **March 25, 2026 at 9:30 AM EST**, to outline the requirements and service standards PVTA will expect from the Contractor, as well as to provide the opportunity for questions concerning the RFP or the RFP process.

The non-mandatory pre-proposal conference will be conducted via Zoom Conference Call. Meeting ID: 835 9336 5281

Zoom link:

<https://us06web.zoom.us/j/83593365281?pwd=a3cVVMtJrMqqxLYun3qZvx68wGeYl.1>

One Tap Mobile:

+13052241968,,83593365281#,,, *520365# US

+13092053325,,83593365281#,,, *520365# US

Participants are asked to pre-register by contacting Leland Zak at LZak@pvta.com and providing the name of the participant(s) as well as the name of the firm participating. The meeting passcode will be provided upon pre-registration.

1.3 Questions and Requests for Clarification

Questions and requests for clarification regarding the RFP or RFP process must be submitted no later than April 9, 2026, at 5:00 PM EST. All questions or requests for clarifications regarding this RFP or the RFP process must be submitted in writing via regular mail, facsimile or email to LZak@pvta.com

Communication by any Proposer with any agent, employee or consultant of PVTA or PVTA relative to this RFP or the pending process, other than as established herein, may in the sole judgement of the Authority, result in the Proposer being disqualified.

The PVTA reserves the right, at any time, to issue addenda to this RFP or to adjust its project schedule if it is deemed in PVTA's best interest to do so. The PVTA reserves the right to reject any and/or all Proposals resulting from this RFP if it is deemed in the best interests of PVTA to do so.

1.4 Procurement Schedule

The following is an anticipated RFP engagement schedule. The PVTA may change the estimated dates and process as deemed necessary.

The proposed schedule for submittals, reviews, and notification is as follows:

Activity	Date
Release & Advertise RFP	3/2/2026
Pre-proposal Conference (not mandatory)	3/25/2026 @ 9:30 AM EST
Deadline for Questions/Clarifications	4/9/2026 @ 5:00 PM EST
Response to Questions/Clarifications	4/14/2026
Proposals Due	4/23/2026 @ 2:00 PM EST
Review of Proposals by	6/1/2026 (Anticipated)
Interviews/Discussions with Competitive Range by	6/30/2026 (Anticipated)
BAFO (if required) by	7/21/2026 (Anticipated)
Approximate Notice of Award by	8/1/2026 (Anticipated)
Executed Contract by	8/21/2026 (Anticipated)
Transition Plan/Mobilization Complete prior to	9/30/2026

The PVTA Procurement Officer will establish an evaluation committee to make a recommendation for the award to the Administrator who will make the final selection for contract award.

The successful proposer will be required to execute a contract substantially in the form included in this RFP. It is anticipated that the transition of services pursuant to this contract will begin immediately upon execution of the contract.

This project is being developed with, and is, or will be, subject to, the regulations and procedures of the funding agencies, i.e., the PVTa, the Federal Transit Administration (“FTA”) and the Massachusetts Department of Transportation (“MassDOT”). All such regulations and procedures are incorporated by reference in this RFQ and, by submitting a proposal in response to this RFQ, each offeror must be deemed to be thoroughly familiar with such regulations and procedures.

The PVTa reserves the right to reject any and/or all proposals, to waive any informality in the proposals, and to award a contract in a manner that best serves the interests of the PVTa, and to take any such other action with respect to proposals as is permitted by law.

SECTION 2. INSTRUCTIONS TO RESPONDENTS

Pursuant to this Request for Proposals (“RFP”), Proposers are required to comply with the terms and conditions stated herein to be deemed responsive and responsible. A Proposer must address all terms, conditions, and concerns listed in this RFP and describe how it plans to complete the work effort such that the Authority’s requirements are fully met. If a proposal does not meet all the requirements listed in the RFP, the Proposer’s proposal may be deemed nonresponsive. Failure by the Proposer to examine all information pertaining to this solicitation or participate in an on-site visit and/or pre-proposal conference, if scheduled by the Authority, will be at the Proposer’s risk.

2.1 Minimum Qualifications

The Proposal must include a statement regarding the experience and performance of the Proposer in providing services similar in scope to those requested in this RFP. This statement should, at a minimum include a discussion of the availability of the resources necessary to perform the scope of work requirements by the Proposer’s firm. This section should establish the ability of the Proposer to satisfactorily perform the services.

The Proposer must have a **minimum of five years of experience** in the provision of fixed-route management services and demonstrate it can fulfill the obligations of this contract. The Proposer should list any significant accomplishments of the firm or the individuals in contributing to the success of similar services.

The Proposer must identify subcontractors (if any) by name, address, contact person, telephone number and project function. Describe Proposer’s experience working with each subcontractor. Describe role of proposed subcontractors.

2.1.1 Experience of Firm

The Proposal must include a statement regarding the experience and performance of the Proposer in providing services similar in scope to those requested in this RFP. This statement should, at a minimum include a discussion of the availability of the resources necessary to perform the scope of work requirements by the Proposer’s firm. The Proposer shall provide the information necessary for the PVRTA to determine its ability to perform the terms and conditions of the Proposal and eventual Contract. This shall include, but is not necessarily limited to, the following information:

- The Proposer or the General Manager proposed must have a minimum of five years of experience in the provision of fixed-route management services and demonstrate it has the ability to fulfill the obligations of this contract. The Proposer should list any significant accomplishments of the firm or the individuals in contributing to the success of similar services.
- A detailed description of fixed-route services the Proposer has performed that are similar in size and scope to those described in the RFP including, at a minimum, the following information: name of contracting agency, contact person, telephone number, type of service provided, contract period, annual

revenue miles or hours, number of vehicles, and contact person with telephone number;

- Identify any subcontractors, consultants and/or other support persons to be used in the discharge of the company's obligations under the contract and their respective role in the delivery of services;
- A full and complete description of any recent, current or pending litigation involving the Proposer's firm or any of the Proposer's proposed subcontractors, and what, if any, resolution was achieved, during the past five (5) years;
- An historical summary of all collective bargaining agreements negotiated during the last five (5) years. Summarize briefly results achieved and indicate if any work was stopped during negotiations;
- Information demonstrating the Proposer's operational safety record, including accident statistics, safety awards, and innovative programs implemented;
- A description of the Proposer's proposed form of business organization;
- A statement disclosing any real or potential conflict of interest between the Proposer and the PVTa;
- For Proposers that are, or include, corporations not chartered in Massachusetts, a Foreign Corporation Certificate authorizing the corporation to do business in the Commonwealth of Massachusetts;
- Familiarity with the Commonwealth of Massachusetts Chapter 161B and FTA regulations, procedures and transit productivity improvements; and
- National Transit Database (NTD) accounting and reporting procedures experience.

2.1.2 Experience of Proposed Management Personnel

The Proposer is required to provide its recommendation for the management structure for the Services. Each individual within the Management Staff shall have a minimum of five (5) years of relevant experience in his/her position.

The Proposer shall submit a copy of the job description for each position within the Management Staff. The Proposer shall provide, for each of the individuals in the Management Staff, a detailed resume, indicating, at a minimum, the individual's name, current duties, which position the individual would be assigned to, years of relevant experience, and specific relevant experience. The Proposer shall include a statement indicating how the individual's experience relates to the requirements of the RFP.

2.1.3 System Management, Implementation, Maintenance, Safety and Security, and Training Plans

Each Proposal shall contain the following plans:

System Management Plan -- Proposer shall provide a comprehensive, detailed program showing Management Staff commitment and responsibilities; a description of the transit management philosophy and management approach; include an organizational chart showing the proposed management structure by job title and level of responsibility of each individual; discuss how the Proposer shall ensure that high quality fixed-route service shall be consistently provided; describe Proposer's experience in implementing and participating in a program for continuous improvement.

Implementation Plan -- Proposer shall provide a comprehensive, detailed discussion showing how all start-up tasks shall be completed prior to the commencement date of the Contract. This plan shall provide for the orderly transition of all administrative, operations and maintenance functions. A detailed schedule shall be supplied along with any appropriate information. The Proposer shall make necessary arrangements with PVRTA and the current Contractor, DGR, for the transfer of needed materials and exchange of information to aid in the transition process, scheduled for the month of September 2026.

Maintenance Plan -- Proposer shall provide a comprehensive detailed maintenance program which shall include vehicle maintenance and facility maintenance. The plan shall include, at a minimum, all tasks necessary for accomplishing the required preventive maintenance program, general repairs and cleaning. The Plan shall also include a description of emergency road call procedures. The Proposer shall specify evidence of its capabilities in fleet management, citing examples of vehicle maintenance programs used at other systems operated by the Proposer. See Section 5.3 Facilities for needed edits to the Facilities Maintenance Plan.

Safety and Training Plan -- Proposer shall provide a detailed, complete discussion of the on-going driver training and safety program, written driver training program, and accident procedures, safety and security plan and/or programs.

2.1.4 Client Service List

The Proposal shall include a list of references to whom the Proposer has provided regularly scheduled fixed-route service similar in scope and complexity with that concerned with this RFP. The most recent reference shall be listed first, then others in reverse chronological order, and shall include the name of the reference, contact person, title of contact person, telephone number, contract cost, period of performance of contract, and description of contract work.

The PVRTA reserves the right to seek references beyond those supplied by the Proposer, which may be used as part of the evaluation process.

2.1.5 Financial Information and Exceptions

A Proposal shall provide sufficient financial information to establish the financial capacity and stability of each prospective Contractor. Each Proposal shall also include the Proposer's financial statements for the three (3) most recent fiscal years. If a financial statement is not available, other documentation of the financial status of the Proposer shall be furnished as part of the Proposal. A list of financial references shall be provided.

A Proposer shall also clearly identify a section if there are any exceptions, exclusions, or any items for discussion considering the scope of work or the contract terms.

2.1.8 List of Subcontractors

If utilizing subcontractors, the proposer must provide a list of all potential Subcontractors considered for possible use in the provision of any services. Provide specific information on the anticipated roles and responsibilities for each potential Subcontractor.

Note: The PVTA reserves the right to review and reject the proposed use of any subcontractor.

Technical Proposal, fully describing all items requested above, and all other requirements, will be a maximum of 50 numbered pages single sided, or a maximum of 25 numbered pages double sided. Ancillary materials (e.g. training manuals, resumes, standards of operation for maintenance, etc.) are to be provided as attachments not counted in this page number maximum.

2.2 Submission Requirements

A Proposer shall submit its sealed proposal in two separate envelopes, namely Price/Cost Proposal and Technical/Non-Price Proposal. Both parts are to be clearly labeled with the Proposers' name and address and clearly marked Price/Cost Proposal or Technical/Non-Price Proposal, RFP Name, and RFP No. 26-013. For each part, the Proposer shall provide:

- An original and five (5) copies of Technical/Non-Price Proposal including all required signatures, representations, and certifications executed
- An original and five (5) copies of Price/Cost Proposal
- PDF electronic copies of both the Price/Cost and Technical/Non-Price Proposals shall be submitted to: LZak@pvta.com

Hard copies shall be submitted to the attention of Leland Zak, Procurement Officer, PVTA Administration, 2808 Main Street, Springfield, MA 01107.

Technical/Non-Price Proposal: A Technical/Non-Price Proposal shall be submitted that is typed; concise, but comprehensive. A Proposer must include the RFP Name ("Fixed-Route Management Services") and RFP Number (#26-013) as well as the name and address of the proposing firm. Each submission shall include a letter of transmittal and all required documents and certifications. All pages in the proposal must be numbered with signatures in ink. PROPOSERS ARE REQUIRED TO SUBMIT A PROPOSAL INCLUDING ALL THE FORMS CONTAINED IN THIS PACKAGE.

No cost or price information of any kind shall be provided in the Technical/Non-Price Proposal.

Price/Cost Proposal: The Cost/Price Proposal must specify the proposed cost to provide services as stated in this RFP. The cost proposal form supplied shall be completed. The cost proposal shall include all the costs and expenses associated with the Proposal. The cost proposal must be submitted in a separate sealed and labeled package. PLEASE NOTE: Cost information must appear only in the cost proposal; cost information must not be discussed in the technical proposal.

A single, sealed proposal, when submitted, must include both Price/Cost Proposal and Technical/Non-Price Proposal (in separate sealed envelopes). The complete proposal submission must clearly indicate the Proposer's name and address, RFP Name, and No. on the face of the package. Each submission shall include a cover letter showing the Proposer's name, post office address, telephone number, fax number, and name, title, telephone number, email address and signature of the person submitting the proposal. All pages in the proposal must be numbered. The signature must be in ink. A sealed or notarized letter/vote attesting to the signer's authorization to sign the proposal on behalf of the Proposer must accompany the cover letter.

Proposals shall be submitted no later than 2:00 PM Eastern Standard Time (EST) on April 23, 2026. Proposals received after the date and time specified above will not be considered. Receipt by USPS or other carrier does not constitute receipt by PVTa.

2.3 Cost Associated with Preparing Response to RFP

The respondent shall be solely responsible for any and all costs incurred in the preparation or submittal of the proposal. No portion of these costs shall in any way be incurred by PVTa.

2.4 Bid Bond

A bid bond is not required for this RFP.

2.5 Performance Bond

A performance bond is not required for this RFP.

2.6 RFP Exhibits

The RFP includes the following exhibits:

- EXHIBIT A General Information Form and Pre-Award Evaluation Data
- EXHIBIT B Certificate of Authority, Affidavits, and Statements
- EXHIBIT C Cost Proposal Form
- EXHIBIT D Massachusetts Required Certifications
- EXHIBIT E Federally Required Certifications
- EXHIBIT F PVTa's Preservation of Rights and Disclaimers
- EXHIBIT G Required Insurance
- EXHIBIT H Federally Required Contract Clauses
- EXHIBIT I Sample Contract
- EXHIBIT J PVTa's Protest Procedures

- EXHIBIT K Performance Standards, Incentives, and Penalties
- EXHIBIT L Vehicle Inventory
- EXHIBIT M Existing Organizational Chart
- EXHIBIT N Accident/Incident Reporting Procedures
- EXHIBIT O Facilities Maintenance Plan
- EXHIBIT P Vehicle Maintenance Plan

2.7 Public Opening of RFP

There will not be a formal public opening for this RFP. Proposals will, however, be opened in the presence of one or more witnesses, and a register of proposals will be created and made available upon request.

2.8 Multiple Proposals

Only one proposal will be accepted from any one person, partnership, corporation or other entity.

2.9 Updates and Addenda

No one is authorized to amend any of these documents in any respect by an oral statement or to make any representation or interpretation in conflict with their provisions. Any changes to these documents will be issued in writing via Addendum by Leland Zak, PVTA Procurement Officer. Notwithstanding the foregoing, each offeror shall be solely responsible to verify, before submitting a proposal, that it has received all addenda issued.

2.10 Late Proposals

All proposals to the RFP must be delivered in person or received by mail no later than April 23, 2026, at 2:00 PM EST. Respondents shall be responsible for the timely delivery of their proposals. Receipt of the proposal by the U.S. Postal Service or other carrier does not constitute receipt of the proposal by PVTA. Proposals received after the deadline will not be considered and be returned unopened.

2.11 Point of Contact

All questions regarding this RFP shall be directed in writing to Leland Zak, PVTA Procurement Officer at LZak@pvta.com. No other individual has the authority to respond to any questions submitted. Failure to adhere to this process may disqualify the offeror.

2.12 Reservations

The PVTA reserves the right to do the following at any time and for its own convenience, at its sole discretion, to the fullest extent permitted by and subject to law, in addition to and not in limitation of all other reservations of rights in this RFP, including those contained in **Exhibit F**:

- The PVTA reserves the unqualified right, in its sole and absolute discretion, to undertake discussions with one or more Respondents or any third party, to waive any irregularities, to waive defects or noncompliance in the filing or contents of any Proposal, and to proceed with that Proposal, or elements of one or more Proposals, if any, which in its sole judgment will, under the circumstances, best serve PVTA's interest.

- The PVRTA reserves the unqualified right, in its sole and absolute discretion, to reject any and/or all Proposals or to suspend or abandon this RFP process at any time, with no recourse for any Respondent.
- The information contained in this RFP and in any subsequent addenda or related documents is provided as general information only. The PVRTA makes no representations, warranties, or guarantees that the information contained herein is accurate or complete. The furnishing of such information by PVRTA shall not create or be deemed to create any obligation or liability upon it for any reasons whatsoever, and each recipient of the RFP, by submitting a Proposal to PVRTA, expressly agrees that it has not relied upon the foregoing information, that it will verify to its own satisfaction the completeness and accurateness of any and all such information, and that it shall not hold PVRTA, or any third party who advised or prepared a report for PVRTA, liable or responsible therefore in any manner whatsoever.
- The PVRTA reserves the right, in its sole discretion, to develop the project on any schedule and use any chosen approach.
- The PVRTA may consult individuals familiar with each Respondent regarding the Respondent's prior operations and development or management projects, financial plan, past performance, experience and qualifications, or other matters, whether the specific individuals are identified in the RFP response. Submission of a Proposal in response to this RFP shall constitute permission for PVRTA to make such inquiries, and authorization to third parties to respond thereto.
- The individual responses to this RFP, including all drawings, plans, photos and narrative material shall become the property of PVRTA upon their receipt thereof.
- Neither the members of PVRTA nor any individual member, nor any officer, agent, or employee thereof shall be charged personally by a Respondent or any third party with any liability or held liable to it under either any term or provision of this RFP nor any statement made herein.
- The PVRTA reserves the unqualified right, in its sole and absolute discretion, to disqualify any team, firm, or individual from any phase or component of the selection process or this development opportunity, due to: felonious or other criminal record in any jurisdiction (domestic or foreign); a determination by PVRTA that the Respondent has failed to disclose any matter that materially relates to the fitness or ability of the Respondent to perform the work and services associated with this development opportunity, or a conflict of interest; or a determination that such disqualification would serve the public interest; or if Respondent has ever been debarred or disqualified by any governmental body or agency from public contracting or procurement.
- The PVRTA reserves the unqualified right to: (1) disqualify any prospective Respondent or reject any response at any time solely on the grounds that a real or perceived legal or policy conflict of interest is presented; (2) require any prospective Respondent to take any action or supply any information necessary to remove the conflict, including without limitation, obtaining an opinion from the State Ethics Commission; or (3) terminate any contract arising out of this RFP if, in the opinion of PVRTA, any such relationship would constitute or have the potential to create a real or perceived conflict of interest.

- The PVTa reserves the unqualified right, in its sole and absolute discretion, to reject any sub-contractor or individual working on a team and to replace the sub-contractor or individual with a mutually acceptable replacement.
- The PVTa reserves the right to waive any informalities, deviations, mistakes, and matters of form rather than substance of the RFP documents, which can be waived or corrected without prejudice to the Contractor. No officer or agent of PVTa is authorized to waive this reservation.
- The PVTa reserves the right to reject any and/or all proposals, in whole or in part, if such action is determined to be in the best interests of the Authority. Unless all proposals are rejected, award shall be made to that Proposer whose proposal, conforming to the solicitation, in the judgment of PVTa, will be most advantageous to PVTa, price/cost and other factors considered.

2.13 Notification of Withdrawals of Proposals to RFP and Acceptance Period

Proposals may be modified or withdrawn prior to the date and time specified for RFP submission by an authorized representative of the bidder or by formal written notice. All proposals not withdrawn prior to the due date for proposals will become property of the PVTa. The Authority requires a minimum Acceptance Period of two hundred (200) calendar days. “Acceptance Period” for purposes of this solicitation means the number of calendar days available to the PVTa for awarding a contract based on the Due Date specified in this solicitation for receipt of proposals.

2.14 Interpretation

Should any discrepancies or omissions be found in the RFP specifications/requirements, or doubt as to their meaning, the offeror shall notify the PVTa in writing at once (email is acceptable). The PVTa will issue addenda as necessary. The PVTa shall not be responsible for oral interpretations or answers no matter by whom it is given. All addenda issued shall be deemed part of this RFP and incorporated by reference, together with the RFP, into the resulting Contract.

2.15 Proposals are Public Records

All information appearing within the proposal is subject to public inspection and shall be deemed a public record under the Massachusetts Public Records Law.

2.16 Extension of Proposal Due Date

Requests for an extension of the proposal Due Date must be submitted in writing to the attention of the Procurement Officer no later than five (5) business days prior to the Due Date. The PVTa reserves the right to determine whether an extension is justified. All Proposers will be notified in writing of any extension granted.

2.17 Acknowledgement of Addenda

Proposers shall acknowledge written Addenda by filling in the number of acknowledged Addenda and then signing and returning the General Information Form and Pre-Award Evaluation Data (**Exhibit A**) with the Proposer’s proposal. The Proposer is responsible for verifying the number of Addenda issued, which is available at: www.pvta.com with the RFP documents.

If this RFP is modified by an amendment, then all terms and conditions that are not modified remain unchanged.

The PVTA website is the official source of solicitation documents, addenda, and all procurement information. The Authority does not authorize third-party plan rooms or bid listing services to host or modify solicitation information.

The official procurement record is maintained at: <https://pvta.com/opportunities.php>

Third-party bid notification services are not reliable and are not monitored by the Authority. It is the proposer's responsibility to check the official site for all updates.

SECTION 3. SELECTION PROCESS

3.1 Basis of Award

This is a competitively negotiated procurement where an award is anticipated. The Authority shall award a contract to a Proposer/Proposers who is/are deemed responsible, possess/es the management, financial, and technical capabilities necessary to fulfill the requirements of the contract, whose proposal conforms to the solicitation requirements stated herein, and who is/are judged by an integrated assessment of the general considerations and specific criteria defined in **Section 4 Evaluation Criteria** to be most advantageous to the Authority, with price and other factors considered.

For purposes of this procurement, all evaluation factors other than cost/price, when combined, are more important than the cost/price factor and the Authority, with all factors considered, may select the proposal that it determines to have the best value, if it is determined that the additional technical merit offered is worth the additional cost in relation to other proposals received. For evaluation purposes, if proposals received are determined to be technically comparable, then cost/price becomes more important.

The Authority is more concerned with obtaining excellent service than in making awards at the lowest overall cost/price to the Authority. The Authority, however, will not make any award at a significantly higher overall cost to the Authority to achieve only slightly superior service.

Proposers are advised that award may be made without discussion or any contact with the Proposers concerning offers received except for clarifications. Therefore, Proposers' proposals should be based on the most favorable terms the Proposer can submit to the Authority.

3.2 Negotiation Procedures

When negotiations are deemed to be in order, the Procurement Officer will determine whether negotiations will be conducted by written correspondence or in-person. Those Proposers selected for negotiations will be notified in writing as to format chosen, appropriate time schedule, and other relevant procedural matters necessary for proceeding with discussions.

3.3 Contract Award

When the Procurement Officer determines that an award can be made that is judged by PVTa to be in its best interest, a recommendation is made to the Administrator to proceed with making the award. The Contracting Officer prepares a request for approval by the Administrator that contains the Evaluation Committee's documentation supporting the final recommendation. Following receipt of the Administrator's approval, all Proposers will be advised, in writing, of PVTa's final decision. The Contract will then be executed between PVTa and the selected Proposer(s). Upon execution of the Contract, a formal Notice to Proceed will be issued to the Contractor.

SECTION 4. EVALUATION CRITERIA

This Section outlines the criteria the Authority will consider in evaluating each Proposer's proposal submitted in response to this solicitation. Therefore, Proposers are strongly advised to organize Technical Proposal into separate sections that thoroughly address each of the criteria listed.

4.1 General Considerations

General considerations are intended to confirm the Proposer's capabilities and response to the business arrangements contained in this solicitation. Therefore, the Authority will consider the following matters in making the selection decision:

1. Whether the Proposer acknowledges and agrees to comply with the terms and conditions set forth in the solicitation.
2. Whether the Proposer eligible for the award is financially sound and has the technical capability and capacity to perform the work in accordance with the requirements of the Technical Specifications and within the times specified. Accordingly, a pre-award survey may be conducted as part of the selection, and, therefore, the Proposer shall complete and sign the Pre-Award Evaluation Data form contained in **Exhibit A**.

4.2 Specific Criteria

Specific criteria relate to key characteristics of the solicitation and are established for the purpose of distinguishing one Proposer's response from another. Proposals are evaluated against the specific criteria, not against other proposals. Each specific criterion (except Cost/Price) is evaluated using an adjectival rating further described in **Section 4.4 Evaluation Rating Scheme Defined**. For purposes of this solicitation, the following criteria apply with the first two listed criteria equally weighted as most important and the second two listed criteria weighted as equally important for the overall proposal score:

- Designated Management Staff Qualifications and Experience
- Quality of Submitted Plans (System Management, Maintenance, Implementation, and Safety and Security)
- Cost Proposal
- Proposer Qualifications, Experience and Performance Record

4.3 Evaluation Standards Defined

For this solicitation, the Authority's evaluators will rate/score the qualification set forth in **Section 2.1 Minimum Qualifications** for each Proposer's proposal against the following standards:

(1) Designated Management Staff Qualifications and Experience

The Selection Committee will review the actual experience of the designated management staff and General Manager of similar size and scope fixed-route transit systems including but not limited to their management experience with labor relations, transit vehicle maintenance, transit planning and operations, administration of insurance programs, and state transit and FTA regulatory compliance.

(2) Quality of Submitted Plans (System Management, Maintenance, Implementation, and Safety and Security)

The Selection Committee shall review how well and to what extent the respective plans address the requirements of each section in the RFP.

(3) Cost Proposal

Pricing offers will only be evaluated for those Proposers whose technical offers have been determined to be technically acceptable. Any offer that is materially unbalanced may be rejected. An unbalanced offer is one that is based on prices that are significantly overstated for some items and understated for other items. Each Proposer's cost will be reviewed for reasonableness, realism, and completeness, which are of equal importance. If, after receipt of the proposals, the Authority determines that adequate price competition does not exist, the Proposer shall provide certified cost or pricing data as requested by the Authority's Contracting Officer.

a. Reasonableness

The Authority will review cost for reasonableness by performing a price analysis if adequate price competition exists and by cost analysis if adequate price competition does not exist to ascertain if fair and reasonable price exists.

b. Realism

The Authority will review the compatibility of Proposer's proposed costs and labor skills with the Proposer's technical proposal.

c. Completeness

The Authority will review completeness of the Proposer's cost data for all RFP requirements

All cost proposals determined to be reasonable, realistic, and complete will be evaluated on a scale of one (1), not advantageous, to ten (10), highly advantageous. The maximum number of points shall be awarded to the cost proposal that is the lowest in cost. The remaining cost proposals shall be awarded points based on the following formula:

$$\frac{(\text{Lowest Proposed Price})}{(\text{Proposer's Price})} \times 10 (\text{Maximum Cost Points})$$

(4) Proposer Qualifications, Experience and Performance Record

The Selection Committee shall evaluate the capacity and ability of the Firm/Team to satisfactorily accomplish all of the required services. The review shall also be based on the performance and number of previous projects similar in scope and complexity to this project; and how well the Proposal demonstrates an understanding of the scope and intent of the project requirements included in the RFP.

4.4 Evaluation Rating Scheme Defined

The adjectival rating depicts how well the Proposer's proposal meets the evaluation standards and solicitation requirements stipulated in the specifications. The rating incorporates proposal risks which are risks identified with a Proposer's proposed approach as it relates to accomplishing the requirements of the RFP, and performance risks which assess the probability

of the Proposer successfully accomplishing the proposed effort based on the Proposer's demonstrated past and present performance. Note: It is expected that more than an Advantageous rating will be required to receive a winning technical score.

Highly Advantageous:	Exceeds specified performance or capability in a beneficial way to the Authority and has no significant weaknesses. Excellent conformance with stated requirements. Minimal potential to cause ANY disruption of schedule, increase in cost or degradation of performance. Normal contractor effort and less than anticipated Authority monitoring will likely be able to overcome difficulties. Hardly any doubt exists, based on the Proposer's performance record, that the Proposer can perform the proposed effort.
Advantageous:	Meets evaluation standards and any weaknesses are readily corrected. Good conformance with stated requirements. Limited disruption of schedule, increase in cost or degradation of performance could be expected. Normal contractor effort and normal Authority monitoring will probably be able to overcome difficulties. Little to average doubt exists, based on the Proposer's performance record, that the Proposer can perform the proposed effort.
Not Advantageous:	Fails to meet some evaluation standards or offers limited benefits. Poor conformance with stated requirements. Likely to cause disruption of schedule, increase in cost or degradation of performance and will need special contractor emphasis and close Authority monitoring. Significant doubt exists, based on the Proposer's performance record, that the Proposer can perform the proposed effort.
Unacceptable:	Fails to meet the minimum requirements of the RFP and the deficiency is uncorrectable without a major revision of the proposal (non-responsive).

Note: Price proposals will remain sealed until completion of the evaluation of the non-price proposals. After the qualitative evaluation is complete, the Procurement Officer will open and review the price proposals. Price will be evaluated and compared to determine which proposal offers the best overall value to the Authority.

The lowest price will not necessarily be selected. The contract will be awarded to the responsible and responsive offeror submitting the **most advantageous proposal**, taking into consideration both the qualitative ratings of the evaluation criteria and the price.

Price and non-price factors are of relatively equal importance with price neither being the most or least important factor. Offerors are advised that a higher-priced proposal may be selected if it

is determined to be significantly more advantageous based on the evaluation criteria stated in this Request for Proposals.

SECTION 5. SCOPE OF WORK

This section is designed to provide the Proposer with details of the Scope of Work required and is not intended to represent all legal requirements of the Contract.

Proposers submitting a response to this RFP must be able to perform all duties contained within this Scope of Work, as attested by the Affidavit of Compliance with Specifications (**Exhibit B**).

5.1 Overview of Services Sought

With the issuance of this RFP, PVRTA is seeking a firm to provide professional management services (the “Services”) for its fixed-route operations in the Service Area. It is the intent of PVRTA that the Services begin on October 1, 2026. The selected firm must manage the operations and maintenance of the public mass transportation system in and throughout the Service Area, including but not limited to all related properties, facilities, and services. The specifics of the system to be managed, and other documents relevant to this RFP, are set forth in the Scope of Services and in the Exhibits attached hereto and made a part hereof. The PVRTA is required to meet the mandates of the Americans with Disabilities Act (ADA), as are the entities with which it contracts for transit service. Bus operations are based at the Authority’s facilities. All physical facilities, buildings, and rolling stock are owned by the Authority.

Since 2021, the Authority’s fixed-route service has been managed by DGR through two operating companies, Springfield Area Transit Company (SATCo) and Valley Area Transit Company (VATCo).

SATCo manages and operates the public mass transportation system in the Springfield area. PVRTA’s Springfield Operations and Maintenance Facility is located at 655 Cottage Street, Springfield, MA 01104. This facility currently operates a bus fleet of approximately 135 vehicles and in addition, this division performs maintenance services at the Paratransit Operations and Maintenance Facility located at 2840 Main Street, Springfield, MA 01107 for a paratransit fleet of approximately 137 PVRTA vehicles. The Springfield facility employs approximately 278 people at its operating division.

VATCo manages and operates the public mass transportation system in the Northampton area. PVRTA’s Northampton Transit Facility is located at 54 Industrial Drive, Northampton, MA 01060. This facility currently operates a bus fleet of approximately 21 vehicles and in addition, performs maintenance services for a paratransit fleet of approximately 19 PVRTA vehicles. The Northampton facility employs approximately 54 people at its operating division.

Funding for the PVRTA comes from federal, state and local governments, bus fares, advertising revenues, and other sources. The cities and towns that are served by the PVRTA pay an assessed amount, depending on the ridership and number of miles served in that city or town.

Most federal funds are used for capital projects. Capital funds may only be spent on tangible items such as equipment, preventative maintenance of vehicles, facilities and equipment, ADA services, facility improvements and the purchase of vehicles.

Operating expenses are funded from federal grants, state and local funding, advertising revenue, and fare box revenue. Operating expenses cover salaries, employee benefits, advertising and marketing expenses and other cash needs.

As a PVRTA Contractor, compliance with the provisions of the Americans with Disabilities Act (ADA), as well as all federal and state laws, regulations and statutes applicable to equal employment opportunity, as are the entities with which it subcontracts, is required.

PVRTA will look favorably on proposals that include a value added approach offering improved efficiencies and cost effectiveness with an emphasis on providing a safe and reliable service that demonstrates an understanding of the importance of outstanding customer focus at each and every point of contact.

5.2 Fixed-Route

5.2.1 General Information

The Contractor shall manage PVRTA's Fixed-Route Transit Services in the specified service area in a highly efficient, customer responsive and cost-effective manner. The Contractor shall ensure delivery of the highest quality services in compliance with all applicable state and federal laws and regulations.

Delivery of quality service shall include general management oversight of the day-to-day fixed-route operation including employment, supervision, management and training of administrative, operations/supervisory, and maintenance staff, in addition to unionized bus operators, dispatchers, mechanics and service personnel.

The Contractor shall also be responsible for maintaining and repairing PVRTA vehicles and any operational and maintenance equipment. The Contractor shall also maintain PVRTA's facilities as well as bus stop locations throughout the PVRTA service area. The Contractor shall be responsible for labor relations. The Contractor shall follow PVRTA's direction regarding public relations, promotions, preparation of budgets, analysis and reports of financial, operational and capital planning activities, and other matters pertaining to the services; clerical, statistical and bookkeeping services; and such other work as may be necessary to comply with the requirements contained herein.

5.2.2 Term

It is the intent of PVRTA that the Services shall begin upon all contractual signatories on or about October 1, 2026. The Contract between PVRTA and the Successful Proposer shall be for a three (3) year period and may be renewed by mutual agreement of both parties for up to one (1) additional one (1) year period. Upon Contract Award, the Successful Proposer shall submit copies of the required insurance.

5.2.3 Contract Service Area

The current service area for fixed-route operations defined by this contract includes thirty-four (34) routes in the urbanized areas of Springfield, Chicopee and Holyoke in the southern section of the PVRTA service area and the following additional

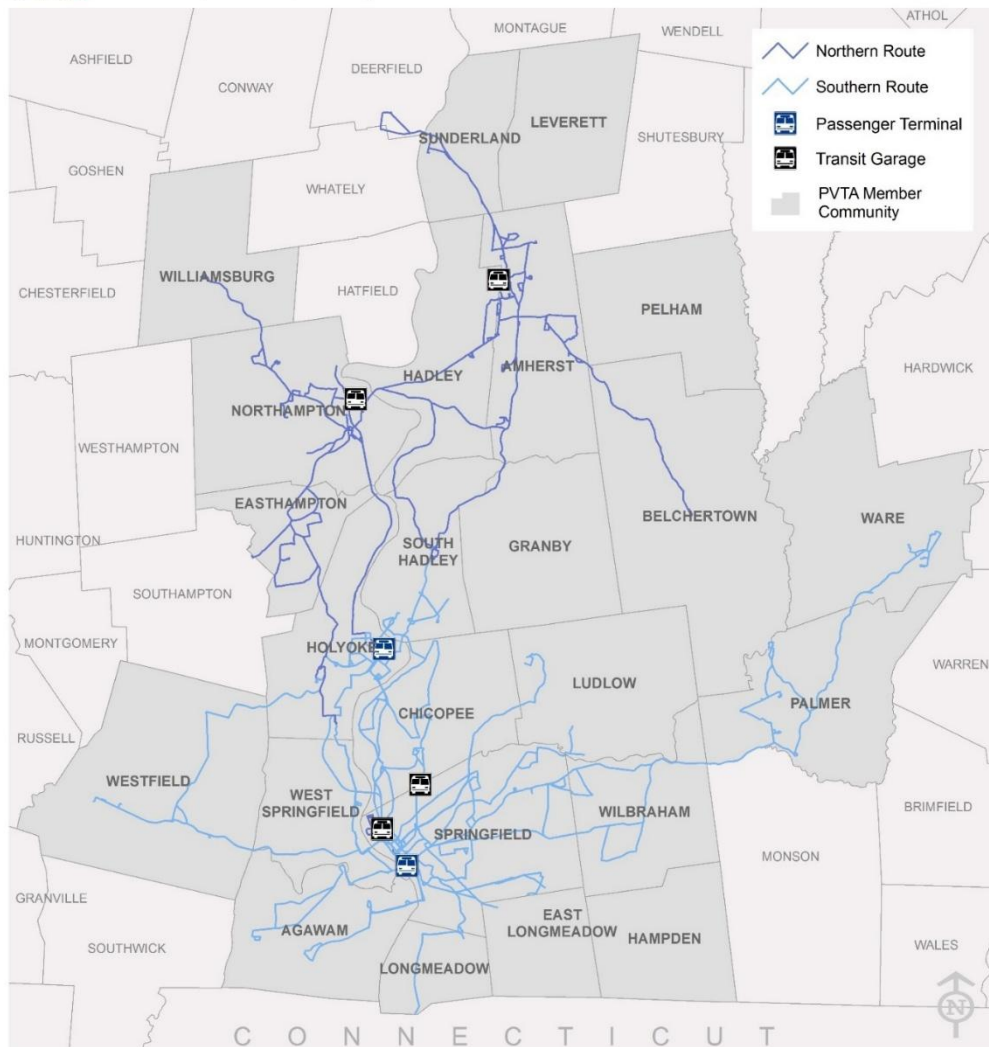
communities: Agawam, Amherst, Easthampton, East Longmeadow, Granby, Hadley, Hampden, Longmeadow, Ludlow, Northampton, South Hadley, Westfield, Wilbraham, Williamsburg, as well as Enfield, CT. A map of the service contract area is provided below. System maps for PVTa's fixed-route system can be found online at <http://pvta.com/schedules.php>

The Contractor shall be expected to provide seamless coordination with UMass Transit Services and the fixed-route services they provide in the Five College Area under contract with PVTa as well as with Hulmes Transportation who provides fixed-route shuttle services to the communities of Easthampton, Ware and Palmer and to MV Transportation who provides the paratransit services to the entire PVTa service area, or any other Contractor employed by PVTa. The Contractor shall be responsible for installing and maintaining PVTa bus shelters in the PVTa communities.

Pioneer Valley Transit Authority



Service Area Map



5.2.4 Description of Fixed-Route Services

For FY24, the thirty (34) fixed-routes in the service area yielded approximately 5,201,194 passenger trips; an estimated 262,098 total revenue hours; and an estimated 3,799,824 total revenue miles.

For FY25, the thirty (34) fixed-routes in the service area yielded approximately 6,626,716 passenger trips; an estimated 273,360 total revenue hours; and an estimated 4,194,347 total revenue miles.

Service headways range from fifteen (15) minutes during peak periods on certain routes to sixty (60) minutes or more during off-peak evening or weekend hours.

The PVRTA fixed-route services are provided seven days a week in accordance with the current route schedules and maps found online at: <http://pvta.com/schedules.php> The Contractor shall be expected to provide services during all hours stated above. Hours of operation are subject to change by PVRTA. The PVRTA reserves the right to modify schedules which it deems appropriate in conjunction with the holidays listed below.

Currently there is no service operated and all PVRTA offices are closed on the following holidays:

Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Reduced service schedules are operated on the following days:

New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Summertime

The PVRTA reserves the right to adjust services at any time. Modifications to fixed-route services may include, but are not limited to, extending, deleting or adding routes, or parts of routes, and expanding or decreasing revenue hours and any modifications necessary due to various situations including additional funding or emergency situations, including, without limitation, emergencies due to weather.

5.2.5 Fixed-Route Fares

While PVRTA is currently operating fare-free service, this is dependent on appropriation and subject to change during the term of this agreement. When fares are collected, PVRTA's current fixed-route structure is arranged as a base fare and an extra charge for transfers. The base fare is \$1.50. The extra charge for transfers is \$0.25. Children under age six (6) are fare-free. Children six (6) to twelve (12) pay a base fare of \$0.90. The extra charge for a transfer is \$0.25. The PVRTA also has reduced fare programs for older adults (60+), individuals with disabilities and a Senior Fare Free Tuesday (60+). Eligible individuals qualify for the half-fare program on all PVRTA routes. The PVRTA's 31-day commuting passes are available in two different types according to the fare structure. The cost of a 31-day standard pass is \$54.00. Elderly and disabled persons, who qualify for half-fare passes, pay a charge of \$27.00. There is also a weekly pass,

the cost of which is \$15.00, and a daily pass, the cost of which is \$3.50. Tokens are also available to Springfield Public School Students for \$0.90 each. Fares are subject to change as voted by PVRTA's Advisory Board.

PVRTA accepts valid college identification cards, or PVRTA issued passes for full-time students of, Springfield Technical Community College, Holyoke Community College, Amherst College, Smith College, Mount Holyoke College, Hampshire College, and the University of Massachusetts at Amherst. These cards are only valid on certain routes and during the academic year of each College.

5.3 Facilities

The PVRTA shall provide the Contractor with administrative, maintenance, and vehicle storage facilities at the following locations:

- Springfield Operations and Maintenance Facility, 655 Cottage Street, Springfield, MA 01104
 - Administrative, Maintenance, and Vehicle Storage
- Northampton Transit Garage - 54 Industrial Drive, Northampton, MA 01060
 - Administrative, Maintenance, and Vehicle Storage
- Springfield Transit Garage - 2840 Main Street, Springfield, MA 01107
 - Maintenance and Vehicle Storage Only

The Springfield Operations and Maintenance Facility is a Level III Maintenance Facility. The Springfield Transit Garage is a Level II Maintenance Facility. The Northampton Transit Garage is a Level II Maintenance Facility.

The Contractor shall be responsible for all maintenance, including but not limited to routine day-to-day, preventative, and repair maintenance, inspections, pest control, landscaping, snow removal, and janitorial/cleaning necessary to keep the PVRTA facilities at these sites in good working and continual order, and in compliance with all Federal, State, and local regulations, the cost of which shall be an operating expense of the Contractor to be paid by PVRTA. The Contractor shall be responsible for the following at each of PVRTA's owned facilities:

- Springfield Operations and Maintenance Facility – 655 Cottage Street, Springfield, MA 01104
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning
- Northampton Transit Garage – 54 Industrial Drive, Northampton, MA 01060
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning
- Paratransit Operations and Maintenance Facility – 2840 Main Street, Springfield, MA 01107
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning (PVRTA's Paratransit Operations & Management Contractor

handles some cleaning/janitorial responsibilities for only the Administrative Office at this facility)

- PVTA Administration Office – 2808 Main Street, Springfield, MA 01107
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning
- Olver Transit Pavilion – 10 Arnold Street, Westfield, MA 01085
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning

The Contractor shall also be responsible for all general maintenance of PVTA leased space within the facilities at the following locations:

- Holyoke Multimodal Transportation Center (HMTc) – 206 Maple Street, Holyoke, MA 01040 – EXTERIOR ONLY – seven (7) canopied bus bays and related equipment.
 - preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, snow removal, and janitorial/cleaning
- Holyoke Multimodal Transportation Center (HMTc) – 206 Maple Street, Holyoke, MA 01040 – INTERIOR ONLY – PVTA Customer Service Center and driver break area
 - Janitorial/cleaning, some minor day-to-day maintenance as requested
- Union Station Customer Service Center – 55 Frank B. Murray Street, Springfield, MA 01103 – INTERIOR ONLY – PVTA Customer Service Center and driver break area
 - Janitorial/cleaning, some minor day-to-day maintenance as requested

The Contractor shall be responsible for all maintenance, installation, and cleaning of bus shelters throughout the service area. The Contractor shall not be responsible for removal or installation of the concrete bus shelter pads. There are currently at least one hundred and eighty-one (181) passenger waiting shelters and one hundred and forty-seven (147) benches in the contract service area. In addition, there are at least fifty (50) PVTA owned and maintained trash cans and twenty-one (21) bike racks across the service area. The Contractor shall be responsible for snow removal at approximately fifty (50) key bus stops within the City of Springfield; this service is currently contracted out to a snow removal company, and the Contractor shall be responsible for procuring and managing said contract in coordination with PVTA.

5.3.1 Facility Maintenance Plan

Within three (3) months of contract award, the Contractor shall develop and submit to PVTA a final Facilities Maintenance Plan, to ensure safe and efficient maintenance, and to clearly outline the preventative and repair maintenance, day-to-day maintenance, inspections, warranty management, pest control, landscaping, snow removal, and janitorial/cleaning responsibilities required for each of PVTA's facilities. The existing Facilities Maintenance Plan is attached as Exhibit O. The Facilities Maintenance Plan

must include all daily, weekly, monthly, quarterly and annual maintenance checklists needed for each facility and the procedure for logging, filing, and reviewing all checklists. Currently SATCo/VATCo retains service agreements with contractors and vendors to perform regular maintenance and inspections of equipment and facilities systems, not only to maintain environmental compliance and repair, but also as required to maintaining facility equipment/systems warranties. The value of these warranties cannot be understated. Therefore, these inspections are critical to achieving and maintaining FTA-required continuing control of facilities. The Facilities Maintenance Plan shall include a detailed warranty management plan to ensure required warranty maintenance and inspections are done and it shall identify the individual responsible for managing, logging, and reviewing warranties.

The Plan shall clearly outline the work and services to be contracted out versus the work and services to be performed in-house by SATCo/VATCo maintenance staff. In addition to preventative maintenance, cleaning/janitorial, pest control, and regulatory inspections, some repairs and some landscaping are currently contracted out. It is the Contractor's responsibility to procure services in an efficient and cost-effective manner that is compliant with Massachusetts procurement regulations and approved by PVRTA.

With their proposal, a Proposer must outline their plan to address changes to the Facility Maintenance Plan. The submission shall address potential requirements for daily, weekly, monthly, quarterly and annual maintenance checklists including inspections, to ensure proper maintenance of each facility, that maintenance/inspections are conducted to maintain equipment/facility systems warranties, that maintenance/inspections are conducted per environmental regulations/requirements and plans (see section below). The selected contractor will be expected to maintain an on-going record demonstrating that the tasks included in the weekly, monthly, quarterly and annual maintenance checklist were completed.

The Plan shall outline reporting procedures to PVRTA. The PVRTA Administrator must be notified immediately of all emergency and major facility issues. Before submitting the final plan to PVRTA, the awarded Contractor must meet with the PVRTA Director of Operations, the PVRTA Capital Projects Manager, and the PVRTA Procurement Officer to fully outline procedures for retention, service schedules, and the submission of reports/records to PVRTA.

5.4 Personnel

The Contractor may utilize existing personnel as necessary for providing the Services in accordance with Massachusetts General Laws Chapter 161B, Section 8(k), applicable federal law, and this RFP. Existing personnel are currently organized under two separate companies assigned to the Springfield facilities and the Northampton Transit Garage, respectively. All of these employees, except for "key personnel" as that term is defined in the attached contract, are members of the Amalgamated Transit Union - Local 448 and the United Food and Commercial Workers Union- Local 1459. There are currently two collective bargaining agreements covering existing personnel. **Note: Current Union Contracts/MOAs are available to any prospective proposer upon request. Requests must be made via email to LZak@pvta.com**

With a request, the proposer must send a signed copy of the Confidential Information Agreement located in Exhibit B.

The PVRTA values the institutional knowledge and dedication of the non-bargaining incumbent employees at SATCo and VATCo. It is PVRTA's expectation that, except for cause, incumbent employees shall be retained.

The Contractor shall recruit and hire drivers, dispatchers, maintenance, administrative staff and other such personnel as necessary for the operation and maintenance of the system and the delivery of the services. The Contractor shall test, interview, and train all successful applicants. **Please note:** PVRTA operates a Bus Operator Training Program for qualified applicants who do not currently have a CDL. It is expected that the successful bidder will continue to operate this training program.

The Contractor shall be solely responsible for the satisfactory work performance of all employees. The Contractor shall be responsible for proper payment of all employees' wages and benefits. The Contractor shall comply with the requirements of employee liability, worker's compensation, unemployment insurance, the Social Security Administration, the Americans with Disabilities Act and all other applicable federal, state and local laws.

The Contractor shall hold PVRTA harmless from any liability, damages, claims, costs and expenses of any nature arising from alleged violations of personnel practices. The Contractor shall be responsible for any dishonest or fraudulent misconduct of the employees of SATCo, VATCo, key personnel and any other personnel employed by the Contractor. The Contractor shall be responsible to follow through with PVRTA's Complaint Procedures which includes but is not limited to utilizing the PVRTA Complaint database as required, conduct thorough investigations and provide appropriate response and/or resolution in the PVRTA Complaint database.

The Contractor shall provide training for all of its employees. It is the sole responsibility of the Contractor to ensure that each individual is fully knowledgeable of his duties and responsibilities.

5.5 Management

The Contractor shall provide management staff required for the efficient operation and management of the transit system as described in this scope of work. The Contractor shall provide the following management staff positions to be approved by PVRTA:

- General Manager - Management services consist of providing a full-time general manager who shall reside in the Greater Springfield area and be responsible for the overall operation of PVRTA's fixed-route system. The general manager must have a bachelor's degree and a minimum of five (5) years of supervisory experience of which at least three (3) years must have been in public transportation, preferably in the field of fixed-route transportation services. The general manager candidate should have exceptional communications skills, experience with automated run cutting, scheduling and dispatching, ITS systems including AVL systems and management information systems. The general manager will be responsible for the day-to-day management of the transit system and will report directly to the PVRTA Administrator. The appointment of

the general manager by the contractor will be subject to the initial and on-going approval of the PVT A Administrator.

The PVT A does not mandate specific management positions beyond the one listed above. The Contractor shall provide a recommendation regarding the Management Staff required for the operation of the Transit System as part of the System Management Plan. Currently, the PVT A contractor employs one individual who fills the contracted position of General Manager. An existing organizational chart is included as **Exhibit M**.

5.6 Consultative Services

The Contractor shall furnish consultation services to assist the resident General Manager, in areas that include transit operations – urban and rural; route/schedule analysis/service planning; facility/maintenance planning; transit technology; alternatively fueled vehicles, and other areas.

The Contractor, through the resident General Manager, is expected to be an active participant in providing recommendations and best industry practices to PVT A regarding PVT A's fare structures, service levels and modifications, extensions or retractions, personnel levels, major service improvements, and other matters related to transit operations and policies. At a minimum, the Contractor must provide PVT A with quarterly recommendations for service improvements.

5.7 Supervision

The Contractor shall ensure that field supervisors provide continuous daily street supervision of the services, including the monitoring of schedule adherence, on-street operation, and on-route compliance. Supervision shall include conducting ride checks (on-board) to ensure operator adherence to prescribed procedures such as fare collection, passenger relations, and customer service. Supervision shall also include customer service inquiries, location of bus stop, safety issues, special events and services, and preliminary investigation of accidents and incidents.

5.8 Dispatch/Radio Control

The Contractor shall ensure that dispatch and radio monitoring personnel provide effective driver/vehicle assignments and prompt responses to driver and/or vehicle problems that could impact the providing of services. The Contractor shall ensure that dispatchers are fully trained in radio procedures as well as accident/incident notification procedures. The Contractor shall ensure that dispatchers have satisfactorily completed the driver training requirements stated below, are fully trained in computerized dispatch systems, and have three (3) months experience as a fixed-route dispatcher.

5.9 Drivers

5.9.1 Rules and Regulations

- Vehicles shall be operated in a safe manner conforming to applicable law;
- While in uniform, an employee shall not purchase, consume, have in their possession or be under the influence of any prescription or non-prescription narcotic, intoxicant, alcohol, or drug that may impair work performance;

- All passenger stops shall be made in such locations and in such a manner as is prudent;
- An employee shall be responsible for keeping his/her vehicle in a reasonably clean and sanitary condition during his or her shift;
- Employees are responsible for reporting any defects they believe their assigned vehicle may have to their supervisor as soon as reasonably possible;
- Employees may use vehicles only in accordance with their assigned duties;
- Employees shall conduct themselves in a courteous manner at all times;
- Proper destination signs shall be displayed while a vehicle is in service. While not in service the destination sign reading “Not in Service” or “Out of Service” shall be displayed;
- Employees providing service shall travel over prescribed routes and shall maintain time schedules, to the extent that they are reasonably able to do so. If it becomes necessary to go off route, or if a mistake is made in driving a route, the employee shall notify his/her supervisor immediately;
- Gratuities of any kind or from any source shall not be accepted by any employee of the Contractor; and
- Drivers shall have a thorough and up-to-date working knowledge of PVRTA’s public transit system.

5.9.2 Appearance Standards

Uniforms shall be worn by drivers and supervisors at all times when on duty. The Contractor shall provide and maintain clean uniforms for all drivers and shall enforce a dress and appearance code, subject to prior approval of the Administrator. Dress requirements shall include the following:

- Clean, solid color shirts for all drivers;
- Clean, dark, solid color jackets for all drivers for use during cold or rain weather;
- Clean, professionally made identification tags;
- Clean dark, solid color, full-length pants/trousers; clean, dark color matching socks; and clean, dark, solid color shoes for all male drivers; and
- Clean, dark, solid color, full-length pants/trousers (or clean dark, solid color, knee-length skirts), and clean, dark, solid color shoes for all female drivers.

5.9.3 Safety

The Contractor shall ensure that drivers conduct themselves with regard for the passengers’ safety and comfort. They shall:

- Follow National Safety Council Defensive Driving Course practices;
- Keep all information regarding any accident in this service confidential. Employees shall only speak to police, or to supervisory or claims and legal personnel of the Contractor, and/or PVRTA regarding any such accident;
- Strictly enforce a policy which prohibits the use of cell phones and personal electronic devices while operating a PVRTA vehicle; and
- Institute an ongoing driver safety award program approved by PVRTA.

5.9.4 In-Service Training

Drivers shall receive at least one (1) hour of training each month. This in-service training shall include, at a minimum, the following topics: route alignment, fare structure, transfer system, safety training, sensitivity training, wheelchair securement, and customer service training.

As incidents or accidents occur, drivers shall receive specific training that addresses the prevention of such incidents or accidents.

An on-board (ride check) evaluation of each driver shall be conducted at least three (3) times per year.

5.9.5 New Hire

All new drivers shall have, at a minimum, the Minimum Bus Driver Qualifications set forth below:

- A valid Department of Motor Vehicles license and required certificates to operate a transit bus and/or mini-bus prior to being assigned to revenue service;
- A valid Commercial Driver's License (CDL), Class B, air brake, and passenger endorsement license;
- A valid Commonwealth of Massachusetts Department of Telecommunications and Energy Motor Bus Driver Certificate;
- Contractor shall provide drivers a United States Department of Transportation medical examinations at a medical facility approved by PVRTA and the Contractor shall not permit any driver who has not successfully passed such examination to operate a vehicle in any service. Medical examinations shall be sufficient to meet the medical requirements for a Driver's Class B Certificate issued by the Massachusetts Department of Motor Vehicles; and
- Contractor shall require any person who may hold a safety sensitive position to undergo a drug/alcohol screen test at a facility approved by PVRTA prior to employment with the Contractor. Other drug/alcohol screening shall be in accordance with the U.S. DOT and the FTA.
 - No prospective or present employee who tests positive on the drug/alcohol screening can be assigned to PVRTA's system service.

The Contractor shall maintain records of all drivers who have completed the specified driver training program for the services. This list shall be updated at least monthly or as additional drivers are trained.

The PVRTA shall be able to request that specific drivers be replaced for failure to follow the "Driver's Rules and Regulations" or other reasonable cause.

5.9.6 Minimum Driver Training Program

At a minimum all drivers shall receive the following training:

- Bus driver's course, which includes classroom instruction covering, at a minimum, State rules and regulations, vehicle familiarization, vehicle components, pertinent

company rules and regulations, operational rules, transit stops, passenger handling, accident report writing, and emergency procedures;

- Behind-the-wheel training (no in-service training allowed) with a certified driver trainer;
- Driving instruction (including both group and individual instruction) on PVRTA routes. Individuals shall be capable of driving each of the routes;
- Instruction regarding vehicle code, radio procedures, and policies related to transit services;
- National Safety Council Defensive Driving Course or equivalent;
- De-escalation training approved by PVRTA;
- Transit Ambassador Training Modules including:
 - “Transit Ambassador: In the Driver’s Seat”;
 - “Customer Service Inside & Out”;
 - “Difficult Situations”;
 - “Dangerous Situations”; and
 - “Advanced Customer Service”;
- Sensitivity training devoted to the operation of accessible equipment and courteous treatment of disabled individuals and wheelchair users. The accessible training shall include instruction on the operation of kneelers, lifts, and tie downs, experience boarding, and alighting individuals in wheelchairs under various conditions. Empathy training to help new drivers gain insight into the special needs and specific obstacles disabled individuals may encounter using public transportation;
- System Security Awareness for transit employees;
- SMS (Safety Management Systems) Training as directed by PVRTA; and
- Instruction regarding schedules, routes, transfer policies, fares, and other pertinent operating procedures for PVRTA’s system. This shall include familiarization with all services operated by PVRTA.

The Contractor shall maintain training records of all drivers who have completed each training component.

5.10 Maintenance Personnel

It shall be the Contractor’s responsibility to oversee maintenance personnel, to take reasonable care of PVRTA’s facilities and the equipment contained therein, and to institute a vehicle and facility maintenance program.

Uniforms shall be worn by all maintenance personnel at all times when on duty. The Contractor shall provide and maintain clean uniforms for all maintenance personnel and shall enforce a dress and appearance code, subject to prior approval of the Administrator.

Maintenance personnel shall be able to:

- Inspect bus, mini-bus, van, and support vehicles engines, transmissions, and other parts;
- Diagnose bus, mini-bus, van, and support vehicles, engines, transmissions, and electrical system problems; and

- Repair bus, mini-bus, van, and support vehicles, engines, transmissions, and electrical system problems.

The Contractor shall ensure that new maintenance personnel assigned to work on PVTA's vehicles and facilities have thorough knowledge of:

- Bus, mini-bus, van, and support vehicles engines, transmissions, and related mechanical parts;
- Methods and procedures used in servicing mechanical equipment;
- Bus, mini-bus, and van chassis and bodies;
- Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of bus equipment;
- Decimals, fractions, and specifications related to bus mechanics; and
- Specialized areas such as painting, upholstering, brake relining, air conditioning and wheelchair lifts; and
- Bus facility and bus equipment maintenance requirements.

The Contractor shall ensure that the individual overseeing, and responsible for, Facilities Maintenance (currently Assistant Director of Facilities) holds, at a minimum, a Certified Facility Manager (CFM) credential from the International Facility Management Association (IFMA). A Certified Facility Administrator (CFA) accreditation from the Massachusetts Facilities Administrators' Association (MFAA) is encouraged.

Safety and security programs shall be established based on PVTA's PTASP, accepted industry safety and security standards including its relation to individuals and all employees, the conduct of safety meetings, the conduct of safety campaigns, the study of present safety and security equipment, implementation of OSHA rules and regulations, compliance with Massachusetts "Right to Know" laws, as well as ongoing investigations in each incident to maximize available information as reported to insurance carriers. In addition, input shall be made in the solicitation of various insurance coverage compatible with the transit industry.

5.11 Contractor Interaction with PVTA Personnel

The Contractor shall coordinate closely with PVTA personnel on all matters related to the fixed-route service and as otherwise required in the attached contract. Representatives of the Contractor shall attend PVTA meetings with PVTA staff as required by the PVTA Administrator.

The PVTA shall be promptly informed of situations, occurrences, and conditions which call particular public attention to the service, such as unusual complaints, media inquiries, and the like. The PVTA shall be the exclusive public media spokesman in connection with all PVTA funded transportation services. The Contractor shall ensure that all media inquiries be referred to PVTA prior to any comments being made by any employee of the Contractor.

The PVTA shall make unannounced ride checks. Spot checks shall include, but not be limited to, evaluating Contractor's performance, checking conformance to route schedules, customer services, and collecting ridership data.

5.12 Vehicles

High quality and regular maintenance of PVRTA vehicles, including rolling stock, is essential and is required to maintain a safe, efficient and reliable transit operation. The Contractor shall be responsible for all maintenance and repair work necessary to keep all PVRTA-owned vehicles operating in a safe and reliable condition.

5.12.1 Vehicle Maintenance

The Contractor shall update and maintain SATCo/VATCo's Vehicle Maintenance Plan to be approved by PVRTA which documents procedures and tasks to ensure the safe and efficient maintenance of all PVRTA vehicles and equipment. Mechanical maintenance shall be performed at regular intervals. The Contractor shall perform all preventive maintenance work on all PVRTA-owned vehicles including vehicles not utilized in the provision of service, such as vans used in paratransit services or supervisory/support vehicles. A current PVRTA vehicle list to be maintained by the Contractor is provided in **Exhibit L**.

5.12.2 Vehicle Maintenance Program

The Contractor shall be fully responsible for the safe and efficient maintenance of all vehicles and equipment, radios, fareboxes, and all other PVRTA-provided equipment to be used to perform transit service in strict conformity to all regulations and orders. The Contractor's duty and responsibility to maintain all vehicles and equipment is not to be delegated to any other person, firm or corporation. The Contractor shall purchase all fuel, lubricants, repairs, cleaning, parts, supplies, labor, maintenance, major components, and component rebuilding and replacement required for the operation of all equipment pursuant to the provision of service, the reasonable cost of which shall be an operating expense of the Contractor to be paid by PVRTA. The current Vehicle Maintenance Plan is provided in **Exhibit P**.

All parts, materials, tires, lubricants, fluids, oils and procedures used by The Contractor on all vehicles and equipment shall meet or exceed Original Equipment Manufacturer (OEM) specifications and requirements.

At a minimum, the Maintenance Program shall provide that:

- All wheelchair lift-related equipment shall be inspected, serviced and lubricated at intervals necessary to ensure that the wheelchair lifts are fully operational whenever the vehicle is used in service;
- Brake inspections and adjustments shall be performed at intervals that ensure the safe and efficient operation of the braking systems;
- All components of the vehicles' bodies, appurtenances, and frames shall be maintained in a safe, sound and undamaged condition at all times. Damage (including body, glass and all bus appurtenances) shall be repaired in a professional manner;
- All mechanical, electrical, fluid, air, and/or hydraulic systems shall be maintained in a safe and fully functional condition at all times;

- Heating and air conditioning (A/C) systems shall be maintained and used to ensure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times on all in-service runs;
- The Contractor shall maintain the A/C systems in an operable condition throughout the entire year;
- Seats shall be maintained in proper operating condition at all times. All tears, cuts, gum, graffiti and other damage shall be cleaned or repaired as soon as reasonably possible after their being discovered; and
- The Contractor shall establish and maintain an on-going spare parts inventory sufficient to provide that peak hour vehicle requirements are met at all times.

5.12.3 Vehicle Preventative Maintenance Program

The Contractor shall ensure that all preventive maintenance work on all vehicles utilized in the provision of transit services is performed in accordance with the Preventive Maintenance Program

The Contractor shall adopt and maintain a formalized preventive maintenance program for all PVRTA-owned vehicles in conformance with the manufacturer's preventive maintenance schedules.

The Contractor shall document any and all preventive maintenance work and/or repairs performed on PVRTA-owned vehicles. All work and repairs performed shall be in accordance with the manufacturer's instructions and warranty conditions.

The Contractor shall perform and certify such tests of equipment required to meet local, State and Federal requirements.

5.12.4 Maintenance Record Keeping

The Contractor shall maintain an up-to-date vehicle file for each vehicle. The Contractor shall maintain an individual file for each vehicle to include by date of action, all "Preventive Maintenance Inspection" Reports, including warranty work and any other pertinent maintenance data, including, but not limited to, fuel, lubricants and other fluid use. Records shall be kept in the individual file for each vehicle of any accident in which the vehicle was involved, including the repair work required to return the vehicle to service. The Contractor shall submit the entire file to PVRTA upon a request to do so at any time.

5.12.5 Fare Collection

The Contractor shall implement and collect the fares and charges established by PVRTA. Fare collection and all related security measures shall be the sole responsibility of the Contractor. The amount of all collected fares, tokens, transfer slips, and passes shall correspond to the reported number of passengers carried. All revenues derived from the operation of the transit system shall be the property of PVRTA. All revenue received shall be deposited and retained in a separate account of PVRTA (Operating Revenue Account). The Contractor shall provide a bank statement showing total deposits of

revenue. A bank statement, along with a reconciliation of reports, shall be submitted monthly to PVRTA.

5.12.6 Insurance

The PVRTA is self-insured with respect to the vehicles owned by it to the extent of the first \$1,000,000.00 of an occurrence. There is excess coverage, to the extent of \$3,000,000.00, with Travelers Insurance Company, the current provider. The PVRTA pays for the latter coverage. The PVRTA also provides and pays for general liability insurance for its real estate and cyber liability.

The Contractor shall be required to purchase and maintain for its operation of transit services: General Liability, Professional Liability, Workers Compensation, Employee Benefit Liability, Fiduciary Liability, Auto non-owned and hired, Employee Tool Insurance (in accordance with Collective Bargaining Agreement), Crime and Employee Dishonesty, and Employment Practices Liability Insurance with third party coverage, at such limits of liability and deductibles as are determined to be adequate. The reasonable and necessary premiums of these policies and any other policy required by law will be a reimbursable expense. The budget for the operations of fixed-route service includes deductibles and claims for the insurance coverages listed above.

5.13 Environmental Compliance

5.13.1 OSHA

The Contractor is responsible for compliance with all applicable Occupational Safety and Health Administration (OSHA) laws, regulations and standards.

5.13.2 Environmental, Health and Safety (EHS) Laws and Regulations

The Contractor shall comply with all environmental, health and safety (EHS) laws, regulations, permits, as well as any monthly, quarterly, or annual inspections required for the plans and documents listed below that are applicable to PVRTA's facilities. These include, but are not necessarily limited to, the following requirements:

- Underground Storage Tank (UST) Requirements 527 CMR 9.00 and 40 CFR 280;
- Spill Prevention, Control and Countermeasures (SPCC) Plan Requirements 40 CFR 112;
- Stormwater Management Requirements 40 CFR 122;
- RCRA - Hazardous Materials Management Requirements 310 CMR 30.00 and 40 CFR 260-265, 268, 270;
- Toxic Use Reduction (TURA) Requirements 10 CMR 310.00;
- Sewer Discharge Permit Requirements 40 CFR 122, 125 and local ordinances;
- Massachusetts Contingency Plan Requirements 310 CMR 40.00;
- OSHA Hazardous Waste and Emergency Response Operations Law Requirements 29 CFR 1910.120;
- Community Right-to-Know (SARA Title III) Requirements 40 CFR 311 to 313;
- Massachusetts Right-to-Know Law MGL Chapter 111F;
- NFPA Standards and Massachusetts Comprehensive Fire Safety Code 527 CMR;
- Massachusetts State Building Code 780 CMR.

The Contractor shall develop an EHS Management Plan listing the specific requirements that shall be complied with, identify the person who shall be responsible for such compliance, and procedures for notifying PVTa of any episodic or recurring compliance deficiency. This plan shall be developed within three (3) months after the signing of the Contract and be submitted to PVTa for review and approval.

In addition, the Contractor shall submit to PVTa a monthly report identifying the status of environmental compliance program development, progress in resolving any identified compliance deficiencies, and descriptions of any off-site chemical and/or hazardous materials releases (this also includes release of petroleum and gasoline) to air, water, and/or soil. This information shall be submitted in a format approved by PVTa.

The PVTa reserves the right to audit the subject facilities periodically in order to determine the status of EHS compliance. Shall any compliance deficiencies be found, the Contractor shall develop and use a corrective action plan within two (2) weeks after receipt of such audit report.

5.14 Operating Requirements

5.14.1 Operation and Contractual Obligations

The Contractor shall be the employer of all employees necessary for the operation of the transit system, unless another arrangement is made with the prior approval of the Administrator. The Contractor is responsible for conducting labor relations and the negotiation of collective bargaining agreements.

5.14.2 Budget, Projections and Recommendations

The Contractor shall prepare financial projections and necessary annual budgets as required by PVTa. The PVTa reserves the right to audit and verify all financial information and records.

5.14.3 Funds and Operating Expenses

The PVTa shall provide the Contractor with funds necessary for the operation of the transit system. The Contractor shall use these funds to pay all operating expenses of the transit system. The operating expenses include:

- Wages and salaries paid to all employees of SATCo/VATCo, excluding the Contractor's Management Staff;
- Social security, unemployment and other payroll taxes paid on the salaries and wages of all employees, and workmen's compensation insurance, except those applicable to the Contractor's Management Staff;
- Premium and expenses for group insurance covering all employees, except for the Contractor's Management Staff;
- Payments for the pension plans, except the Contractor's Management Staff. There are currently four defined benefit pension plans. The PVTa sponsors the Transit Employees Retirement Plan (TERP) and the Springfield Employees Retirement Plan (SERP). The PVTa has assumed ownership of the Transit Management Pension Plan (TMPP), the SATCo/VATCo non-bargaining unit employee pension plan. The

PVTA funds and manages these plans. The United Food and Commercial Workers Pension Plan, which is a retirement contribution to the National UFCW is funded by PVTA for the employees at VATCo. This pension contribution is not owned or managed by the sub-corporation or PVTA. It is a benefit contribution that is included in the collective bargaining agreement for which PVTA makes an annual contribution;

- Payments to vendors and contractors for the purchase of materials, supplies, fuel, electric power, or other items purchased for the operation of the transit system;
- Department of Public Utilities (DPU) inspection stickers; and
- All general and miscellaneous expenses related to the operation and maintenance of the transit system, such as telephone, postage, printing, maintenance of office machine and equipment, utility services, medical expenses, armored vehicle services, bank charges, reasonable out-of-pocket travel expenses (travel to conferences and meetings shall have prior approval by PVTA), and all other charges, costs, and expenses incidental to the operation of the transit system.

For an expense that is outside the ordinary, the PVTA currently has a purchase requisition form which may be submitted by the Contractor for review by appropriate personnel of the PVTA for approval prior to the purchase by the Contractor of such services or goods.

5.14.4 Permits, Licenses and Insurance

The Contractor shall possess and agree to produce all permits and licenses necessary for the lawful performance of the services as required in this RFP.

The Contractor shall provide and maintain all insurance required by law, as listed in this section and **Exhibit G**, in accordance with statutory requirements of the Commonwealth of Massachusetts, wherein the services concerned with this RFP are to be provided. The Contractor shall provide adequate proof of insurance coverage upon Contract signature.

The Contractor shall be an independent contractor in its relation with PVTA, and PVTA shall not assume any liability for criminal penalties or sanctions incurred by the Contractor, its agents, servants or employees, nor shall PVTA have any responsibility for the payment of any awards or judgments against the Contractor arising out of willful or intentional torts, gross negligence, or fraud committed by the Contractor, its agents, servants or employees, or any defense costs of the Contractor concerned therewith.

The Contractor agrees and acknowledges that the insurance coverage described in this section shall be primary for all those claims arising out of or from any negligence, alleged negligence, act or failure to act of the Contractor or Contractor's employees, subcontractors and agents, and that the Contractor will indemnify, defend and hold harmless the Authority, its Advisory Board, agents, servants, employees and assigns (collectively, Authority) from and against any and all loss, liability, claims, damage or expense (including, but not limited to, attorney's fees) arising out of or related to the Contractor's operation of the Authority's Fixed-Route transit service.

The intent of the Specifications regarding insurance and Completed Operations is to specify minimum coverage and minimum limits of liability acceptable under the Contract.

5.14.5 Safety and Security

The Contractor shall be responsible for safety and accident prevention. The Contractor shall maintain records of any incident or accident which occurs in the conduct of the services, including any type of situation that is unreasonable or out of the ordinary. The Contractor is responsible for ensuring that drivers correctly collect, at a minimum, the following data:

- Name and address of investigating police officer and badge number;
- Facts about other vehicle(s) involved or concerned with an accident or incident including insurance carrier information;
- Facts about person(s) involved or concerned with an accident or incident, including name, address and phone number;
- Facts about other property damaged involved or concerned with an accident or incident, including photos of damage;
- Completed witness cards; and
- Description and diagram of the accident or incident.

The Contractors shall ensure that drivers DO NOT:

- Discuss an incident or accident with anyone except the police, a supervisor, or representative of PVTa;
- Make any statements concerning the assumption of liability.
- Drivers shall only give out the information required by relevant authorities; and
- Sign any statement except for an authorized Contractor and/or PVTa representative.

The Contractor shall issue an information kit to all drivers to be used in collecting information for any incident or accident involving personal injuries or property damage, which shall include:

- Mass Transit Report, including diagram sheet, if applicable;
- Contractor's accident report;
- Registry forms;
- Police Reports; and
- Witness cards.

The Contractor shall ensure that all accident/incident reports are completed in their entirety and in a timely fashion. A supervisor or other person trained in accident investigation shall be available to assist the driver to complete correctly the required forms. All reports shall be written legibly, and in the English language.

If an incident or accident is of a serious nature, the Contractor shall notify PVTa immediately. An accident is considered to be of a serious nature if any of the following occur:

- Any injuries on any party requiring more than routine first aid at the scene.
- Any injuries requiring immediate transportation from the scene for medical treatment
- Multiple injuries.
- Property damage in excess of \$10,000.00
- Any media coverage of the accident, expected or occurring.

In addition, the PVTa utilizes a database software program for entry, tracking and analysis of accident, incident and claims data. All accidents, incidents and claims relating to the Contractor and the PVTa shall be entered in the first instance and tracked by the Contractor in the database. The Contractor shall employ an individual to work regularly, and cooperatively, with the PVTa Claims and Legal Department regarding the collection, entry, tracking, reporting and analysis of accident, incident and claims data for claims or lawsuits initiated against the Contractor, the paratransit van operator-contractors and/or the PVTa.

The Contractor shall conduct monthly meetings of a Safety Committee. The Committee shall address the following issues, at a minimum:

- a. Incidents occurring during the relevant monthly period;
- b. Workers' compensation incident reports;
- c. Vehicle accident reports;
- d. Unsafe practices and corrective action;
- e. Safety training programs;
- f. Safe work procedures; and
- g. Safety suggestions.

In addition, the Contractor shall actively participate on PVTa's Safety Committee (the Committee). The Safety Committee is responsible for oversight and monitoring of the Agency Safety Plan (ASP) to ensure compliance with 49 CFR § 673 Public Transportation Agency Safety Plans (PTASP) and adherence to Safety Management System (SMS) principles. The Committee shall review all Standard Operating Procedures, Emergency Operating Procedures, Safety Action Plans, and Corrective Action Plans for acceptance. The Committee shall also clarify any disputed policy and refine the purpose and direction of the safety process. The Committee also reviews emergency operating procedures. The Contractor is responsible for reviewing ASP policies and procedures and ensuring compliance with ASP policies and SMS principles within the operational division. It is also the Contractor's responsibility to conduct drills in cooperation with outside agencies to review the safety plan's adequacy and rate employee readiness. In conjunction with the Committee, the Contractor shall be required to conduct periodic threat and vulnerability assessments to protect passengers, employees, property, and revenues.

5.14.6 Passenger Relations

The Contractor's personnel shall maintain a professional, courteous attitude and shall answer to the best of their ability all passenger inquiries concerning transit services.

Personnel shall be able to understand and respond to a diverse number of passengers. Discourtesy, rudeness or the use of profanity is not acceptable behavior.

It shall be the objective of the Contractor to limit the number of complaints from the public, concerning the Contractor's performance of services. Complaints received by the PVRTA shall be entered into PVRTA's complaint database which shall automatically notify the Contractor to review, investigate and follow up on the complaint. The Contractor shall research the complaint and respond to the PVRTA in writing within three (3) business days after receipt of a passenger complaint. The Contractor is required to investigate the complaints and provide the results of the investigation. The response shall include investigation results and action taken. The Contractor is also required to indicate the steps to be taken to avoid the subsequent occurrence of similar complaints. The Contractor is responsible to review complaints, identify trends and take action to mitigate future complaints where possible.

All comments/complaints received by the Contractor or its personnel from the public or passengers shall be entered into the PVRTA complaint database. The complaints received by the Contractor shall be handled in the same manner as those forwarded to the Contractor by the PVRTA.

5.14.7 ADA Compliance

The Contractor is required to comply with all of the requirements of the Americans with Disabilities Act of 1990 (ADA).

The Contractor shall maintain in working order all features of the vehicles that are required to make the vehicle accessible to and usable by individuals with disabilities.

The Contractor shall ensure that drivers are trained to properly and safely operate the accessible vehicle features, and to treat individuals with disabilities in a respectful and courteous way. The Contractor shall also ensure that drivers make use of accessible features and equipment.

If automatic announcements are faulty or non-functional, the Contractor shall require that drivers announce the name of the route, route number, direction, and destination to boarding passengers; and announce stops, at a minimum, as follows: transfer points, major intersections, major destinations, those as requested by an individual, and at intervals along a route.

The Contractor shall require that drivers accept, read, and return, communication cards from passengers who cannot communicate verbally and assist passengers with paying their fares if needed.

The Contractor shall ensure that accessible features which are damaged or out of order are repaired promptly. The Contractor shall institute a plan which includes steps to accommodate individuals with disabilities who are unable to use the system due to damaged accessible vehicle features.

5.14.8 Marketing/Advertising

The PVRTA shall provide and control marketing, public relations, and advertising services. The Contractor shall provide a reasonable work area for the handling, storage, and installation of advertising signs. The Contractor shall maintain and repair all bus advertising racks, frames, and moldings. The Contractor shall be responsible for installing and removing advertisements from PVRTA vehicles. The PVRTA shall notify the Contractor regarding adding/removing advertisements from vehicles.

5.14.9 Participation

The Contractor shall cooperate and participate in the development, update, and maintenance of routes and schedules as PVRTA shall deem necessary. Technical assistance shall be provided for route planning, scheduling, service standards, safety and accident prevention, and equipment selection and utilization. In addition, the Contractor shall assist with such efforts as locating and relocating bus stops, timing routes, developing alternative run-cuts, investigating new and revised routing and scheduling options, solving loading problems, and other operations planning assistance and emergency/snow route.

The Contractor shall cooperate and participate in marketing, promoting, advertising, public relations, public hearings, and public education programs and projects undertaken by PVRTA from time to time.

5.14.10 Information

The Contractor shall ensure that all information regarding route changes, detours, bus breakdowns, and other pertinent general information is transmitted to the Information Office in a timely manner as well as posted in PVRTA's alert system, Transit App, and other media as requested.

5.14.11 Distribution

Upon request from PVRTA, the Contractor shall distribute passenger notices, schedules, surveys and other information. In addition, the Contractor may be needed to distribute monthly bus passes and tokens to the different outside sales locations within the transit district.

5.14.12 Procurement

The Contractor shall use written procurement procedures which comply with applicable State and local laws and regulations (primarily MGL c. 30B), provided that the procurements conform to applicable Federal law (Procurement Standards of 2 CFR 200, FTA MA (33), and FTA C 4220.1G). The individuals conducting and overseeing procurement must understand FTA and Massachusetts procurement regulations and procedures—training courses or certifications, in particular the Massachusetts Certified Public Purchasing Official (MCPPO) certification are strongly encouraged. The Contractor's written procurement procedures must be updated regularly and approved by PVRTA.

All procurement transactions by the Contractor shall be conducted in a manner providing full, open and fair competition. The Contractor shall make awards only to responsible sub-contractors possessing the ability to perform successfully under the terms and conditions of a proposed procurement. Consideration shall be given to such matters as contractor integrity, compliance with public policy, record of past performance, and financial and technical resources. Sub-contractors are Contractor's sole responsibility.

The Contractor shall maintain records detailing the history of individual procurements. At a minimum, these records shall include the rationale for the method of procurement, selection of contract type, reasons for selection or rejections, and the basis for the contract price. Records shall be maintained and be immediately available to PVTa upon request.

The Contractor shall maintain a written code or standards of conduct which govern the performance of its officers, employees, or agents engaged in the award and administration of contracts or sub-agreements supported by Federal or State funds. The code or standards shall provide in relevant part that the Contractor's officers, employees or agents may neither solicit nor accept gratuities, favors, or anything of monetary value from present or potential contractors, individuals or businesses.

No gift or gratuity shall be accepted by an employee of the Contractor, who is involved with the procurement of goods and services, if it is of significant value as measured by the Massachusetts State Ethics Commission.

As required by State and local law and regulations, the code or standards shall include penalties, sanctions or other disciplinary actions for violations by the Contractor's employees and sub-contractors.

The Contractor's code or standards of conduct shall prohibit the Contractor's employees, officers, or agents from participating in the selection, award, or administration of a contract or sub-agreement supported by Federal or State funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when any of the following parties has a financial or other interest in the firm or entity selected for the award: the employee, officer or agent; any member of his or her immediate family; his or her partner; or an organization that employs or intends to employ.

5.15 Information Technology Systems

The Contractor shall support PVTa in the implementation, operation, and continuous improvement of all Information Technology (IT) and Intelligent Transportation Systems (ITS). This includes assisting with upgrades to existing systems, deployment of new tools, and ensuring effective day-to-day use of all PVTa-provided platforms.

The Contractor shall designate a member of the management team to serve as the primary IT/ITS coordinator. This individual will be responsible for organizing and overseeing all activities related to the implementation and ongoing use of PVTa's IT/ITS ecosystem,

including real-time operations tools, planning systems, charge management systems, and customer information technologies.

As PVRTA transitions to a zero-emission fleet, the Contractor shall support the deployment, adoption, and daily operational use of PVRTA's Charge Management System (CMS).

5.15.1 Transit Software

The Contractor shall fully utilize GIRO Hastus 2021 as PVRTA's current enterprise scheduling and planning software. The PVRTA is preparing to upgrade to the Hastus 2026 hosted version, and the Contractor shall support testing, data review, training, and transition activities throughout this process.

Hastus shall be used for scheduling, runcutting, blocking, mapping, rostering, ridership analysis, and daily operations workflows. The Contractor must use these tools to ensure service is delivered efficiently, with productive scheduling, minimized deadhead mileage, optimized vehicle and crew usage, and strong customer service results.

The Contractor shall also fully utilize the Swiftly platform, including:

- Swiftly Live Operations
- Monitoring vehicle status and headways in real time
- Identifying gaps, bunching, and late trips
- Taking corrective actions during service delivery
- Swiftly On-Time Performance
- Reviewing daily and historic on-time performance
- Identifying locations or routes requiring schedule adjustments
- Supporting data-driven run-time analysis and refinement
- Swiftly Passenger Predictions
- Monitoring prediction accuracy for passenger-facing information
- Supporting tools that improve ETA reliability
- Ensuring real-time feeds reflect accurate service status
- Rider Alerts & Service Communications
- Issuing timely rider alerts for planned and unplanned disruptions
- Publishing service changes, delays, detours, and updates across PVRTA's communication channels
- Ensuring accurate, real-time information reaches riders through integrated systems

5.15.2 PVRTA-Provided Enterprise Software Systems

The PVRTA supplies and supports the following enterprise systems. The Contractor shall use these systems as the primary tools for operations, planning, monitoring, maintenance, charging, and administration. System updates are coordinated with PVRTA and are typically deployed during off-peak or non-revenue hours with the Contractor's participation. Systems include:

- Scheduling, Dispatch, and Operations

- GIRO Hastus 2021, upgrading to hosted Hastus 2026. Modules include: Vehicle, Crew, CrewOpt, Minbus, Roster, Bid, Geo, DailyCrew, EPM, ATP, Rider, and NetPlan.
- Swiftly Platform:
 - Live Operations
 - On-Time Performance
 - Passenger Predictions
 - Run-Time Analysis
 - Headway Management
 - Rider Alerts & Notifications
- Intelligent Transportation Systems
- Avail ITS
 - Automatic Vehicle Location (AVL)
 - Real-time dispatch with early/late status
 - Kenwood NX-800HK dispatch console
 - Customer information systems
 - Business intelligence dashboards
 - Central management of on-board announcements
 - Vehicle Health Monitoring module
- Electric Bus Charging Systems
- Charge Management System (CMS) (deployment in progress)
 - Local depot charge planning and monitoring
 - State of Charge (SOC) management
 - Charging session scheduling
 - Energy use and charger status reporting
 - Integration with vehicle assignments and pull-out plans
 - Coordination with depot infrastructure upgrades and PVRTA's electrification goals
- Asset & Maintenance Systems
 - Trapeze Enterprise Asset Management (EAM)
 - Trapeze EAM Facilities
 - Trapeze/AssetWorks FuelFocus
- Ruggedized Dell and Toughbook laptops for maintenance staff
- Fare Collection & Payment Systems
 - Genfare Fare Collection System
 - BusPlus (mobile fare payment platform)
- Video & Security
 - MobileView Depot Manager and Navigator vehicle video management
- Financial & Administrative Systems
 - Community Brands MIP (PVRTA's financial management system)

5.15.3 PVRTA Technology Policy, Procedure, and Cybersecurity Compliance

The Contractor shall adhere to, enforce, and support all Pioneer Valley Transit Authority (PVRTA) technology policies, procedures, and standards. These requirements apply to all Contractor personnel, subcontractors, temporary staff, and any individuals performing work on behalf of PVRTA.

Technology Policies and Procedures

The Contractor shall ensure that all staff comply with the full suite of PVTA Information Technology policies, including but not limited to:

- Information Security Policies
- Data Management and Retention Procedures
- Password and Access Control Standards
- Incident Reporting Procedures
- Technology Change Management Guidelines
- Mobile Device and Remote Access Requirements
- Any future PVTA-issued technology standards or updates

The PVTA will provide the Contractor with current versions of all applicable policies. The Contractor shall implement internal processes to ensure their staff understand and follow these policies at all times.

Acceptable Use Requirements

All Contractor personnel who access PVTA networks, systems, devices, or data shall comply with the PVTA Acceptable Use Policy (AUP). Requirements include:

- Use of PVTA technology assets only for authorized business purposes
- Prohibition on installing unauthorized software or connecting unauthorized devices
- Proper handling of PVTA data, including confidentiality expectations
- Restrictions on accessing, storing, or transmitting inappropriate content
- Adherence to PVTA's monitoring and audit practices regarding system usage
- Contractor personnel must sign any required AUP documentation prior to receiving access to PVTA systems.

Cybersecurity Training

The Contractor shall ensure that all employees working with or accessing PVTA systems complete cybersecurity awareness training, including:

- Completion of PVTA's required cybersecurity training program upon onboarding
- Annual refresher training as required by PVTA
- Additional targeted training when PVTA updates policies or issues new security requirements
- Participation in periodic phishing testing or awareness campaigns, as directed by PVTA
- The Contractor shall maintain records of training completion and provide documentation to PVTA upon request.

Enforcement and Accountability

The Contractor is responsible for ensuring that all personnel comply with PVTA technology policies and cybersecurity expectations. This includes:

- Monitoring adherence to technology policies within their organization
- Immediately reporting violations, suspected unauthorized access, or misuse of PVTA systems

- Working with PVRTA to investigate technology or cybersecurity incidents
- Removing system access promptly upon staff departure or when directed by PVRTA
- Implementing disciplinary measures for Contractor employees who violate policy, up to and including removal from PVRTA assignments

The PVRTA reserves the right to revoke access for any Contractor employee who fails to comply with technology or cybersecurity requirements.

Coordination with PVRTA IT

The Contractor shall collaborate with PVRTA's Information Technology Department to:

- Process access requests and ensure appropriate permissions
- Support onboarding and offboarding activities
- Maintain accurate user access lists
- Report technology issues, suspicious activity, or potential vulnerabilities
- Participate in audits, assessments, and corrective actions related to technology use

5.16 Federal Grant Requirements

Parties contracting with the PVRTA who are participating in a project funded in whole, or in part, with Federal grants shall adhere to all Federal requirements. Its provisions are hereby included as an integral part this RFP.

By submission of a response to this RFP, the selected Proposer thereby agrees to comply with all applicable federal, state and local laws, rules and regulations, all as amended, in the performance of its contract with the PVRTA. The selected Proposer acknowledges and agrees that the Contract by and between the PVRTA and the selected Proposer shall include certain contract provisions, required by Federal law and/or by Massachusetts General Laws Chapter 161B, 7, 30, 121B and 149 all as amended. Such contract shall be construed under, governed by, and enforced in accordance with Massachusetts law without regard to conflict of law or choice of law principles.

5.17 Data Collection/Reporting

The Contractor is responsible for submitting management, performance and other reports to PVRTA as required and as provided below and according to an established reporting schedule. All reports shall be submitted in a format compatible with PVRTA's computer hardware and software.

5.17.1 Monthly Report

The Contractor, in accordance with the established reporting schedule, shall prepare a summary report to be submitted monthly. The monthly operations report shall include passenger, operational, and other data to be submitted in accordance with the format established by PVRTA. Monthly operational reports shall be submitted to PVRTA not later than the twenty (20) working days after the end of each month. The monthly operations reports shall include:

- Ridership statistics: total passengers, passengers by route, total mileage, revenue mileage, mileage by route, revenue hours, total hours, mileage by community, and wheelchair deployments;

- Performance indicators: miles between maintenance breakdowns, average number of buses out of service, percentage of late trips, percentage of on-time performance, number of complaints per 1,000 passengers, total accidents per 100,000 miles, collision accidents per 100,000 miles, total preventable accidents per 100,000 miles, passenger accidents per 100,000 miles, maintenance inspections/scheduled/completed/failed, and customer service survey results;
- Training information: training programs, individuals trained, and dates of training;
- Environmental Program: status of environmental compliance, submission of monthly, quarterly, and/or annual inspection checklists required of documents/plans, progress in solving identified compliance deficiencies, description of releases; and
- Narrative Summary of a month: ridership trends, operational problems and issues, service accomplishments and goals, vehicle problems, recommendations for service improvements, plans for upcoming month, and other suggestions.
- Other information that may be required or requested from PVRTA.

5.17.2 Financial Records

The Contractor shall maintain accounting books and records reflecting the operation of the transit system in accordance with standard accounting procedures and in conformity with the requirements of PVRTA and at the direction of PVRTA. The Contractor shall identify an individual in its Management Staff who shall be responsible for the standard accounting procedures as are required in the operation of the Transit System, and may be required by the PVRTA, in accordance with the terms of the Contract. The Contractor shall be required to use the current accounting system in place at time of contract.

The Contractor shall submit weekly statements reflecting payroll information for all employees (except the Contractor's Management Staff) and expense records for services directly related to the operation of the transit system.

The Contractor shall submit monthly statements of all revenue received, collected and deposited in PVRTA's Operating Revenue Account. These statements shall be accompanied by reconciliation reports.

The Contractor shall submit bi-weekly (on the first and fifteenth days of each month) all regular accounts payable information. Release of payment is prohibited without the prior written approval of the PVRTA's Director of Finance.

Financial information reports shall be prepared in such a form and supported by such copies of invoices, payroll, and other documents as may be required by PVRTA to establish that the amounts are allowable. Financial reports shall include an itemized comparison of the same to the budget and shall be submitted no later than twenty-five (25) business days after the end of each applicable month.

5.17.3 National Transit Database NTD Statistics

All public transit service provided by PVRTA shall be reported monthly and annually to the FTA in a completed national Transit Database report. The Contractor shall collect data, keep records and provide reports sufficient to enable PVRTA to meet its FTA NTD reporting requirements. The Contractor shall be responsible for obtaining all pertinent FTA NTD regulations and procedures to ensure that all required information meets FTA definitions and accuracy requirements. The Contractor shall be responsible for keeping all the NTD data collection procedures current with the most recent FTA guidelines.

The Contractor shall submit annually an NTD report on its operated service to PVRTA no later than September 15th for the preceding Fiscal Year ending June 30.

5.17.4 Fixed Asset Inventory Certification

The Contractor shall provide annually a Fixed Asset Inventory Certification to PVRTA. This certification shall include:

- Vehicle Description (year, make, model, standing capacity, seating capacity, number of doors, fiscal year mileage, year to date mileage);
- Vehicle Condition (radio, passenger counters, lift equipment);
- Spare Parts Inventory (description, quantity, identification number, condition);
- Equipment Inventory (description, quantity, identification number, condition); and
- Vehicle Disposal (year, make, condition, vehicle number, plate number, serial number, mileage, date of disposal).

The inventories shall be consistent with good business practices and shall not contain excessive amounts of equipment and parts.

5.17.5 Accidents and Incidents

The Contractor shall maintain records of any incident or accident which occurs. All drivers shall complete a report for any unusual or extraordinary event that happens during their work shift including code of conduct violations, behavioral issues and any assaults on drivers or passengers whether physical or non-physical. All drivers shall complete the forms included in an accident/incident kit for any matters involving personal injury or property damage. The Contractor shall provide PVRTA with the following information regarding any accident or incident:

- Report within twenty-four (24) hours after the loss;
- A completed accident kit within forty-eight (48) hours after an incident;
- Maintenance Department shall receive a copy of the Mass Transit Report within forty-eight (48) hours after accident;
- Maintenance Department shall complete a detailed estimate and report on the PVRTA Claims database system, (suitable, as determined by the PVRTA, for use by the PVRTA in pursuing and defending property damage insurance subrogation claims) of the damages to PVRTA's Claims and Legal Department within forty-eight (48) hours after receipt of Report;
- Initial report (personal injury/collision) submitted to the Contractor from PVRTA's Claims and Legal Department shall be returned with all relevant information within seventy-two (72) hours after submission thereof; and

- Save and store all videos for losses that have “bodily injury” or “severe property damage”, and notify the PVTa Claims Department if there is a failure of a video record for these losses within twenty-four (24) hours.
- Save and store all videos for incidents involving physical or non-physical assaults on drivers or passengers and for any significant behavioral issues or code of conduct violations.

The PVTa utilizes a database program for entry, tracking and analysis of accident, incident, and claims data. All accidents, incidents, and claims relating to the Contractor shall be tracked in the database by the PVTa Claims Department. The Contractor shall assign an individual to work regularly and cooperatively with the PVTa Claims Department regarding the collection, tracking, reporting, and analysis of accident, incident, and claims data for claims or lawsuits initiated against the Contractor and/or the PVTa.

5.17.6 Drug and Alcohol Testing Program

49 CFR Part 40 and 49 CFR Part 655, as Amended -- Handling of Test Results, Record Retention and Confidentiality

General Requirement – The Contractor shall maintain records of its alcohol misuse and controlled substances use prevention programs as provided in this Section. The records shall be maintained in a secure location. Access thereto shall be limited to an employee of the Contractor designated to have such responsibility. The Contractor shall prepare and maintain drug and alcohol Management Information System (MIS) reports for the previous calendar year. MIS reports shall be prepared and submitted to the FTA by March 15th of the applicable year.

Drug & Alcohol Program Management – FTA Grantee Oversight

General Requirement – The Contractor shall retain and provide any records related to the operation of its Drug & Alcohol Program upon request. The following documents shall be provided to the agency with the following frequency:

- Twice per year: Semi-annual statistical summary reports from laboratories
- Monthly: Random testing scatter charts
- Monthly or Quarterly: Random draw lists prior to the beginning of each period
- Annually: Service agent credentials, training, and examination or proficiency documentation

Period of Retention -- The Contractor shall maintain the records in accordance with the following schedule:

- Five (5) year
 - Management Information System (MIS) reports
 - SAP reports
 - Positive test results (including blind specimens)
 - Alcohol test form (≥ 0.02)
 - Custody and control form with MRO verified results
 - Documentation of test refusals (including substituted or adulterated drug test results)

- Employee disputes
- Employee referrals to SAP
- Return to duty and follow up testing documentation
- Three (3) year
 - Information obtained from previous employers under §40.25 concerning drug and alcohol test results of employees
 - Good faith effort documentation
- Two (2) Year
 - Collection process records
 - Collection log books (if used)
 - Random selection process
 - Reasonable suspicion documentation
 - Post accident testing documentation
 - MRO documents verifying existence of a medical explanation for insufficient volume
 - Records of inspection, maintenance, and calibration of EBT
 - Education and Training
 - Drug use awareness training
 - Policy and explanation of regulatory requirements
 - Statement on alcohol misuse awareness
 - Display materials
 - Supervisory training
 - Names of employees attending training and dates/times, and agendas
 - Certification that training complies with requirements of Part 655
- One (1) Year
 - Cancelled drug test results
 - Negative test results
 - Alcohol test results less than 0.02
 - Alcohol test form with results
 - Employer's copy of the federal CCF with MRO verified results

5.17.7 Complaints

The Contractor is responsible for investigating, answering and updating PVTa's complaint database of all complaints received. Responses to passenger complaints shall be submitted to PVTa within three (3) calendar days after a complaint has been received by the Contractor. The Contractor shall provide a step-by-step disciplinary procedure in the Employee Handbook to handle complaints about service provided by the Contractor. When appropriate, complaints shall become part of an employee's personnel file.

5.17.8 Maintenance

The Contractor is responsible for maintaining an up-to-date vehicle file for each PVTa-owned vehicle operated out of the Springfield and Northampton facilities (including PVTa paratransit vehicles, supervisory vehicles, and support vehicles). This file shall contain the following items:

- Make
- Model
- Vehicle Identification Number
- PVRTA Fleet Number
- License Number
- Date Received
- Rebuilds and Major Component Replacements
- Unit Repairs
- Preventive Maintenance Inspection Reports
- Daily Vehicle Condition Reports
- Work Orders
- Warranty Work
- Accidents (record of accidents in which vehicle was involved, including repair work)

5.17.9 Passenger Amenities

The Contractor is required to maintain an up-to-date inventory of all bus stops and passenger waiting shelter locations. The PVRTA shall approve installation or dismantling of a shelter before such installation and dismantling takes place.

5.18 Performance Specifications

5.18.1 Minimum Performance Standards

The Contractor shall abide by all service standards established by PVRTA for its fixed - route system. The Contractor's performance shall be evaluated using PVRTA's service standards. In any dispute regarding service standards, PVRTA shall determine, at its sole discretion, the remedy or action required to correct the situation. Minimum service standards shall include, but are not limited to, the following:

- On-Time Performance – operates ninety-five (95) percent of trips on-time; On-time is defined as up to five (5) minutes beyond the scheduled time point and zero (0) minutes before the scheduled time point;
- Customer Service – less than thirty (30) valid complaints per quarter;
- Safety Performance – maintains collision accident frequency at less than two (2) preventable accidents per month;
- Personnel Management – maintains personnel absenteeism at a level equal to or less than one (1) percent; and
- Reporting – complies with reporting requirements in a timely manner.

The Contractor shall report on how it is meeting these standards at PVRTA's quarterly meetings. Contractor shall provide the source of stated compliance so that PVRTA may audit the accuracy of the standards.

5.18.2 Performance Incentives and Penalties

The selected Contractor must manage and operate the public mass transportation system. The Contractor shall be the employer of all employees necessary for the

operation of the transit system. As such, the Contractor is solely responsible for the satisfactory work performance of all employees. The PVTa strongly feels that the performance incentives and penalties as shown on **Exhibit K**, are within the control of the Contractor.

The Contractor will be assessed monetary penalties for providing services below the set performance standards. The PVTa's performance standards, incentives and penalties are contained in **Exhibit K** attached hereto and made a part hereof.

The PVTa and the Contractor agree to work diligently and cooperatively to meet and exceed these Performance Standards and others that the Authority has or may, from time to time, adopt.

The PVTa has the right to waive penalties. Data for these Incentives and Penalties will be verified with quarterly reports that will be authorized by PVTa, Mystery Rider Inspection Reports, On-time Performance Reports, and Customer Satisfaction Surveys.

5.19 Drug and Alcohol-Free Work Environment

The Contractor shall develop, administer, and monitor its own Drug and Alcohol-Free Workplace Policies that are consistent with, and fully compliant with PVTa's Drug and Alcohol-Free Workplace Policies, the Drug-Free Workplace Act, and any other related regulations, policies and procedures. The Contractor and its employees shall comply with all requirements set forth in these policies. Any Sub-Contractor or employee of the Contractor who violate these policies shall be removed from this Contract and are not to be employed on another PVTa contract. The Contractor also agrees to include the following requirements in each subcontract entered into as part of this Agreement.

Drug and Alcohol-Free Workplace Requirement: The Contractor, Contractor's employees, vendors, visitors, and volunteers are to be free of the effect of drugs, alcohol, controlled substances or other prohibitive substances when they are on PVTa property, in a PVTa vehicle, or performing PVTa business. In addition, all referenced parties are prohibited from using, possessing, selling, or distributing any drugs, alcohol, controlled substances or other prohibited substances when they are on PVTa property, in a PVTa vehicle, or performing PVTa business. It is the responsibility of the Contractor to educate and advise its employees of this requirement and to ensure that its employees meet this basic "fitness for duty" standard. Violators of this policy will not be allowed to remain on PVTa property or to continue conducting business for, or with, PVTa. The Contractor will submit to the Authority within thirty (30) days of a Drug and Alcohol violation, a written report documenting the actions taken with regard to any of the above-referenced parties who violate this policy, including its employees. The Contractor will accept all liability arising from violation of this policy by his/her employees.

5.20 Publicity

The Contractor shall not engage in any publicity regarding PVTa without prior written approval of the Authority. The Contractor agrees to participate with the Authority upon request, in all efforts related to publicizing the services. Said efforts may consist of, but not be limited

to, press events, advertisement in neighborhood or regional papers and distribution of informational brochures or notices and attendance at meetings, functions etc.

5.21 Accessibility for Persons with Disabilities

The Contractor will comply with all current and future federal, state, and local guidelines, statutes, and regulations for accessible service. Failure by the Contractor to comply with all current and future federal, state and local guidelines, statutes and regulations for accessible service may, at the sole discretion of the Authority, result in action up to and including termination of the contract.

5.22 Service Transition

The Contractor will be responsible for all preparation, expenses, and activities associated with ensuring the successful initiation of service.

5.23 Performance

The safe, courteous, and timely delivery of service is of critical importance. Please refer to the additional provisions outlined in the Sample Contract.

5.23.1 Accident/Incident Reporting

The Contractor must report immediately any incident involving personal injury or property damage which occurs in the provision of PVRTA paratransit services, or any other service for which they are providing service. A PVRTA Accident/Incident Report Form must be completed by the Contractor and submitted to PVRTA. A Preliminary Accident Report form must be faxed to PVRTA's Claims and Legal Department and the Director of Transit Operations within twenty-four (24) hours of the incident. A Standard Accident Report form, Registry of Motor Vehicle Report form, and a picture chart must be submitted as original documents to PVRTA's Claims and Legal Department within forty-eight (48) hours of the Accident. The PVRTA will furnish the Contractor with the required, report forms. Full procedure is attached in **Exhibit N**.

5.23.2 Use and Operation of PVRTA-Owned Vehicles

Any employee, servant, contractor or subcontractor of the Contractor (the "Driver") who while operating a PVRTA-owned vehicle is involved in a motor vehicle incident or accident (the "New Incident") resulting in a claim for damage to such PVRTA-owned vehicle or any other motor vehicle or property, or resulting in a claim of injury to any natural person, shall be barred from using or operating any PVRTA-owned vehicle if:

- The Driver while using or operating a PVRTA-owned vehicle was involved in a previous motor vehicle incident or accident (the "Prior Incident") resulting in a claim for damage to such PVRTA-owned vehicle or any other motor vehicle or property, or resulting in a claim of injury to any natural person, during the previous twelve (12) consecutive months prior to the New Incident
- The PVRTA in its sole and absolute discretion determined the Driver to be wholly or partially at fault in connection with both the Prior Incident and the New Incident

- The PVRTA incurred expenses aggregating more than Five Thousand and 00/100 Dollars (\$5,000.00) for property damage and/or personal injury claims arising under or relating to the Prior Incident and the New Incident.

In the event that the Contractor allows a Driver to use or operate a PVRTA-owned vehicle, notwithstanding that such Driver has been barred from using or operating a PVRTA-owned vehicle pursuant to the provisions set forth in the immediately foregoing sentence, then the Contractor shall indemnify, reimburse, hold harmless and defend PVRTA from and against any claim or action brought or threatened against PVRTA, or its insurers, employees, successors or assigns, arising under or relating to such barred Driver's use or operation of a PVRTA-owned vehicle.

5.23.3 Service Standards

The Contractor must abide by all service standards established by PVRTA for its services. The PVRTA expects that the Contractor will meet or exceed the service standards. In any dispute regarding service standards, PVRTA shall determine, at its sole discretion, the remedy or action required to correct the situation. Service standards shall include, but are not limited to, the following:

- On Time Performance shall be 95% for all trips. On time performance shall be defined as a vehicle arriving at the correct passenger location within the designated 20-minute window from the scheduled pick up, drop off or return time communicated to the passenger. The PVRTA's acceptable level of early trips is 10%. Early trips that exceed 10% will not be considered on time.
- Paratransit Passengers' ride time on vehicles must not exceed a comparable trip using fixed-route, to include time it takes to walk to a bus stop, transfer and walk to one's destination. The PVRTA compares all trips greater than one (1) hour in duration each month to the time it would take an individual to use a fixed-route vehicle using the parameters above for at least 96% of all passenger trips provided.
- Demand-Response Drivers must pick up the scheduled rider within the scheduled pick-up window. When the vehicle arrives within the scheduled pick-up window, and the passenger has not yet appeared, the driver must wait at the pickup locations for five (5) minutes before calling the dispatcher and receiving approval to leave. The Contractor must then follow PVRTA's No Show Policies and Procedures.
- Paratransit Drivers are to provide door-to-door service upon request. This means that drivers are to assist passengers, and to help with personal baggage or groceries, from the entrance of the place of origin to the entrance of the place of destination.
- Enough drivers shall be available at all times to operate the number of vehicles necessary to meet all trip requests, schedule of fixed-route service, and level of service as required in this solicitation. No trips or route runs shall be dropped or missed due to the unavailability of drivers.
- All monthly reports must be at PVRTA by the 10th calendar day after the reporting period. The Contractor is not to falsify data. Any information reported

differently from authorized observers, or trips that have not been taken yet, reported as taken, shall be grounds for immediate termination of contract.

- The Contractor's personnel shall maintain a professional, courteous attitude and shall answer to the best of their ability all passenger inquiries concerning transit services. Personnel should be able to understand and respond to a diverse number of passengers. Discourtesy, rudeness or the use of profanity is not acceptable behavior.
- Preventable accidents shall not exceed ten (10) per calendar quarter.
- The Contractor will be assessed monetary penalties for providing services below the set performance standards. The PVTA's performance standards, incentives and penalties are contained in **Exhibit K** attached hereto and made a part hereof.
- Telephone coverage will be monitored via a telephone sequencer device provided by PVTA during the implementation phase. Sequencer reports will be reviewed to ensure adequate telephone coverage and customer service.

The PVTA will measure the Contractor's performance in several ways including but not limited to:

- PVTA personnel will inspect the paratransit service and report concerning all aspects of the service,
- PVTA will randomly sample the Contractor's trips and analyze on time performance and trip length, and
- PVTA will review and verify monthly operating statistics provided by both Adept and the Contractor.
- PVTA will implement secret rider audits that will be reviewed with the Contractor.

In monitoring this service, PVTA will be working with community-based advocacy agencies. The Contractor will be required to participate and be responsive to PVTA and such committee. PVTA's Paratransit Procedures Manual will be issued to the Contractor upon award of a contract. The Project Manager will be required to attend and participate in the monthly Paratransit Operational Meetings.

5.24 Recordkeeping and Required Documentation

The Contractor will be responsible for providing PVTA with copies of records, data analyses or other pertinent information as PVTA may reasonably request on a periodic basis. The Contractor shall maintain and retain financial records related to the business it conducts with the PVTA under this contract in compliance with all related federal and state regulations, as well as PVTA's recordkeeping and record retention standards (or requirements). Financial reports required on a monthly basis include but are not limited to residency reports, reconciliation reports of fares collected, vehicle lists with odometer readings, and trip service statistics. In addition, other general reports to be submitted on a monthly basis include, but are not limited to, the following:

1. Complaint report
2. Mobility Assistance Program (MAP) Report
3. Training information (training programs, individuals trained, dates of training)

4. Narrative Summary including a review of the month to include, but not be limited to, the following:

- Ridership trends
- Operational problems and issues
- Service accomplishments and goals
- Vehicle problems
- Recommendations for service improvements (Proactive)
- Plans for the upcoming month
- Other suggestions

5.25 Permits and Licenses

The Contractor must possess or agree to produce all permits and licenses necessary for the lawful performance of the services required hereunder.

5.26 Human Resources

The Contractor must ensure employment policies and procedures are compliant with all related federal and state regulatory requirements, develop and utilize employment practices consistent with Equal Opportunity Employment precepts, hire and retain the appropriate level of staffing, and conduct background checks as appropriate for the position (e.g. criminal background, driving records, employment verifications, etc.).

SECTION 6. STANDARD TERMS AND CONDITIONS

6.1 Compensation and Invoicing

The Contractor will submit a monthly invoice to the Authority for the management fee as provided under the Contract.

The invoices for payment will be marked to include a reference to the Contract number and will be consecutively numbered and forwarded to the Authority Finance Department at 2808 Main Street, Springfield, MA 01107. Invoices and reports must be sent by the tenth (10th) calendar day after the month/reporting period. Upon receipt of the invoice, the Authority shall review and assess for penalties and/or incentives and the Authority shall return the invoice to the Contractor within ten (10) calendar days from receipt. The Contractor shall then have five (5) calendar days to accept the invoice. If accepted, the Authority shall make payment within five (5) calendar days. If the fifth (5th) day is a non-business day, the invoice will be payable the following business day. The Authority reserves the right to request all information to support any charges submitted in the invoice. The Authority's Director of Transit Operations may withhold payment or incur penalties for services he or she believes were improper, failed to meet service specifications, or were otherwise questionable, and may offset default penalties against any payment due.

The PVTa will use reasonable efforts to promptly process Contractor invoices. In the event of a dispute between PVTa and the Contractor over charges, PVTa shall withhold compensation for a sum equal to the full value of the disputed charges; undisputed balances of such invoices shall not be withheld. The PVTa may dispute Contractor invoice charges for reasons including, but not limited to the reasons listed below:

- Determination by PVTa that services rendered on a specific occasion failed to meet the level of service standards described in **Exhibit K**.
- Failure of Contractor to supply PVTa with complete and accurate documentation required by the Scope of Work to support the monthly invoice.
- Failure to deliver to PVTa the full value of tickets/fares tendered by users in accordance with the Scope of Work and Revenue Collection in an amount equal to the value of tickets/fares noted in Contractor records.

In the event of disputes over payment, PVTa will make a determination and offer resolution within thirty (30) calendar days of identification of a dispute. The finding of PVTa shall be final and binding on all parties. The PVTa shall authorize the payment owed to the Contractor under this clause within thirty (30) calendar days of such finding.

The Authority may withhold from the monthly payment for the last month of the contract an amount which the Authority believes, in good faith, to be sufficient to address any potential overpayments that need to be reconciled in connection with the Contractor's final invoice and any outstanding payment issues in connection with Contract close out. Upon termination of the contract, the Contractor shall submit to the Authority a final invoice accompanied by all of the required reports including any other financial or accounting information needed for contract close-out.

Contract costs will be monitored periodically by PVRTA to ensure the validity of per trip costs, vehicle cost, and ridership projections. Payments to the Contractor will be based upon eligible trips and runs which correspond to the Contractor's reports, fares collected and, record of trips arranged through PVRTA. The PVRTA will pay only for the runs and trips actually performed.

In the event that PVRTA reduces scheduled hours and/or service trips due to inclement weather, riot, strike, act of God or any other reason, PVRTA shall compensate the Contractor only for the actual trips/runs performed and not for the trips/runs scheduled.

The Proposer shall take notice that the time required to receive funding from the Authority's funding sources is beyond the Authority's control and is sometimes delayed. The Authority will make every effort to compensate the Proposer on a timely manner. However, the Authority will in no way compensate the Proposer for any additional costs or fees for delays in payments or pay any interest on outstanding invoices.

6.2 Controlling Law

The Contract shall be governed and construed in accordance with the laws of the Commonwealth of Massachusetts and proper venue for legal action regarding the Contract shall be in state court in Hampden County.

6.3 Taxes, Charges and Extras

The PVRTA is exempt from all federal excise taxes, tax on transportation and Massachusetts's sales tax. Price(s) negotiated with the PVRTA shall not include said taxes except for gasoline taxes. Upon request the PVRTA will furnish the Contractor with a tax exemption certificate.

As an independent Contractor, the Contractor alone shall be responsible for payment of all federal, state and local taxes of all types and kinds applicable to such fees incurred under this Agreement.

No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose will be paid by the PVRTA unless expressly negotiated with the successful offeror.

6.4 Award

A form of Contract has been provided and can be found in **Exhibit I**. The successful offeror shall enter into an agreement in substantially the form of such Contract. The PVRTA will not execute the agreement without the Agreement first being signed by the firm's principal and receipt of the satisfactory evidence of insurance, which may include copies of relevant insurance policies and endorsement pages.

6.5 Federally Required Contract Clauses

The services covered by this RFP may be funded in part with funds from the Federal Transit Administration and the Commonwealth of Massachusetts Department of Transportation and the proposer will be required to execute certain assurances found in **Exhibit H** of this RFP and comply with the terms of the grant agreements.

6.6 Limitation on Funding

The Contract for services resulting from this RFP will be subject to the contract between PVRTA and the availability of on-going funds from PVRTA's funding sources. The Contract for this service is contingent upon receipt of these funds by PVRTA. If funding from these sources is eliminated or decreased, PVRTA reserves the right to terminate the Contract or modify it accordingly.

6.7 Conflict of Interest

Massachusetts Conflict of Interest Law, G.L. c. 268A, governs the conduct of all public officials and employees, including all dealings with potential contractors. Therefore, it is the responsibility of Contractor to ensure compliance with the Commonwealth's Conflict of Interest Laws and avoid any conduct which might result in or give the appearance of creating for Board members, officers or employees of the Authority in their relationship with the Contractor any conflicts of interest or favoritism and/or the appearance thereof or any conduct which might result in a Board member, officer or employee failing to comply with G.L., c. 268A. Non-compliance with these Conflict of Interest terms shall constitute a material breach of this Contract.

For purposes of this solicitation, it is understood and agreed that no gift, loan or other thing has been or will be given to any employee, agent or officer of PVRTA by the Proposer, Proposer's employees, subcontractors, or agents in connection with the award or performance of this Contract. It is further understood and agreed that no Board member, officer, or employee of PVRTA; no officer or employee of any independent authority or political subdivision of the Commonwealth of Massachusetts, no officer, employee, or elected official of the Commonwealth of Massachusetts, executive or legislative of any city, county, or town within the 24 cities and towns serviced by PVRTA; and no member or delegate to the Congress of the United States, during his/her tenure shall have any financial interest, direct or indirect, in this Contract or the proceeds thereof.

If, during the performance of this Contract and any extension thereof, the Contractor becomes aware of any relationship, financial interest, or other activity in which it or an affiliated person or company is involved which is not in compliance with these provisions, the Contractor shall promptly notify the Authority's Procurement Officer in writing and fully disclose all circumstances thereof. The Authority reserves the right to grant an exception to the requirements of this Section, if so allowed by law, and notify the Contractor thereof. If the Authority does not grant an exception, the Contractor shall, within ten (10) days of written notice from the Authority, take all action necessary to comply with the terms stated herein.

The Proposer shall certify compliance with these terms and the Massachusetts Conflict of Interest Laws (**Exhibit D**).

6.8 Protest Procedures

Protests relative to this procurement will be reviewed and adjudicated in accordance with PVRTA's Protest Procedures (**Exhibit J**). In the event that this procurement is federally funded with financial assistance from the Federal Transit Administration (FTA), interested parties may

elect to issue a protest to the FTA if the interested party believes that PVTa failed to follow the protest procedures identified above..

6.9 Security Requirements

The Proposer shall, if awarded the Contract, comply with PVTa's Security Requirements as stated. The Contractor shall:

- Submit a complete list of Contractor's employees, subcontractors, and agents that will perform work for PVTa under this Contract. At a minimum, the list shall include:
 - Name and Employee Number/Identifier
 - Job Title
 - Hours and Location of Work

Note: Immediate notification, in writing, is required for listed employees, subcontractors, and agents who leave Contractor's (direct or indirect) employment and/or any new employees, subcontractors or agents who are to be added to this list. Contractor is required to provide, upon request by PVTa, periodic updates of the list throughout the life of the Contract.

- Conduct for all current and future employees performing work under this Contract, a legally available criminal background check, including a Criminal Offender Record Information (CORI) background check with the Massachusetts Criminal History Systems Board and a driver's history check with the Massachusetts Registry of Motor Vehicles (if applicable). The CORI check shall include a Level II Sex Offenders Registry check. To the extent not already available to the Contractor, the Contractor shall apply for and make best efforts to obtain CORI access. This shall include requiring employees to obtain their own CORI check if the employer is unable to gain access to CORI. The Contractor shall provide written documentation to the Authority that demonstrates the Contractor's compliance with the requirements. Furthermore, the Contractor shall conduct these background and driver history checks every twelve (12) months, or as otherwise specified by PVTa. Any employee of the Contractor's with a history that includes a felony conviction, any conviction for theft, or who appears otherwise unsuitable to perform the work that is the subject of this solicitation throughout the Term of this Agreement or any extensions thereof, shall not be assigned by the Contractor to perform work under this Agreement.
- Distribute a PVTa-issued photograph identification badges to all Contractor employees, subcontractors, and agents who work on PVTa service. The badge shall have the name and a recent photograph of the employee, subcontractor or agent (i.e., within last three (3) years). No employee, subcontractor or agent of the Contractor will be allowed on PVTa property without wearing the PVTa-issued identification badge.
- Insure that Contractor's employees, subcontractors, and agents:
 - Are not allowed on PVTa property except as required for stated work
 - Are not allowed on PVTa property before and after service hours unless explicitly, contractually required to be there; and
 - Are forbidden from carrying firearms on PVTa property.
- Provide to PVTa, upon its request, any documents that pertain to:
 - Contractor employee, subcontractor or agent conduct on PVTa property
 - Security training; and
 - Monitoring/auditing of Contractor employees or agents while on PVTa property

- If, at any time during the term of this Agreement, and during any and all extensions thereof, PVRTA establishes new or revised security policies and procedures as they relate to the Contractor's performance under this Agreement, the Contractor shall comply with such policies and procedures as deemed reasonable by PVRTA and the Contractor.
- PVRTA takes seriously the retention of sensitive customer information critical to the business viability of the Authority. Moreover, the protection of this information is paramount because of the ever-present threat of theft and/or identity fraud. As the Authority and its Contractor(s) implement, upgrade, and extend their information technology systems and resources, they shall do so with respect to all applicable laws, regulatory compliance and best practices to maintain the confidentiality, integrity, and availability of sensitive customer information. Additionally, the Contractor(s) shall create an Information Privacy and Security policy to be approved by PVRTA.

6.10 Independent Contractor Status

Except where otherwise specifically identified in this proposal, it is understood and agreed that the Contractor, including its employees, subcontractors and agents, will be providing services under the Contract as an independent Contractor for PVRTA and that none of the subcontractors, agents or employees of the Contractor will be an employee or agent of the PVRTA. All liability to persons providing services for payment of charges related to wages or other compensation shall be the sole responsibility of Contractor.

6.11 Subcontracting of Work

If subcontractors are necessary to complete any functions of this contract, the Contractor must list the names and business locations of any proposed subcontractors, with their submitted Proposal. The Authority reserves the right to review and approve any subcontractors proposed by the Proposer. Any approval of the subcontractor shall not be construed as making the Authority party of such contract, giving the subcontractor privileges of contract with the Authority, or subjecting the Authority to liability of any kind to any subcontractor.

- The Contractor shall not subcontract for any of the services it is obligated to perform under the Contract without the written consent of PVRTA. Any subcontracting of the work approved in writing by the Authority shall not release the Contractor of its liability under the Contract.
- The subcontractor/supplier shall look only to the Contractor for the payment of claims of any nature whatsoever arising out of any subcontract. The Contractor shall include in all agreements with the subcontractor(s)/supplier(s), as pertaining to this contract, that its subcontractor(s)/supplier(s) shall make no claim whatsoever against the Authority, its members or agents, for any work performed or thing done by reason of the subcontract, or for any other cause whatsoever that may arise by reason of the relationship created between the Contractor and the subcontractor(s)/supplier(s) by the subcontract.

6.12 Transfer or Assignment of Contract

Neither the Contract nor any interest herein shall be assigned, pledged or otherwise transferred by the Contractor without the written consent of PVRTA, except in the case of a transfer of all or substantially all of the Contractor's assets provided that all obligations of this Contract are

assumed by the controlling entity. If the Contractor makes any such assignment, pledge or other transfer without the written consent of PVTa, the Contract shall be voidable at the election of PVTa. The PVTa's consent to any such assignment, pledge or other transfer may impose such additional conditions thereon as may be deemed necessary to ensure the performance of the terms of the Contract by the assignee. Moreover, unless otherwise agreed to in writing by PVTa, any transfer by the Contractor shall not release the Contractor of its liability under the Contract.

6.13 Entire Agreement

This Agreement and any attachments or documents incorporated herein by inclusion or by reference, constitutes the complete and entire Agreement between the Contractor and PVTa (hereinafter the "Parties") and supersedes any prior representations, understandings, communications, commitments, agreements or proposals, oral or written, and is not intended to confer upon any person other than the Parties any rights or remedies hereunder.

6.14 Severability

In the event any article, section, sub article, paragraph, sentence, clause, or phrase contained in the Contract shall be determined, declared, or adjudged invalid, illegal, unconstitutional, or otherwise unenforceable, such determination, declaration, or adjudication shall in no manner affect the other articles, sections, sub articles, paragraphs, sentences, clauses, or phrases of the Contract, which shall remain in full force and effect as if the article, section, sub article, paragraph, sentence, clause, or phrase declared, determined, or adjudged invalid, illegal, unconstitutional, or otherwise unenforceable, was not originally contained in the Contract.

6.15 Binding Effect

This Agreement shall be binding upon and shall inure to the benefit of the respective successors and permitted assigns of the Contractor and PVTa. The headings appearing at the beginning of the articles, sections, parts, paragraphs or subparagraphs in this Contract are not binding and have been inserted for identification and reference purposes only.

6.16 Modifications

This Agreement can only be modified by a written agreement duly signed by persons authorized to sign agreements on behalf of the Contractor and of PVTa. Any variance from the terms and conditions of this Agreement or any order or other written notification given by either Party to the other that is not duly authorized shall have no force or effect.

6.17 Precedence of Documents

In the event of an inconsistency or conflict in any of the terms and conditions, requirements or provisions contained in the documents that comprise this Agreement, the inconsistency shall be resolved by giving precedence, in descending order, to the following:

- FTA Master Agreement and Federally Required contract Clauses
- Contract and Contract Modifications
- Clarifications of Specifications Addenda
- General Terms and Conditions
- Technical Requirements and Specifications
- Contractor's Proposal

Either party to the Agreement shall not take advantage of any apparent error or omission in the Contract documents. If either party discovers such an error or omission, the party shall notify the other party immediately. The Authority shall then make such corrections and interpretations as may be deemed necessary for fulfilling the intent of the Contract.

6.18 No Waiver

None of the provisions of this Agreement, unless otherwise specified, shall be considered waived by either party hereto unless such waiver is in writing and signed by both parties. No such waiver shall be construed as a modification of any of the provisions of this Agreement or as a waiver of any past or future default or breach hereof, except as expressly stated in such waiver.

6.19 Legal Relations and Responsibility to the Public

6.19.1 Contractor Compliance

The Contractor shall keep fully informed and shall comply with the provisions of applicable federal, state, and municipal laws, rules, and regulations that in any manner regulate the Contractor's performance of this Contract and those engaged or employed with the services herein described, other than any such laws, rules and regulations that relate to PVRTA's own operations. The Contractor shall indemnify, protect, defend, and save harmless PVRTA and its officers, agents and employees harmless from all fines, penalties, and liabilities imposed upon PVRTA under any such laws, rules, and regulations by any public agency, authority or court having jurisdiction over the parties hereto when the imposition of same is attributable to the failure of the Contractor to keep fully informed and to comply with its obligations in this regard, provided that if any public agency, authority or court seeks to impose such fine, penalty or liability on PVRTA, the PVRTA shall promptly notify the Contractor and allow the Contractor, in consultation with PVRTA, to object to and defend such imposition.

6.19.2 Subcontractor Compliance

The Contractor shall be responsible for the compliance of its subcontractors/suppliers to the requirements of federal, state, and municipal laws, ordinances, rules, and regulations as may be applicable to the performance of such subcontractors or suppliers pursuant to this Agreement.

6.19.3 Change in Existing Law

The Contractor is subject to any existing or future valid legislative act, municipal ordinance, decree, order or regulation of any public body, commission or authority having jurisdiction over PVRTA, and order of decree by a court of competent jurisdiction to which PVRTA or any predecessor or successor in title may be a party, and, if the Contractor is unable to enjoy any or all of the privileges granted in the Contract, PVRTA shall not be liable to the Contractor in damages for breach of the Contract.

6.19.4 Laws to be Observed

The Contractor shall conform to all laws and regulations of the Commonwealth of Massachusetts and the Federal Government, as applicable to the Contract. It is further agreed between the parties hereto, that the Contractor, wherever incorporated and wherever allowed to do business, shall, in the event of any misunderstanding of the construction of the language contained in the Contract, violations of the terms of the Contract, and/or claims against the Authority, restrict its actions in seeking relief, recompense or damages to the processes in the venue of the Commonwealth of Massachusetts. No other action against the Authority, including the foregoing, shall be commenced in any other jurisdiction.

- If any discrepancy or inconsistency is discovered in the Contract in relation to any law, ordinance, regulations, order or decree, Contractor shall forthwith report the same to the Authority in writing.
- Contractor, if a foreign corporation (a corporation established, organized or chartered under laws other than those of the Commonwealth of Massachusetts) shall comply with the provisions of Mass General Laws, Chapter 156D Part 15 of the General Laws as amended:
 - The above Act provides that the Secretary of State for the Commonwealth of Massachusetts shall be appointed for the service of legal process in the case of a foreign corporation doing business in this Commonwealth.
 - Section Four of the Act requires every corporation to file with the Secretary copies of its charter, certificate of incorporation, a true copy of its by-laws and other information.
 - In addition to the above, Contractor shall file with the Authority a certificate from the Secretary of State for the Commonwealth of Massachusetts stating that the corporation has complied with Chapter 156D Part 15 and the date of compliance.

6.20 Massachusetts Required Certifications

With their submission, the proposer shall submit the following state required certifications (**Exhibit D**):

- Tax Compliance, M.G.L c. 62C, § 49A(b)
- Non-Collusion, M.G.L. c. 30B, § 10
- Right-To-Know Law, M.G.L c. 111F
- Doing Business with or in Northern Ireland, M.G.L. c. 7, §§ 22C-F
- Anti-Boycott, M.G.L. c. 151E
- Conflict of Interest Law

6.21 Federally Required Certifications

With their submission, the proposer shall submit the following federally required certifications (**Exhibit E**):

- Eligibility
- Public Contractor Debarment
- Anti-Lobbying
- Compliance

6.22 Notice Provisions

Any notice or communication to the Contractor shall be deemed served if delivered to the Contractor at the address named in the bid, or if deposited in the U.S. Post Office, postage prepaid, addressed to the Contractor as aforesaid; and the date of service shall be the date of such delivery, or, if mailed, five (5) days after such mailing.

6.23 Indemnification and Insurance Provisions

6.23.1 Indemnification by Contractor

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the Authority and its respective Advisory Board, employees and agents from and against all claims, damages, demands, losses, expenses, fines, causes of action, suits or other liabilities (including all costs of reasonable attorneys' fees, consequential damages, and punitive damages), arising out of or resulting from, or alleged to arise out of or arise from, the performance of Contractor's Work under the Contract whether such claim, damage, demand, loss or expense is attributable to bodily injury, personal injury, sickness, disease or death, or to injury to or destruction of tangible property, including the loss of use resulting there from; but only to the extent attributable to the negligence of the Contractor or contractor's employees, subcontractors and agents or any entity for which it is legally responsible or vicariously liable and; regardless whether the claim is presented by an employee of the Contractor. This indemnification shall survive the completion of the Work or the termination of the Contract.

6.23.2 Contractor Insurance Requirements

The Contractor agrees and acknowledges that the insurance coverage described in **Exhibit G** shall be primary for all those claims arising out of or from any negligence, alleged negligence, act or failure to act of the Contractor or Contractor's employees, subcontractors and agents, and that the Contractor will indemnify, defend and hold harmless the Authority, its Advisory Board, agents, servants, employees and assigns (collectively, Authority) from and against any and all loss, liability, claims, damage or expense (including, but not limited to, attorney's fees) arising out of or related to the Contractor's operation of the Authority's services.

The Contractor shall provide and maintain all insurance required by law for its employees, including, but not limited to, disability, workers compensation, and unemployment compensation, in accordance with statutory requirements of the Commonwealth of Massachusetts, wherein the services concerned with this RFP are to be provided. The Contractor shall obtain and maintain policies of public liability during the term of the Agreement, which shall provide coverage for claims for bodily injury and/or death, or property damage, arising out of, or based upon the operation of the leased vehicles by the Contractor. The Contractor shall provide adequate proof of the fulfillment of any of the requirements of this Section to PVTa within seven (7) calendar days after receipt of a written request.

6.24 Examination and Audit

The Contractor shall maintain and require its subcontractors to maintain, in accordance with generally accepted accounting principles, books, records, and other compilations of data

pertaining to the Contractor's services, delivery of materials, and other items in such detail as to substantiate claims for payment or for collections on behalf of the Authority under this Contract. Upon reasonable advance written notice, the Administrator of PVTa or a designated representative (including private auditing firm) shall have the right to examine and audit all data and records of the Contractor relating to its performance under the Contract.

The Contractor, upon seven (7) days advance written notice by PVTa, shall make available at its local office to PVTa personnel, its representatives or other authorized agencies, all records and data maintained by the Contractor for the purposes of performing financial, compliance, and performance audits related to the reimbursable costs under this Agreement. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract until the disposition of all such litigation, appeals, claims or exceptions related thereto.

6.25 Force Majeure

General – PVTa and the Contractor (the Parties) shall both be excused from performance of any obligations to the other under this Contract, where such non-performance is caused by an event beyond the non-performing Party's control which shall include, without limitation, any order, rule, or regulation of any federal, state, or local government body, agency, or instrumentality (other than orders relating to the correction by the Contractor of its non-compliance with applicable laws and regulations applicable to the performance of the Contract Services); natural disaster; or civil disorder, provided, however, that the Party excused hereunder shall use all reasonable efforts to minimize its non-performance and to overcome, remedy, or remove such event in the shortest practical time. The Contractor shall use all reasonable efforts to undertake and complete the repair, restoration, or replacement of any property, which is necessary for the provision of the Contract Services in accordance with the Scope of Services and shall resume normal Contract Services and performance of its other obligations under this Contract as soon as reasonably possible. In the event either Party fails or refuses to use all reasonable efforts as aforesaid, the continuation of an event beyond the control of such Party shall not be deemed an excuse for non-performance hereunder.

Labor Disputes – A work stoppage or other labor dispute shall not constitute an event beyond the Contractor's control if the Contractor fails as soon as reasonably possible to proceed to obtain an order of a court or administrative agency of competent jurisdiction to prevent the continuation of the same or if the Contractor fails to continue to obtain such order or pursue such other means of ending such strike, work stoppage or labor dispute if the court or administrative agency initially denies the Contractor's or PVTa's request for such order.

Weather Conditions not Force Majeure Events – Conditions caused by a storm or other weather condition shall not constitute an event beyond the Parties' control for the purposes of this section.

Excluded Events – The events described in paragraphs 1 and 2 of this Section 6.26 above shall not constitute force majeure events if the Contractor knew or should have known about the

event or the reasonable possibility of such event in advance of its occurrence and failed to take preventative or remedial measures to avoid or lessen the impact of such events.

6.26 Mutual General Representations and Warranties

6.26.1 Corporate Power

Each party represents (a) that it is duly incorporated, validly existing and in good standing under the laws of the state of its incorporation and (b) that it has full corporate power to own, lease, and operate its properties and assets, to conduct its business as such business is currently being conducted, and to consummate the transactions contemplated by this Agreement.

6.26.2 Authority

Each party represents that this Agreement has been duly authorized, executed and delivered and constitutes a valid and binding Agreement, enforceable against such party in accordance with this Agreement's terms, subject to the effect of bankruptcy, insolvency, moratorium and other laws now or hereafter in effect relating to and affecting the rights of creditors generally and to equitable principles of general application.

6.26.3 No Breaches

Each party represents that neither the execution nor delivery of this Agreement, nor the consummation of any of the transactions contemplated herein, will result in the breach of any term or provision of, or constitute a default under, any charter provision or bylaw, or material agreement (subject to any applicable required consent), order, law, rule or regulation to which it is a party or which is otherwise applicable to it.

6.27 Intellectual Property Rights

The Contractor shall grant the Authority intellectual property access and licenses deemed necessary for the work performed under this Agreement. The terms of an intellectual property agreement and software license rights are generally defined in the Technical Specifications and will be finalized prior to execution of this Agreement.

6.28 Fair Employment Practices

During the performance of this Contract, the Contractor agrees as follows:

- The Contractor will not discriminate against any employee or applicant for employment because of to race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only) (except as permitted by law), handicap (disability), mental illness, retaliation, sexual harassment, sexual orientation, active military personnel, and genetics. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

- The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record (inquiries only) (except as permitted by law), handicap (disability), mental illness, retaliation, sexual harassment, sexual orientation, active military personnel, and genetics
- The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of rules, regulations, and relevant orders of the United States Secretary of Labor.
- The Contractor will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders pertaining to fair employment practices.
- In the event of the Contractor's noncompliance with the nondiscrimination clauses of this Contract or with any of the said rules, regulations or orders, this Contract may be canceled, terminated, or suspended in whole or in part.
- Priority of Employment—It is PVTA's expectation that the Contractor will retain existing SATCo/VATCo employees unless cuts are required for efficiency, cost-savings, service reductions, or other reasons. Contractor shall give priority of consideration of employment to employees who had performed PVTA Services through FY2026, but whose employer was not awarded the contract to perform Service in FY2027 (Existing Employees) and meet such reasonable qualifications as are established by the Contractor. The Contractor shall describe the process by which it will comply with this subsection, including the procedure by which it will select Existing Employees to be interviewed, the criteria for evaluating them and additional training it will offer to assist Existing Employees in qualifying for available positions. Contractor shall also describe the process by which it will provide priority employment to Existing Employees as additional vacancies become available during the term of the Contract.
Note: Current Union Contracts/MOAs are available to any prospective proposer upon request. Requests must be made via email to LZak@pvta.com With a request, the proposer must send a signed copy of the Confidential Information Agreement located in **Exhibit B**.
- The Contractor shall, at a minimum, compensate "Existing Employees", if displaced by this Selection Process, at the wage levels in place on the date that the Request for Proposals was issued, which resulted in this Contract and with comparable health/dental benefits. The initial wage levels shall also be adjusted for inflation, using the most recent consumer price index for all urban consumers as published by the U.S. Department of Labor, Bureau of Labor Statistics Boston Region Office.

6.31 Continuity of Labor and Operations

The Contractor shall maintain staffing and labor relations sufficient to ensure continuous, safe, and reliable transit operations. The Contractor shall take all reasonable steps to prevent labor disputes, strikes, or other disruptions that could affect service.

In the event of an actual or threatened disruption, the Contractor shall immediately notify the Authority and provide a contingency plan to maintain service without interruption. The Contractor shall bear all costs associated with such events.

Nothing in this provision shall be construed to require or prohibit union activity or collective bargaining, or to interfere with rights protected by federal or state labor law. Failure to maintain service continuity may be deemed a material breach of contract, subject to remedies including termination for cause, assessment of liquidated damages, or other actions deemed appropriate by the Authority.

EXHIBITS

Proposers responding to this RFP must fully complete, sign, and submit the forms contained herein. All forms must be current and, if requested, must be notarized. Proposers shall not: (1) leave any section of a form blank; (2) mark any section of a form not applicable (N/A); (3) make reference to other documents; or (4) make any response conditional.

- General Information Form and Pre-Award Evaluation Data (See Exhibit A)
- Certificate of Authority (See Exhibit B)
- Signature Authorization (See Exhibit B)
- Affidavit of Compliance with Specifications (See Exhibit B)
- Financial Information Statement (See Exhibit B)
- Confidential Information Agreement (See Exhibit B)
- Cost Proposal Form (See Exhibit C)
- Certification of Tax Compliance (See Exhibit D)
- Certification of Non-Collusion (See Exhibit D)
- Right-To-Know Law Certification (See Exhibit D)
- Certification Regarding Companies Doing Business with or in Northern Ireland (See Exhibit D)
- Anti-Boycott Certification (See Exhibit D)
- Prohibit Use of Undocumented Workers Certification (See Exhibit D)
- Conflict of Interest Certification (See Exhibit D)
- Certification of Eligibility (See Exhibit E)
- Public Contractor Debarment Certification (See Exhibit E)
- Certification of Restrictions on Lobbying (See Exhibit E)
- Certification of Compliance (See Exhibit E)

EXHIBIT A

GENERAL INFORMATION FORM AND PRE-AWARD EVALUATION DATA

Name of Organization: _____

Telephone Number: _____

Years in Business: _____

Organization is (circle one):

Corporation

Partnership

Association

Joint Ventrue

Sole Proprietorship

Public Agency

Quasi-Public Agency

Other: (Explain) _____

1) Are you or your firm authorized to business in Massachusetts? ☐ Yes ☐ No

2) Are you or your firm a certified DBE? ☐ Yes ☐ No

3) Is this a local business? ☐ Yes ☐ No

4) This firm has been in continuous business under the present name for ____ years.

Organization's Address: _____

Name, Title and Telephone Number of the Organization's Authorized Representative:

Acknowledgment of received Addenda No(s): _____

The undersigned, being cognizant of the pages, documents and attachments concerned herewith agrees to provide PVTa with the Services described in the Request for Proposal dated _____. The stated Proposal shall be firm for two hundred (200) calendar days from the due date for this Proposal.

The Contractor hereby affirms that this Proposal is genuine, not a sham or collusive, and is not made in the interest of any person not therein named.

Authorized Signature _____

Date _____

Name of Organization: _____

Date Organized: _____ State Incorporated: _____

Names of Officers or Partners:

How long has your firm been in business under its present name? _____

Attach as SCHEDULE ONE a list of similar current contracts that demonstrates your technical proficiency, each with contract value amount, name of contracting party, type of work completed, and percentage of work completed to date.

Attach as SCHEDULE TWO a list of similar past contracts, each with contract amount, name of contracting party, and type of work completed in the last two years.

Attach as SCHEDULE THREE a detailed explanation for each occurrence in the last two years where your organization failed to complete contract where it was the low Proposer.

Attach as SCHEDULE FOUR a list of contracts, if any, on which failure to perform resulted in an assessment of liquidated damages.

Attach as SCHEDULE FIVE a statement by the financial institutions with which the Proposer conducts business.

Attach as SCHEDULE SIX a list of all principal subcontractors and the percentage and nature and value of work each will perform on this project. Principal items of work shall include, but not be limited to, those listed in the RFP.

I hereby certify that the above and the attached information is true and accurate to the best of my knowledge:

Signatory Name: _____

Authorized Signature: _____

Title: _____

Date: _____

EXHIBIT B

CERTIFICATE OF AUTHORITY, AFFIDAVITS, AND STATEMENTS

CERTIFICATE OF AUTHORITY

At a duly authorized meeting of the Board of Directors of _____
(Name of Corporation)

held on _____, 20__ it was VOTED that:

(Name) (Officer's Title)

of this corporation, be and he/she hereby is authorized to submit bids and proposals, execute contracts, deeds and bonds in the name and on behalf of said corporation, and affix its corporate seal hereto; and such execution of any contract, deed or obligation in this corporation's name on its behalf by said Officer under seal of the company, shall be valid and binding upon this corporation.

A True Copy

ATTEST:

TITLE:

PLACE OF BUSINESS:

I hereby certify that I am the clerk of the

that _____ is the duly elected

(Name)

said corporation, and that the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.

(Clerk)

CORPORATE SEAL:

SIGNATURE AUTHORIZATION

SUBMIT: SIGNATURE AUTHORIZATION, WHICH CONSISTS OF A CERTIFIED COPY OF THE RESOLUTION OF BYLAW OR POWER-OF-ATTORNEY AUTHORIZING THE OFFICER OR AGENT TO SIGN.

AFFIDAVIT OF COMPLIANCE WITH SPECIFICATIONS

State of _____

(Date) _____

County of _____

The undersigned being duly sworn, deposes and says that he/she is the

Sole Owner; Partner, President, Treasurer, or other duly authorized official of a corporation of

Name of firm as appearing in submitted proposal

for purposes of securing a Fixed-Route Management Services Contract with the Pioneer Valley Transit Authority and certifies under penalties of perjury that this entity's submission, including scope of work and all information provided herein is in 100% compliance with all specifications contained in the Authority's RFP #26-013 Documents, for said service, and that this entity is fully capable of performing said service, in accordance with the specifications and attached sample contract.

Signature and Title Person making Affidavit

On this ____ day of _____, 2026, before me, the undersigned notary public, personally appeared _____,

proved to me through satisfactory evidence of identification, which was

_____ (driver's license, passport, or other form of ID),

to be the person whose name is signed on the foregoing document and acknowledged to me that they signed it voluntarily for its stated purpose.

Notary Public

Printed Name: _____

My Commission Expires: _____

(Seal)

FINANCIAL INFORMATION STATEMENT

Respondents shall:

- (i) **furnish copies of audited financial statements that represent the financial position of the proposing entity**, and in the case of a partnership or joint venture, the partner companies or joint ventures, for the latest available twenty-four-month period, and
- (ii) certify that in the period following the most recently audited period, there have been no material adverse changes to the financial stability or viability of the proposing entity or its partner companies or joint ventures, as applicable.

Proposers shall also furnish such additional financial information as they determine is pertinent to demonstrating their ability to provide stable, reliable Fixed-Route Management Services throughout the Term of the Agreement.

The undersigned hereby certifies that the information provided above is true and accurate and that all attached financials are true and accurate.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

CONFIDENTIAL INFORMATION AGREEMENT

This form may be completed at any time and returned to LZak@pvta.com for access to current Union Contracts/MOAs relevant to this contract or other information required for the submission of a proposal.

The Pioneer Valley Transit Authority (PVTA) will provide certain Confidential Information related to RFP #26-013 with potential Proposers. The PVTA will provide this information for use during the proposal preparation period in written or electronic form and said Confidential Information shall be identified as confidential when disclosed.

During the proposal preparation period, the undersigned will treat any and all Confidential Information received from PVTA as such and agrees to not sell, transfer, disclose, display or otherwise make available to anyone, any part of such Confidential Information without prior written consent of the Authority.

The undersigned further agrees to limit access to PVTA Confidential Information to those of its employees, subcontractors, suppliers, and agents reasonably requiring access for the purposes of preparing a proposal in response to RFP #26-013 and who are obligated to treat the information in the way provided for herein with regard to confidentiality, use, and non-disclosure.

The undersigned agrees to return or destroy in a PVTA-approved manner all Confidential Information received from PVTA at any time upon request by PVTA.

This Agreement shall be effective for the entire proposal preparation period as outlined in the RFP unless otherwise extended by PVTA.

The foregoing is understood and agreed to.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

EXHIBIT C

COST PROPOSAL FORM

This line price information shall be used in the evaluation of Proposals. The Proposer may be asked to provide additional detailed cost information.

Management Fee Total Price (inclusive of key personnel labor, all overhead, profit, and other costs)

Base Contract Term

Total Price Year 1: _____

Total Price Year 2: _____

Total Price Year 3: _____

Option Year (only exercised upon mutual agreement of both parties, this price will be included in cost proposal evaluation)

Total Price Year 4: _____

TAXES: The PVTa shall furnish state and federal tax exemption certificate numbers to successful Proposer for any sales, excise, use and disposal tax or fees imposed upon the goods sold or services rendered hereunder.

SIGNATURE of PREPARER: _____

NAME and TITLE: _____

PROPOSER: _____

DATE: _____

COST TABLE				
	Year 1	Year 2	Year 3	Year 4 (Option)
Direct labor (salary)				
Fringe				
Overhead				
G&A				
Profit				
Other direct costs (explain)				
Total Annual Price (Management Fee)				
Total Monthly Price (Management Fee 12-month breakdown)				

All amounts must be displayed in dollar value, not percentages

EXHIBIT D

MASSACHUSETTS REQUIRED CERTIFICATIONS

CERTIFICATION OF TAX COMPLIANCE

Pursuant to Chapter 62C of the Massachusetts General Laws, Section 49A(b), I,

_____, authorized signatory for _____, do hereby
certify under the pains and penalties of perjury that said contractor has complied with all laws of the
Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and
withholding and remitting child support.

Signature: _____

Title: _____

Tax Identification Number: _____

Date: _____

CERTIFICATION OF NON-COLLUSION

The Undersigned certifies, under penalties of perjury:

That this Proposal has been made by the Proposer independently, and has been submitted without collusion, and without any agreement, understanding, or planned common course of action with any other vendor of materials, supplies, equipment, or services described in this procurement document, designed to limit independent bidding or competition;

That the contents of the proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or agent of the Proposer or its surety or any bond furnished with the proposal and will not be communicated to any such person prior to the official awarding of this procurement.

I have fully informed myself regarding the accuracy of the statement made in the certificate.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

RIGHT-TO-KNOW LAW CERTIFICATION

The undersigned hereby certifies that the Proposer, if awarded this Contract, will fully comply with the Massachusetts Right-to-Know Law, M.G.L c. 111F, including:

1. Obtaining a Materials Safety Data Sheet, (MSDS) for all substances or mixtures of substances that appear on the Massachusetts Substance List that the Contractor or any of its subcontractors brings to or uses on the work site and will keep a copy of that MSDS on the work site of this Contract.
2. Labeling each container of a substance or mixture of substances on the Massachusetts Substance List as required in Section 7 of the Act.
3. Providing the same training and non-technical instruction that the Contractor is required to provide under Section 15 of the Act to all PVTA employees who are exposed to the substance or to the mixture of substances. Training shall include instruction on the nature and effects of any substance or mixture of substances listed on the Massachusetts Substance List, which the Offeror or any of his/her subcontractors brings to or uses on the worksite.
4. Providing PVTA employees while at the work site, with the same protective equipment that the Contractor and its subcontractors provide to its employees.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

**CERTIFICATION REGARDING COMPANIES DOING BUSINESS WITH OR IN
NORTHERN IRELAND**

Pursuant to M.G.L. c. 7, §§ 22C–22F, the undersigned certifies that, if the Contractor or any of its affiliates conducts business operations in Northern Ireland, such business operations do not discriminate in employment, compensation, or the terms, conditions, and privileges of employment on account of religious or political belief, and the Contractor promotes freedom of workplace opportunity and the rights of individuals, consistent with the MacBride Principles.

If the Contractor has no business operations in Northern Ireland, it so certifies below.

In addition, the Contractor agrees to notify PVTa in writing of any change in circumstances with respect to this certification during the term of the Contract and understands that any misrepresentation or failure to notify may result in termination of the Contract or other sanctions as provided by law.

Signed under the pains and penalties of perjury this ____ day of _____, _____

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

ANTI-BOYCOTT CERTIFICATION

Pursuant to the provisions of M.G.L. c. 151E and Section 999(b)(3) and (4) of the Internal Revenue Code of 1954, as amended, the Contractor certifies that, during the term of this Contract, neither it nor any affiliated company participates in or cooperates with an international boycott, nor engages in conduct declared unlawful by M.G.L. c. 151E, § 2.

In the event of a breach of this certification, the [Agency/Authority Name] shall have the right to rescind this Contract and pursue such other remedies as provided by law or equity.

For purposes of this certification, an “affiliated company” means any business entity of which at least fifty-one percent (51%) of the ownership interests are directly or indirectly owned or controlled by the Contractor; or which directly or indirectly owns or controls at least fifty-one percent (51%) of the ownership interests of the Contractor; or any business entity that is under common ownership or control with the Contractor.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

PROHIBIT USE OF UNDOCUMENTED WORKERS CERTIFICATION

It is the policy of the Commonwealth of Massachusetts Executive Branch to prohibit the use of undocumented workers in connection with the performance of state contracts. This certification is required under Executive Order No. 481, effective February 23, 2007.

As a condition of receiving Commonwealth funds under this contract, the Contractor hereby certifies and agrees as follows:

1. The Contractor shall not knowingly use undocumented workers in connection with the performance of any Executive Branch contract.
2. Pursuant to federal law, the Contractor shall verify the immigration status of all workers assigned to such contracts through proper completion of the federal Form I-9 or other lawful verification procedures, without engaging in unlawful discrimination.
3. The Contractor shall not knowingly or recklessly alter, falsify, or accept altered or falsified documents from any such worker(s).
4. The Contractor understands and agrees that a breach of any of these terms during the contract period may be regarded as a material breach, subjecting the Contractor to sanctions including, but not limited to, monetary penalties, withholding of payments, suspension, or termination of the contract.

By signing below, the undersigned certifies under the pains and penalties of perjury that the Contractor will comply with the requirements of Executive Order No. 481 throughout the term of the contract.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

CONFLICT OF INTEREST CERTIFICATION

The undersigned hereby certifies under the pains and penalties of perjury that the Proposer and all of its employees, agents, and subcontractors shall comply with the **Massachusetts Conflict of Interest Law, M.G.L. c. 268A**, and with all **conflict of interest provisions contained in these Contract Documents**, including but not limited to those stated in **Section 6.7** of the General Conditions.

The Proposer further certifies that:

1. No officer, employee, agent, or public official of the Commonwealth or the Authority has or shall have any direct or indirect financial or personal interest in this procurement or any resulting contract;
2. The Proposer has not offered or given, and shall not offer or give, any gratuity, favor, or thing of value to any officer, employee, or agent of the Authority with the intent to influence the awarding or administration of this contract; and
3. The Proposer understands that violation of **M.G.L. c. 268A** may constitute grounds for civil or criminal penalties and for termination of any resulting contract for cause.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

EXHIBIT E

FEDERALLY REQUIRED CERTIFICATIONS

CERTIFICATION OF ELIGIBILITY

_____ hereby certifies that neither
(Name of Company)

it nor its "principals" is included on the U.S. Comptroller General's Debarred Proposers List.

Further, the Proposer certifies to the best of its knowledge and belief that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participating in this transaction by any Federal department or agency.

Have not, within a three-year period preceding the date of this Proposal, been convicted of or had a civil judgment rendered against it for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction, violation of Federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property.

Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in Paragraph B of this Certification.

Do not have any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

Was not convicted of the felony criminal violation under any Federal law within 24 months preceding the date of this Proposal.

Have not, within a three-year period preceding the date of this Proposal, had one or more public transactions (Federal, State or local) terminated for cause or default.

Where the Proposer is unable to certify to any of the statements in this certification, such Proposer shall include an explanation in such regard with its Proposal.

(Check One)

_____ I DO CERTIFY

_____ I DO NOT CERTIFY

Authorized Signatory Name: _____

Signature: _____

Title: _____

Date: ____ / ____ / ____

PUBLIC CONTRACTOR DEBARMENT CERTIFICATION

The undersigned certifies under penalty of perjury that the said undersigned is not presently debarred from the award of any contract for public (local, state, or federal) work by the Federal Government or in the Commonwealth of Massachusetts under provisions of 2 CFR 180, subpart C, as adopted and supplemented by U.S. DOT regulations at 2 CFR Part 1200 and Massachusetts G.L. c. 29, §29F, G.L. c. 149, §44C or G.L. c. 7, §38D, or any other applicable state or federal debarment provision, statute, rule or regulation.

Authorized Signature: _____

Name: _____

Firm: _____

Title: _____

Date: ____ / ____ / ____

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, _____, of _____,
Name & Title Name of Firm

hereby certify that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form, "Disclosure Form to Report Lobbying," in accordance with its instruction as amended.

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements), and that all subrecipients shall certify and disclose accordingly.

The undersigned acknowledges that this certification is a material representation of fact, upon which reliance is placed at the time that the transaction concerned herewith was made or entered into, and that submission of this certification is a prerequisite for making or entering into such transaction imposed by Section 1352, Title 31, U.S. Code as amended. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000, and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The undersigned certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the undersigned understands and agrees that the provisions of 31 US Code A3801, et seq., apply to this certification and disclosure, if any.

Executed this _____ day of _____, 20_____.

By: _____
Signature & Title of Authorized Official

CERTIFICATION OF COMPLIANCE

I, _____,
Name & Title

hereby certify that _____ and any required subcontractors have
Name of Firm

established and implemented or will establish and implement, during the entire term of this contract, an anti-drug and alcohol misuse prevention program(s) in accordance with the terms of 49 CFR Part 653, Part 654 and Part 40.

Authorized Signature: _____

Date: ____ / ____ / ____

EXHIBIT F

PVTA'S RESERVATION OF RIGHTS AND DISCLAIMERS

Notwithstanding anything to the contrary in this RFP, and in addition to and not in limitation of the other provisions of the RFP, PVTA reserves the following rights and makes the following disclaimers:

The PVTA is requesting responses to this RFP pursuant to its determination that such a process best serves the interests of PVTA and the general public, and not because of any legal requirement to do so.

The PVTA shall not be responsible in any manner for any costs associated with responses to this RFP.

The PVTA reserves the unqualified right, in its sole and absolute discretion, to undertake discussions with one or more Proposer or any third party, to waive any irregularities, to waive defects or non-compliance in the filing or contents of any Proposal, and to proceed with that Proposal, or elements of one or more Proposals, if any, which in its sole judgment shall, under the circumstances, best serve PVTA's interest.

The PVTA reserves the unqualified right to amend the terms of this RFP at any time, and to solicit and accept modifications to any Proposal at any time when it is in the best interest of PVTA to do so.

The PVTA reserves the unqualified right, in its sole and absolute discretion, to choose or reject any Proposal received in response to this RFP, either on the basis of an evaluation of the factors listed in this RFP or for other reasons, whether or not any Proposal offers the highest monetary compensation to PVTA or any other public entity.

The PVTA reserves the unqualified right, in its sole and absolute discretion, to reject any and all Proposals or to suspend or abandon this RFP process at any time, with no recourse for any Proposer.

The information contained in this RFP and in any subsequent addenda or related documents is provided as general information only. The furnishing of such information by PVTA shall not create or be deemed to create any obligation or liability upon it for any reasons whatsoever, and each recipient of the RFP, by submitting a Proposal to PVTA, expressly agrees that it has not relied upon the foregoing information, and that it shall not hold PVTA, or any third party who advised or prepared a report for PVTA, liable or responsible therefore in any manner whatsoever.

The PVTA may, at any time, request further information from any Proposer, interview any Proposers to more fully understand their responses to this RFP, and require any Proposer to arrange a site visit for its Selection Committee.

The PVTA reserves the right, in its sole discretion, to develop the project on any schedule and use any chosen approach.

Neither the expression of any Proposer's interest, nor the submission of any Proposer's qualifications and any documents or other information, nor the acceptance thereof by PVTA, nor any

correspondence, discussions, meetings or other communications between a Proposer and PVTa, nor a determination by PVTa that the Proposer is qualified hereunder, shall:

- (i) impose any obligation on PVTa to include the Proposer in any such further procedures which PVTa may utilize prior to the final selection of a Proposer,
- (ii) be deemed to impose any obligation whatsoever on PVTa to select the Proposer, or to enter into negotiations with the Proposer, or
- (iii) entitle the Proposers to any compensation or reimbursement for any costs or expenses incurred by the Proposer in connection with the Proposer's submission hereunder.

No costs of responding to the RFP or any addenda thereto, nor of the attending any subsequent interviews or meetings in connection with this development opportunity, shall be reimbursed by PVTa.

The PVTa may consult individuals familiar with each Proposer regarding the Proposer's prior operations and development or management projects, financial plan, past performance, experience and qualifications, or other matters, whether or not the specific individuals are identified in the Proposal. Submission of a Proposal in response to this RFP shall constitute permission for PVTa to make such inquiries, and authorization to third parties to respond thereto.

The individual responses to this RFP, including all drawings, plans, photos and narrative material shall become the property of PVTa upon their receipt thereof. The PVTa shall maintain the confidentiality of any material that is provided in response to this RFP and clearly marked "Confidential", to the maximum extent possible, in a manner consistent with applicable law. Given the liberal nature of the Commonwealth's public records law, Proposers shall nevertheless be aware that any information given to PVTa in response to this RFP or any correspondence, discussion, meeting, or other communication between the Proposer and the PVTa before, with, or after the submission of the response, either orally or in writing, may not be, or may not be deemed to have been, proprietary or confidential.

Neither the members of PVTa nor any individual member, nor any officer, agent, or employee thereof shall be charged personally by a Proposer or any third party with any liability or held liable to it under any term or provision of this RFP nor any statement made herein.

The PVTa reserves the unqualified right, in its sole and absolute discretion, to disqualify any team, firm, or individual from any phase or component of the selection process or this development opportunity, due to:

- (i) felonious or other criminal record in any jurisdiction (domestic or foreign);
- (ii) a determination by PVTa that the Proposer has failed to disclose any matter that materially relates to the fitness or ability of the Proposer to perform the work and Services associated with this development opportunity, or a conflict of interest; or
- (iii) a determination that such disqualification would serve the public interest.

The PVTa reserves the unqualified right to:

- (i) disqualify any prospective Proposer or reject any response at any time solely on the grounds that a real or perceived legal or policy conflict or interest is presented;
- (ii) require any prospective Proposer to take any action or supply any information necessary to remove the conflict, including without limitation, obtaining an opinion from the State Ethics Commission; or
- (iii) terminate any contract arising out of this RFP if, in the opinion of PVRTA, any such relationship would constitute or have the potential to create a real or perceived conflict of interest.

EXHIBIT G

REQUIRED INSURANCE

All Vendors and their Subcontractors shall purchase and maintain insurance of the following types of coverages and limits of liability prior to the commencement of the Vendor's Work. Such coverage shall remain in effect for the entire term of the Vendor's Work and shall be obtained at the sole cost and expense of the Vendor. Evidence of all insurance coverage must be provided to Leland Zak, PVTA Procurement Officer prior to the commencement of the Vendor's Work in the form of insurance certificates and/or insurance policies, endorsements and riders.

The Contractor shall maintain the following insurance in force and effect during the term of services provided under this procurement. Liability policies shall name the Authority as an additional insured for the successful Contractor's full limits of coverages. The insurance will protect the Contractor and the Authority from claims that may arise from the successful Contractor's negligence, alleged negligence, acts or omissions. The insurance coverage must be provided through insurance company/companies licensed to do business in the Commonwealth of Massachusetts and be acceptable to the Authority. The minimum limits of liability acceptable to the Authority include:

1. Commercial General Liability ("CGL")

(a) Limits of Insurance of not less than:

\$1,000,000	Each Occurrence
\$1,000,000	Personal and Advertising Injury
\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$50,000	Fire Damage
\$5,000	Medical Expense

(b) If the CGL coverage contains a General Aggregate Limit, such General Aggregate shall apply separately to each project or contract

(c) CGL coverage shall be written, and include the Broad Form Endorsement, on ISO Occurrence form CG 00 01-1093 or a substitute form providing equivalent coverage and shall cover liability arising from yet not limited to premises, operations, independent contractors, products – completed operations, and personal and advertising injury.

(d) The PVTA, and all other parties required of the PVTA shall be included as insureds on the CGLs, using ISO Additional Insured Endorsement CG 20 10 (11 85) or CG 20 10 (10 93) **and** CG 20 37 (10 01) or CG 20 33 (10 01) and CG 20 37 (10 01) or a substitute providing equivalent coverage to the additional insureds. This insurance for the additional insureds shall be as broad as the coverage provided for the named insured Contractor(s). It shall apply as primary and noncontributing insurance before any other insurance or self-insurance, including any deductible maintained by or provided to the additional insureds.

2. Automobile Liability

- (a) Business Automobile Liability with limits of not less than \$1,000,000 combined single limit.
- (b) PVTAs and all other parties required of the PVTAs shall be included as additional insureds on the auto policy.
- (c) Business Auto coverage must include coverage for liability arising out of all owned, leased, hired, and non-owned automobiles.
- (d) Business auto policy must include broadened pollution endorsement.

3. Commercial Umbrella

- (a) Umbrella limits must be at least \$5,000,000 with a per project aggregate.
- (b) Umbrella coverage must include as insureds all entities that are additional insureds on the CGL.
- (c) Umbrella coverage for such additional insureds shall apply as primary and noncontributing insurance before any other insurance or self-insurance, including any deductible maintained by, or provided to the additional insureds other than the CGL, Auto Liability, and Employers Liability coverages maintained by the Contractor.

4. Workers Compensation and Employers Liability

- (a) Employers Liability Insurance limits must be at least \$500,000 each accident for bodily injury by accident, \$500,000 each employee for injury by disease, and \$500,000 each disease – policy limit.

5. Professional Liability Policy

- (a) Professional limit must be at least \$1,000,000 per incident with a per project aggregate.
- (b) Professional coverage must include as insureds all entities that are additional insureds on the CGL.

6. Employment Practices Liability (EPLI)

- (a) EPLI limit must be at least \$1,000,000 per incident.
- (b) EPLI policy must include coverage for third parties.

7. Employee Benefits Liability (EBL)

- (a) \$1,000,000 per incident.
- (b) \$2,000,000 aggregate

8. Crime

- (a) \$250,000 employee theft
- (b) \$250,000 forgery or alteration
- (c) \$250,000 computer fraud
- (d) \$250,000 funds transfer fraud

9. Fiduciary Liability

- (a) \$1,000,000 limit of liability

Waiver of Subrogation

The Contractor waives all rights against PVTa and their agents, officers, directors, and employees for recovery of damages to the extent these damages are covered by commercial general liability, commercial umbrella liability, business automobile liability, or workers compensation and employers liability insurance maintained per the requirements stated above.

Insurance Companies

All policies are to be issued and underwritten by insurance companies having an A.M. Best Rating of "A" or better. Insurers must provide PVTa with thirty (30) day notice of cancellation on all policies. Vendor must provide replacement certificates of insurance to PVTa at least thirty (30) days prior to the expiration or renewal date of each insurance policy.

NOTE: All policies, except Workers' Comp, shall identify PVTa as an additional insured and shall provide that PVTa shall receive written notification at least 30 (thirty) calendar days prior to the effective date of any amendment or cancellation. Certificates evidencing all such coverage shall be provided to PVTa upon the execution of this Contract, but before the Project begins, and at least ten (10) calendar days prior to the renewal of any such coverage. Each such certificate shall specifically refer to this Contract and shall state that such insurance is as required by this Contract. Failure to provide or to continue in force such insurance shall be deemed a material breach of this Contract and shall be grounds for immediate termination

The Contractor will be responsible for paying all vehicle insurance during the term of procured service.

The Authority reserves the right to increase the amount or types of coverage after written notice to the Contractor at any time. In any event, such insurance coverage shall comply with statutory and regulatory requirements. Any variances from the minimum types and amounts of insurance coverage shall be considered by the Authority upon written request from the Contractor explaining the reasons therefore, and may be allowed at the sole discretion of the Authority and only after written notice to the Contractor.

Specified Policies. Any insurance policy which the Authority shall be required to purchase and maintain, shall be in such form as is appropriate in the sole determination of the Authority. Contractor acknowledges and agrees that, due to the nature of the insurance industry and the potential losses sought to be covered by the policy referenced in this Article, it may not be possible, practicable, convenient or economical for the Authority to purchase and maintain said insurance in the Coverage Amount. Therefore, the Authority reserves the right to change, in its sole discretion and for any reason, the Coverage Amount, and doing so shall not constitute a breach of this Agreement and shall not give rise to any claim by the Contractor. Upon written request of the Contractor, the Authority shall furnish to the Contractor a certificate of insurance evidencing that such insurance may be in effect.

Processing of Claims. Contractor shall provide prompt written notice to the Administrator of the Authority, or a designee of the Administrator, of any and all claims made by or against the Contractor, and/or the Authority, in connection with this Agreement and the Paratransit Agreement. Contractor shall also provide prompt written notice to Contractor's insurance company of any and all claims made

by or against the Contractor, and/or the Authority, in connection with this Agreement and the Paratransit Agreement.

The Authority reserves the right to process, negotiate, settle, defend or prosecute any claims. The Authority shall also have the right to engage the services of its own claims representative or attorney in regard to such claims; however, the fees, expenses or other charges and costs relative thereto shall be borne by the Authority.

The Contractor shall have the right to engage the services of its own claims representative or attorney in regard to such claims; however, the fees, expenses or other charges and costs relative thereto shall be borne by the Contractor, and shall not be construed to be part of any compensation to be paid by the Authority pursuant to the terms of the Paratransit Agreement, whether by way of reimbursement or otherwise.

The Contractor shall have the sole responsibility for the processing, negotiation, settlement, defense or prosecution of said claims and any other claim not covered by any insurance policy.

Certificate of Insurance. The Contractor shall not commence work under this Contract until it has obtained all insurance required under this paragraph and such insurance has been approved by PVTa. PVTa shall be supplied with signed certificates of such insurance at least ten (10) business days prior to the commencement of any work under this Contract. Any deductible shall be the responsibility of the Contractor or Subcontractor.

Additionally Insured Requirement. PVTa shall be listed as an "additional insured" on all policies as its interests appear under the terms of the contract. At the request of PVTa the Contractor shall have its insurance company mail a complete copy of the policy within thirty, (30) days of such request.

Insurance Review. All insurance is subject to review by an insurance agent/consultant chosen by the Authority in the event the Authority deems it necessary.

EXHIBIT H

FEDERALLY REQUIRED CONTRACT CLAUSES

The FRC Clauses shall apply equally to the Contractor as they do to the Authority, and the Contractor shall indemnify and hold the Authority harmless for any liability it may incur as a result of the Contractor's failure to act in compliance with the FRC Clauses.

No Federal Government Obligations to Third Parties *Applicable to all contracts*

In connection with the Project, the Contractor acknowledges that, absent the Federal Government's express written consent, the Federal Government shall not have any commitment or liability related to the Underlying Agreement, to any Third Party Participant at any tier, or to any other person or entity that is not a party (FTA or the Recipient) to the Underlying Agreement; and notwithstanding that the Federal Government may have concurred in or approved any Solicitation or Third Party Agreement at any tier that may affect the Underlying Agreement, the Federal Government does not and shall not have any commitment or liability to any Third Party Participant or other entity or person that is not a party (FTA or the Recipient) to the Underlying Agreement. The Contractor shall include the substance of this clause in each subcontract (FTA Master Agreement v33 § 3(l)).

False or Fraudulent Statements or Claims *Applicable to all contracts*

The Contractor acknowledges and agrees that: (1) Civil Fraud. The Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 et seq., and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to the Contractor's activities in connection with the Project. By executing the Grant Agreement, Cooperative Agreement, or Contract for the Project, the Contractor certifies or affirms the truthfulness and accuracy of each statement it has made, it makes, or it may make in connection with the Project. In addition to other penalties that may apply, the Contractor also acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, certification, assurance, or representation to the Federal Government, the Federal Government reserves the right to impose on the Contractor the penalties of the Program Fraud Civil Remedies Act of 1986, as amended, to the extent the Federal Government deems appropriate. (2) Criminal Fraud. If the Contractor makes a false, fictitious, or fraudulent claim, statement, submission, certification, assurance, or representation to the Federal Government or includes a false, fictitious, or fraudulent statement or representation in any agreement with the Federal Government in connection with a Project authorized under 49 U.S.C. chapter 53 or any other Federal law, the Federal Government reserves the right to impose on the Contractor the penalties of 49 U.S.C. § 5323(l), 18 U.S.C. § 1001 or other applicable Federal law to the extent the Federal Government deems appropriate (FTA Master Agreement v33 § 4)).

Access to Third Party Contract Records and Audits *Applicable to all contracts*

The Contractor agrees to provide, and require its third party subcontractors (at as many tiers as required), to provide to the U.S. Secretary of Transportation and the Comptroller General of the United States or their duly authorized representatives, access to all third party contract records (at any tier) pertinent to the Federal award to perform audits, execute site visits, or for any other official use and to

any further extent required by 49 U.S.C. § 5325(g), and 2 CFR §§ 200.337–338. The Contractor further agrees to require its third party subcontractors (at any tier), to provide sufficient access to third party procurement records as needed for compliance with Federal regulations or to assure proper Project management as determined by FTA (FTA Master Agreement v33 § 16(s)).

Changes to Federal Requirements *Applicable to all contracts*

The Contractor acknowledges that Federal laws and regulations control Project award and implementation. The Contractor also acknowledges that Federal directives, as defined in the Master Agreement, set forth Federal terms applicable to the Project, except to the extent that FTA determines otherwise in writing. Thus, FTA strongly encourages adherence to applicable Federal directives. The Contractor understands and agrees that unless FTA has provided express written approval of an alternative procedure or course of action differing from a procedure or course of action set forth in the applicable Federal directive, the Awarding Authority and/or the Contractor may incur a violation of the terms of the Grant Agreement or Cooperative Agreement or the Master Agreement if it implements an alternative procedure or course of action not approved by FTA. The Contractor understands and agrees that Federal laws, regulations, and directives applicable to the Project and to the Applicant on the date on which the FTA Authorized Official awards Federal assistance for the Project may be modified from time to time. In particular, new Federal laws, regulations, and directives may become effective after the date on which the Applicant executes the Grant Agreement or Cooperative Agreement for the Project, and might apply to that Grant Agreement or Cooperative Agreement. The Contractor understands that the most recent of such Federal laws, regulations, and directives will govern the administration of the Project at any particular time, except to the extent that FTA determines otherwise in writing. FTA's written determination may take the form of a Special Condition, Special Requirement, Special Provision, or Condition of Award within the Grant Agreement or Cooperative Agreement for the Project, a change to an FTA directive, or a letter to the Applicant/Contractor signed by the Federal Transit Administrator or his or her duly authorized designee, the text of which modifies or otherwise conditions a specific provision of the Grant Agreement or Cooperative Agreement for the Project or the Master Agreement. To accommodate changing Federal requirements, the Contractor agrees to include in each agreement with each subcontractor implementing the Project notice that Federal laws, regulations, and directives may change and that the changed requirements will apply to the Project, except to the extent that FTA determines otherwise in writing. All standards or limits in the Grant Agreement or Cooperative Agreement for the Project, and in the Master Agreement are minimum requirements, unless modified by FTA. The Contractor and each of its subcontractors shall comply with all applicable FTA regulations, policies, procedures, and directives, including those listed in FTA Master Agreement v33, 2 CFR Part 200, FTA Circular 4220.1G, and 49 U.S.C. Chapter 53, as amended by the FAST Act and the Infrastructure Investment and Jobs Act (IIJA/BIL) (FTA Master Agreement v33 § 3(i)(6)).

Termination *Applicable to all contracts over \$10,000*

Upon written notice, the Contractor understands that the Federal Government may suspend or terminate all or any part of the Federal assistance to be provided for the Project if the Contractor has violated the terms of the Grant Agreement or Cooperative Agreement for the Project including the Master Agreement, or if the Federal Government determines that the purposes of the laws authorizing the Project would not be adequately served by the continuation of Federal assistance for the Project. The Contractor understands and agrees that any failure to make reasonable progress on the Project or

violation of the Grant Agreement or Cooperative Agreement for the Project, or the Master Agreement that endangers substantial performance of the Project shall provide sufficient grounds for the Federal Government to terminate the Grant Agreement or Cooperative Agreement for the Project. In general, termination of Federal assistance for the Project will not invalidate obligations properly incurred by the Contractor before the termination date to the extent those obligations cannot be canceled. If, however, the Federal Government determines that the Contractor has willfully misused Federal assistance by failing to make adequate progress, failing to make reasonable and appropriate use of Project property, or failing to comply with the terms of the Grant Agreement or Cooperative Agreement for the Project including this Master Agreement, the Federal Government reserves the right to require the Contractor to refund the entire amount of Federal assistance provided for the Project or any lesser amount as the Federal Government may determine. Expiration of any Project time period established for the Project does not, by itself, constitute an expiration or termination of the Grant Agreement or Cooperative Agreement for the Project. (2 CFR § 200.340–343).

Termination for Convenience (General Provision)

The PVTa may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Government's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to PVTa to be paid the Contractor. If the Contractor had any property in its possession belonging to the PVTa, the Contractor will account for the same and dispose of it in the manner the PVTa directs.

Termination for Default [Breach or Cause] (General Provision)

If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the PVTa may terminate this contract for default. Termination shall be effected by serving a notice of termination on the Contractor setting the manner in which the Contractor is in default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract. If it is later determined by the PVTa that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the PVTa, after setting up a new delivery performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

Opportunity to Cure (General Provision)

The PVTa in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions. If Contractor fails to remedy to PVTa 's satisfaction the breach or default or any of the terms, covenants, or conditions of this contract within [ten (10) days] after receipt by Contractor of written notice from the PVTa setting forth the nature of said breach or default, PVTa shall have the right to terminate the contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude PVTa from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach

In the event that PVTa elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by PVTa shall not limit PVTa's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

Termination for Default (Construction)

If the Contractor refuses or fails to prosecute the work or any separable part, with diligence that will ensure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provisions of this contract, the PVTA may terminate this contract for default. The PVTA shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The PVTA may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Recipient resulting from the Contractor's refusal or failure to; complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the PVTA in completing the work. The Contractor's right to proceed shall not be terminated nor the Contractor charged with damages under this clause if

1. the delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include, acts of God, acts of PVTA, acts of another Contractor in the performance of a contract with the PVTA, epidemics, quarantine restrictions, strikes, freight embargoes; and
2. the Contractor within [10] days from the beginning of any delay, notifies the PVTA in writing of the causes of delay. If in the judgment of the PVTA, the delay is excusable, the time for completing the work shall be extended. The judgment of the PVTA shall be final and conclusive on the parties, but subject to appeal under the Disputes clauses.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of the PVTA (FTA Master Agreement v33 § 16(d)(2)).

Civil Rights *Applicable to all contracts*

The Contractor agrees to comply with all applicable civil rights laws, regulations and directives, except to the extent that the Federal Government determines otherwise in writing. These include, but are not limited to, the following:

- a. Nondiscrimination in Federal Public Transportation Programs. The Contractor agrees to comply, and assures the compliance of each subcontractor, lessee, or third party contractor at any tier of the Project, with the provisions of 49 U.S.C. § 5332, which prohibit discrimination on the basis of race, color, creed, national origin, sex, or age, and prohibits discrimination in employment or business opportunity.
- b. Nondiscrimination Title VI of the Civil Rights Act. The Contractor agrees to comply, and assures the compliance of each subcontractor, lessee, or third party contractor at any tier of the Project, with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. §§ 2000d et seq., and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act," 49 C.F.R. Part 21. Except to the extent FTA determines otherwise in writing, the Contractor also agrees to comply with all applicable provisions of FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients (2012), any subsequent amendments, and any other applicable Federal directives that may be issued.

- c. **Equal Employment Opportunity.** The Contractor agrees to comply, and assures the compliance of each subcontractor, lessee, or third party contractor at any tier of the Project, with all equal employment opportunity (EEO) provisions of 49 U.S.C. § 5332, with Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e, and implementing Federal regulations and any subsequent amendments thereto. Except to the extent FTA determines otherwise in writing, the Contractor also agrees to comply with all applicable Federal EEO directives that may be issued. Accordingly:
- i) **General.** The Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, sex, disability, age, or national origin. The Contractor agrees to take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, disability, age, or national origin. Such action shall include, but not be limited to, employment, upgrading, demotions or transfers, recruitment or recruitment advertising, layoffs or terminations; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
 - ii) **Equal Employment Opportunity Requirements for Construction Activities.** For activities determined by the U.S. Department of Labor (U.S. DOL) to qualify as "construction," the Contractor agrees to comply and assures the compliance of each subcontractor, lessee, or third party contractor at any tier of the Project, with all applicable equal employment opportunity requirements of U.S. DOL regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order No. 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note, and also with any Federal laws, regulations, and directives affecting construction undertaken as part of the Project (FTA Master Agreement v33 § 12).

Disadvantaged Business Enterprise *Applicable to all contracts*

To the extent authorized by Federal law, the Contractor agrees to facilitate participation by Disadvantaged Business Enterprises (DBEs) in the Project and assures that each subcontractor, lessee, and third party contractor participating at any tier of the Project will facilitate participation by DBEs in the Project to the extent applicable in accordance with FTA DBE program requirements under 49 CFR Part 26, as amended, and U.S. DOT guidance. Therefore:

1. The Contractor agrees and assures that it will comply with 49 U.S.C. § 5332 and U.S. DOT regulations, "Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs," 49 C.F.R. Part 26.
2. The Contractor agrees and assures that it shall not discriminate on the basis of race, color, sex, or national origin in the award and performance of any subagreement, lease or third party contract, supported with Federal assistance derived from U.S. DOT in the administration of its DBE program and will comply with the requirements of 49 C.F.R. Part 26. The Contractor agrees to take all necessary and reasonable steps as set forth in 49 C.F.R. Part 26 to ensure nondiscrimination in the award and administration of all subagreements, leases, and third party contracts supported with Federal assistance derived from U.S. DOT. As required by 49 C.F.R. Part 26, the Contractor's DBE program approved by U.S. DOT, if any, is incorporated by reference and made part of

the Grant Agreement or Cooperative Agreement for the Project. The Contractor agrees that implementation of this DBE program is a legal obligation, and that failure to carry out that DBE program shall be treated as a violation of the Grant Agreement or Cooperative Agreement for the Project and the Master Agreement. Upon notification by U.S. DOT to the Contractor of its failure to implement its approved DBE program, U.S. DOT may impose sanctions as set forth in 49 C.F.R. Part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C. § 1001, and/or the Program Fraud Civil Remedies Act, 31 U.S.C. §§ 3801 et seq.

Nondiscrimination on the Basis of Sex. The Contractor agrees to comply with all applicable requirements of Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. §§ 1681 et seq., and with implementing Federal regulations that prohibit discrimination on the basis of sex that may be applicable.

Nondiscrimination on the Basis of Age. The Contractor agrees to comply with all applicable requirements of The Age Discrimination Act of 1975, as amended, 42 U.S.C. §§ 6101 et seq., and with implementing U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. Part 90, which prohibit discrimination against individuals on the basis of age (FTA Master Agreement v33 § 12(e)).

Incorporation of FTA Terms *Applicable to all contracts*

The Contractor agrees to comply with applicable third party procurement requirements of 49 U.S.C. chapter 53 and other procurement requirements of Federal laws in effect now or as subsequently enacted to the extent applicable; with applicable U.S. DOT third party procurement regulations subject to FTA Master Agreement v33 and the requirements of 2 CFR Part 200, and with other applicable Federal regulations pertaining to third party procurements and subsequent amendments thereto. The Contractor also agrees to comply with the provisions of FTA Circular 4220.1G, "Third Party Contracting Requirements," and with any subsequent revision to that circular, except to the extent FTA determines otherwise in writing. Although the FTA "Best Practices Procurement Manual" provides additional procurement guidance, the Contractor understands that the FTA "Best Practices Procurement Manual" is focused on third party procurement processes and may omit certain Federal requirements applicable to specific third party contract work to be performed (FTA Master Agreement v33 § 16 (a)(3)).

Debarment and Suspension *Applicable to all contracts over \$25,000*

In accordance with 2 CFR 180, subpart C, as adopted and supplemented by U.S. DOT regulations at 2 CFR Part 1200 the Contractor certifies and agrees as follows:

- a. **Certification:** The Contractor, its principals, and any affiliates are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in federally assisted programs by any federal department or agency.
- b. **Ongoing Obligation:** The Contractor shall immediately notify the Agency if, during the term of this Agreement, it or any of its principals become debarred, suspended, proposed for debarment, or otherwise ineligible to participate in federal programs.
- c. **Flow-Down:** The Contractor shall ensure that all lower-tier subcontractors and participants comply with these requirements and include this clause in all subcontracts or agreements funded under this Agreement.

- d. Remedies for Noncompliance: Any violation of this clause shall constitute a material breach of this Agreement and may result in suspension, termination, or other remedies available to the Agency under law or this Agreement (FTA Master Agreement v33 § 16(d)(7)).

Lobbying Restrictions *Applicable to all contracts over \$100,000*

In accordance with the Byrd Anti-Lobbying Amendment, 31 U.S.C. §1352, as amended, and applicable federal requirements, the Contractor certifies and agrees as follows:

- a. Certification: The Contractor certifies, to the best of its knowledge and belief, that no federal funds provided under this Agreement have been or will be used to pay any person to influence, or attempt to influence, an officer or employee of any federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, grant, cooperative agreement, or loan. In addition, the Contractor will comply with other applicable Federal laws and regulations prohibiting the use of Federal assistance for activities, designed to influence Congress or a State legislature with respect to legislation or appropriations, except through proper, official channels; and the Contractor will comply, and will assure the compliance of each subcontractor, lessee, or third party contractor at any tier, with U.S. DOT regulations, "New Restrictions on Lobbying," 49 C.F.R. Part 20, modified as necessary by 31 U.S.C. § 1352.
- b. Disclosure of Lobbying: The Contractor shall disclose any lobbying activities as required by 31 U.S.C. §1352 and 2 CFR 200.450, including the filing of Standard Form-LLL ("Disclosure of Lobbying Activities") if any funds other than federal funds have been used for lobbying.
- c. Flow-Down Requirement: The Contractor shall require all lower-tier subcontractors and participants to comply with this clause and include a certification or disclosure consistent with this provision.
- d. Consequences of Noncompliance: Any violation of this clause shall be treated as a material breach of this Agreement and may result in remedies including, but not limited to, suspension, termination, withholding of payments, or other actions as permitted under law or this Agreement (FTA Master Agreement v33 § 4(c)).

Clean Air and Clean Water Acts *Applicable to all contracts over \$150,000*

For all contracts exceeding \$150,000 the Contractor shall: a. Comply with Clean Air Act (42 U.S.C. § 7401-7671q, 2 CFR Appendix II (G)) and Federal Water Pollution Control Act (33 U.S.C. § 1251-1388 as amended & 2 CFR 200 Appendix II (G)) requirements, including inspection, monitoring, reporting, and facility compliance. b. Ensure that no work is performed at facilities listed on the EPA's Violation List, or notify the Agency if such a facility is intended for use. c. Include this clause in all subcontracts. Violations shall be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA) (FTA Master Agreement v33 § 16(d)(6)).

Fly America *Applicable to all contracts that have transportation of persons or property, by air, between a place in the U.S. and a place outside the U.S., or between places outside the U.S., when the FTA will participate in the costs of such air transportation*

The Contractor agrees to comply with the Fly America Act (49 U.S.C. § 40118) and U.S. DOT regulations at 41 CFR Part 301-10.131-301-10.143 by using U.S.-flag air carriers for international air transportation funded in part by FTA, unless service by a foreign carrier is a necessity as defined in the Act. If a foreign air carrier is used, the Contractor shall submit a certification or memorandum explaining why U.S.-flag service was unavailable or why it was necessary, and shall provide a certificate of compliance. These requirements must flow down to all subcontractors involved in international air travel (FTA Master Agreement v33 § 15(d)).

Public Transportation Employee Protective Arrangement *Applicable to all transit operations contracts*

If the Grant Agreement or Cooperative Agreement for the Project indicates that public transportation employee protective arrangements required by U.S. DOL apply to public transportation operations performed in connection with the Project, the Contractor agrees to comply with the applicable requirements for its Project as follows:

- (1) Standard Public Transportation Employee Protective Arrangements. To the extent that the Project involves public transportation operations and as required by Federal law, the Contractor agrees to implement the Project in accordance with the terms and conditions that the U.S. Secretary of Labor has determined to be fair and equitable to protect the interests of any employees affected by the Project and that comply with the requirements of 49 U.S.C. § 5333(b), and with the U.S. DOL guidelines, "Section 5333(b), Federal Transit Law," 29 C.F.R. Part 215 and any amendments thereto. These terms and conditions are identified in U.S. DOL's certification of public transportation employee protective arrangements to FTA, the date of which appears in the Grant Agreement or Cooperative Agreement for the Project. The Contractor agrees to implement the Project in accordance with the conditions stated in that U.S. DOL certification. That certification and any documents cited therein are incorporated by reference and made part of the Grant Agreement or Cooperative Agreement for the Project. The requirements of Subsection 24.d(1) of the Master Agreement do not apply to Projects for elderly individuals or individuals with disabilities that are authorized by 49 U.S.C. § 5310(a)(2), or to Projects for nonurbanized areas authorized by 49 U.S.C. § 5311; separate requirements for those Projects are contained in Subsections 24.d(2) and (3), respectively, of this Master Agreement.
- (2) Public Transportation Employee Protective Arrangements for Elderly Individuals and Individuals with Disabilities for the Elderly Individuals and Individuals with Disabilities Formula Program and Pilot Program. To the extent that the U.S. Secretary of Transportation has determined or determines in the future that employee protective arrangements required by 49 U.S.C. § 5333(b) are necessary or appropriate for a governmental authority subcontractor participating a Project authorized by 49 U.S.C. § 5310(b)(2) or 49 U.S.C. § 5310 note, the Contractor agrees to carry out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor necessary to comply with the requirements of 49 U.S.C. § 5333(b), and the U.S. DOL guidelines, "Section 5333(b), Federal Transit Law," at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's certification of public transportation employee protective arrangements to FTA, the date of which appears in the Grant Agreement. The Contractor agrees to implement the

Project in compliance with the conditions stated in that U.S. DOL certification. That U.S. DOL certification and any documents cited therein are incorporated by reference and made part of the Grant Agreement.

- (3) Public Transportation Employee Protective Arrangements for Projects in Nonurbanized Areas Authorized by 49 U.S.C. § 5311. The Contractor agrees to comply with the terms and conditions of the Special Warranty for the Nonurbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, U.S. DOL implementing procedures, and any revisions thereto (FTA Master Agreement v33 § 24(d)).

Charter Service Operations *Applicable to all operations and management contracts*

The Contractor agrees that neither it nor any public transportation operator performing work in connection with a Project financed under 49 U.S.C. chapter 53 or under 23 U.S.C. §§ 133 or 142 will engage in charter service operations, except as authorized by 49 U.S.C. § 5323(d), (g), and (r) and FTA regulations, "Charter Service," 49 C.F.R. Part 604, and any subsequent Charter Service regulations or FTA directives that may be issued, except to the extent that FTA determines otherwise in writing. The Charter Service Agreement the Contractor has selected in its latest annual Certifications and Assurances is incorporated by reference and made part of the Grant Agreement or Cooperative Agreement for the Project. The Contractor understands and agrees that in addition to any remedy specified in the Charter Service Agreement, if a pattern of violations of that agreement is found, the violator will be barred in whole or in part from receiving Federal transit assistance in an amount to be determined by FTA or U.S. DOT. If the Contractor failed to select the Charter Service Agreement in its latest annual Certifications and Assurances to FTA and does conduct charter service operations as covered by FTA's Charter Service regulations, the Contractor understands and agrees that:

- i) the requirements of 49 C.F.R. Part 604 and any subsequent amendments thereto will apply to any charter service it or its subcontractors, lessees, or third party contractors provide;
- ii) the definitions of 49 C.F.R. Part 604 will apply to this Charter Service Agreement, and
- iii) a violation of this Charter Service Agreement may require corrective measures and imposition of penalties, including debarment from the receipt of further Federal assistance for transportation (FTA Master Agreement v33 § 28).

School Bus Operations *Applicable to all operations and management contracts*

The Contractor agrees that neither it nor any public transportation operator performing work in connection with a Project financed under 49 U.S.C. chapter 53, or under 23 U.S.C. §§ 133 or 142 will engage in school transportation operations for the transportation of students or school personnel exclusively in competition with private school transportation operators, except as authorized by 49 U.S.C. §§ 5323(f) or (g), as applicable, and FTA regulations, "School Bus Operations," 49 C.F.R. Part 605, and any subsequent School Transportation Operations regulations or FTA directives that may be issued, except to the extent that FTA determines otherwise in writing. The School Transportation Operations Agreement the Contractor has selected in its latest annual Certifications and Assurances is incorporated by reference and made part of the Grant Agreement or Cooperative Agreement for the Project. The Contractor understands and agrees that if it or an operator violates that School Transportation Operations Agreement, the violator will be barred from receiving Federal transit

assistance in an amount to be determined by FTA or U.S. DOT. The Contractor understands and agrees that:

- i) the requirements of 49 C.F.R. Part 605 will apply to any school transportation service it or its subcontractors, lessees, or third party contractors provide,
- ii) the definitions of 49 C.F.R. Part 605 will apply to this School Transportation Agreement, and
- iii) a violation of this School Transportation Agreement may require corrective measures and imposition of penalties, including debarment from the receipt of further Federal assistance for transportation (FTA Master Agreement v33 § 29).

Drug and Alcohol Testing *Applicable to all transit operations contracts*

Drug-Free Workplace: The Contractor agrees to comply with the Drug-Free Workplace Act of 1988, as amended, 41 U.S.C. § 8103, et seq. Comply with U.S. DOT regulations, Governmentwide Requirements for Drug-Free Workplace (Financial Assistance),” 49 CFR Part 32; and Follow and facilitate compliance with U.S. OMB regulatory guidance, “Governmentwide Requirements for Drug-Free Workplace (Financial Assistance),” 2 CFR Part 182, particularly where the U.S. OMB regulatory guidance supersedes comparable provisions of 49 CFR Part 32.

Alcohol Misuse and Prohibited Drug Use: The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 U.S.C § 5331, 49 C.F.R. parts 40 and 655 and agrees to produce any documentation necessary to establish its compliance and permit any authorized representative of the United States Department of Transportation or its operating administrations, the Commonwealth of Massachusetts, or PVRTA, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 and review the testing process (FTA Master Agreement v33 § 35).

Contracts Involving Federal Privacy Act Requirement *Applicable to all contracts*

The following requirements apply to the Contractor and its employees that administer any system of records on behalf of the Federal Government under any contract: Compliance with the Privacy Act of 1974: The Contractor agrees to comply with, and ensures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. This includes obtaining the express consent of the Federal Government before operating a system of records on its behalf. The Contractor acknowledges that the Privacy Act's civil and criminal penalties for violations apply to individuals involved, and non-compliance may result in termination of the underlying contract.

Subcontractor Compliance: The Contractor agrees to include these requirements in each subcontract where the subcontractor administers a system of records on behalf of the Federal Government, financed in whole or in part with Federal assistance provided by the Federal Transit Administration (FTA).

Recovered Materials and Solid Waste *Applicable to all operations and management, construction, and materials & supplies contracts where the annual purchase of EPA-selected items equals or exceeds \$10,000*

The Contractor agrees to comply with all applicable requirements of Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (42 U.S.C. § 6962) and

U.S. Environmental Protection Agency (EPA) regulations at 40 CFR Part 247. In the performance of this contract, the Contractor shall procure only items designated in guidelines of the Environmental Protection Agency (EPA) (40 CFR Part 247) that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines. The Contractor also agrees to provide reasonable estimates, certifications, and other documentation to demonstrate compliance upon request of the Recipient, FTA, or EPA. This requirement flows down to all subcontractors and subawards (FTA Master Agreement v33 § 16(d)(9)).

Energy Conservation *Applicable to all contracts*

The Contractor shall comply with mandatory energy efficiency standards and policies derived from the State Energy Conservation Plan under the Energy Policy and Conservation Act, as amended (42 U.S.C. § 6321 et seq.), and perform an energy assessment for any building constructed, reconstructed, or modified with federal assistance required under FTA regulations, "Requirements for Energy Assessments," 49 CFR Part 622, subpart C, and comply with any applicable state or local energy policies. This obligation extends to all subcontractors (FTA Master Agreement v33 § 26(i)).

Access for Individuals with Disabilities *Applicable to all contracts*

The Contractor agrees to comply with 49 U.S.C. § 5332, which states the Federal policy that elderly individuals and individuals with disabilities have the same right as other individuals to use public transportation services and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement transportation accessibility rights for elderly individuals and individuals with disabilities. The Contractor also agrees to comply with all applicable provisions of section 504 of the Rehabilitation Act of 1973, as amended, with 29 U.S.C. § 794, which prohibits discrimination on the basis of disability; with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 et seq., which requires that accessible facilities and services be made available to individuals with disabilities; and with the Architectural Barriers Act of 1968, as amended, 42 U.S.C. §§ 4151 et seq., which requires that buildings and public accommodations be accessible to individuals with disabilities, and any subsequent amendments to these laws or other laws pertaining to access for individuals with disabilities to the extent applicable. In addition, the Contractor agrees to comply with applicable implementing Federal regulations and directives and any subsequent amendments thereto, as follows:

- (1) U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37;
- (2) U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
- (3) Joint U.S. Architectural and Transportation Barriers Compliance Board (U.S. ATBCB)/U.S. DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38;
- (4) U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;

- (5) U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;
- (6) U.S. General Services Administration (U.S. GSA) regulations, "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
- (7) U.S. EEOC, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
- (8) U.S. Federal Communications Commission regulations, "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 47 C.F.R. Part 64, Subpart F;
- (9) U.S. ATBCB regulations, "Electronic and Information Technology Accessibility Standards," 36 C.F.R. Part 1194;
- (10) FTA regulations, "Transportation for Elderly and Handicapped Persons," 49 C.F.R. Part 609; and
- (11) Federal civil rights and nondiscrimination directives implementing the foregoing regulations, except to the extent the Federal Government determines otherwise in writing (FTA Master Agreement v33 § 12(h)).

Contract Work Hours and Safety Standards Act *Applicable to all contracts over \$100,000 that involve the employment of mechanics or laborers*

The Contractor agrees to comply, and assures the compliance of each subcontractor at any tier of the Project with 40 U.S.C. §§ 3701-3708), specifically, the wage and hour requirements of section 102 of that Act at 40 U.S.C. § 3702, and implementing U.S. DOL regulations, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Nonconstruction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 C.F.R. Part 5; and the safety requirements of section 107 of that Act at 40 U.S.C. § 3704, and implementing U.S. DOL regulations, "Safety and Health Regulations for Construction," 29 C.F.R. Part 1926. The Contractor agrees to comply, and assures the compliance of each subcontractor at any tier of the Project, with the employee protection requirements for nonconstruction employees of the Contract Work Hours and Safety Standards Act, as amended, 40 U.S.C. §§ 3701 et seq., in particular with the wage and hour requirements of section 102 of that Act at 40 U.S.C. § 3702, and with U.S. DOL regulations, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Nonconstruction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 CFR Part 5 (FTA Master Agreement v33 § 16(d)(3)).

Safe Operation of Motor Vehicles *Applicable to all contracts*

- 1) Seat Belt Use: In implementation of Executive Order No. 13043, "Increasing Seat Belt Use in the United States," April 16, 1997, 23 U.S.C. § 402 note, (62 Fed. Reg. 19217) PVTA has adopted and promotes on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company- rented vehicles, or personally operated vehicles. The terms "company-owned" and "company- leased" refer to vehicles owned or leased either by the Contractor or PVTA.
 - a. The third party (Contractor) shall adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned

vehicles, company- rented vehicles, or personally operated vehicles and shall require all employees and subcontracted employees to use seat belts while on PVTa property and in connection to all PVTa projects, including but not limited to: driving to the job site, leaving the job site, picking up/delivering materials, and disposing of waste.

- 2) Distracted Driving, Including Text Messaging While Driving: The PVTa complies with Executive Order No. 13513, “Federal Leadership on Reducing Text Messaging While Driving,” October 1, 2009, 23 U.S.C. § 402 note, (74 Fed. Reg. 51225); (2) U.S. DOT Order 3902.10, “Text Messaging While Driving,” December 30, 2009; and (3) The following U.S. DOT Special Provision pertaining to Distracted Driving:
 - I. Safety. The PVTa adopts workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the Award, or when performing any work for or on behalf of the Award.
 - II. Recipient Size. The PVTa agrees to conduct workplace safety initiatives in a manner commensurate with its size, such as establishing new rules and programs to prohibit text messaging while driving, re-evaluating the existing programs to prohibit text messaging while driving, and providing education, awareness, and other outreach to employees about the safety risks associated with texting while driving.

The third party (Contractor) shall comply with the preceding Special Provision (i) – (ii) to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contractor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this agreement; and to conduct workplace safety initiatives in a manner commensurate with its size, such as establishing new rules and programs to prohibit text messaging while driving, re-evaluating the existing programs to prohibit text messaging while driving, and providing education, awareness, and other outreach to employees about the safety risks associated with texting while driving. The third party (Contractor) shall include this Special Provision in each subagreement at each tier (FTA Master Agreement v33 § 34).

Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Applicable to all contracts

In accordance with 2 CFR 200.216, 2 CFR 200.471, and applicable federal law and guidance, the Contractor certifies and agrees as follows:

Prohibition: The Contractor shall not use, provide, or procure any covered telecommunications equipment or services, or any video surveillance equipment or services, from entities identified by the U.S. government as prohibited under federal law for use in federally funded contracts. This includes, but is not limited to, equipment or services produced by Huawei, ZTE, Hytera, Hikvision, Dahua, or other entities specified by the Federal Acquisition Regulation (FAR) or other federal guidance.

Compliance and Flow-Down: The Contractor shall ensure compliance with this prohibition in all lower-tier subcontracts or agreements. The Contractor shall require subcontractors and vendors to certify that they do not provide prohibited covered telecommunications or video surveillance equipment or services.

Reporting and Mitigation: The Contractor shall promptly report to the Agency any use or discovery of prohibited equipment or services in connection with this Agreement and shall take immediate corrective action to remove or replace such equipment or services.

Breach: Any violation of this clause shall constitute a material breach of this Agreement and may result in suspension, termination, or other remedies available to the Agency under law or this Agreement.

Federal Tax Liability and Recent Felony Convictions *Applicable to all contracts*

In accordance with FTA Master Agreement Version 33, Section 4(g) and DOT Order 4200.6, the Contractor certifies that:

1. Federal Tax Compliance: The Contractor does not have any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.
2. Felony Convictions: The Contractor has not been convicted of a felony criminal violation under any Federal law within the preceding 24 months.

If the Contractor cannot certify to either of the above, the Recipient shall refer the matter to FTA and shall not to enter into any Third Party Agreement without the Agency's written approval. The Contractor shall require all lower-tier participants to include this certification in their agreements (FTA Master Agreement v33 § 4(g)).

Prompt Payment to Subcontractors *Applicable to all contracts*

The Contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 10 days after the Contractor's receipt of payment for that work. In addition, the Contractor is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed.

The Contractor must promptly notify the Agency, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The Contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the Agency. (49 CFR § 26.29).

Domestic Preference for Procurements "Build America, Buy America" *Applicable to all contracts*

As appropriate and to the extent consistent with law, the Contractor shall comply with all applicable domestic preference requirements under the Build America, Buy America Act (BABA), Pub. L. 117-58, div. G, tit. IX, §§ 70911-70927 (2021), codified at 2 CFR Part 184.6 and implemented through 2 CFR Part 200. through a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. For purposes of this clause:

"Produced in the United States" means iron, steel, manufactured products, or construction materials that are manufactured in the United States or substantially all of the components are of U.S. origin, consistent with 2 CFR Part 184.

“Construction materials” include non-ferrous metals, plastic and polymer-based products, glass, lumber, and drywall. The Contractor must comply with 2 CFR § 200.322, 2 CFR Part 184, and must flow down this requirement to all subcontractors. This domestic preference is separate from, and in addition to, FTA’s Buy America requirements under 49 U.S.C. § 5323(j) and 49 CFR Part 661, which remain applicable where triggered (FTA Master Agreement v33 § 15(b)).

Notification of Fraud, Waste, Abuse and Disputes, Breaches, Litigation *Applicable to all contracts over \$25,000*

The Contractor acknowledges:

(a) FTA Interest. FTA has a vested interest in the settlement of any violation of federal law, regulation, or requirement, or any disagreement involving the Award, the accompanying Underlying Agreement, and any Amendments thereto including, but not limited to, a default, breach, major dispute, or litigation, and FTA reserves the right to concur in any settlement or compromise.

(b) Notification to FTA; Flow Down Requirement. If a current or prospective legal matter that may affect the Federal Government emerges, the PVTa shall promptly notify, in writing, the FTA Chief Counsel and FTA Regional Counsel for the Region in which the PVTa is located. The Contractor must include an equivalent provision in its subagreements at every tier, for any agreement that is a “covered transaction” according to 2 C.F.R. §§ 180.220 and 1200.220.

1. The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.
2. Matters that may affect the Federal Government include, but are not limited to, the Federal Government’s interests in the Award, the accompanying Underlying Agreement, and any Amendments thereto, or the Federal Government’s administration or enforcement of federal laws, regulations, and requirements.
3. **Additional Notice to U.S. DOT Inspector General.** The PVTa must promptly notify the U.S. DOT Inspector General in addition to the FTA Chief Counsel or Regional Counsel for the Region in which the PVTa is located, if the PVTa has knowledge of potential fraud, waste, or abuse occurring on a Project receiving assistance from FTA. The notification provision applies if a person has or may have submitted a false claim under the False Claims Act, 31 U.S.C. § 3729, et seq., or has or may have committed a criminal or civil violation of law pertaining to such matters as fraud, conflict of interest, bid rigging, misappropriation or embezzlement, bribery, gratuity, or similar misconduct involving federal assistance. This responsibility occurs whether the Project is subject to this Agreement or another agreement between the PVTa and FTA, or an agreement involving a principal, officer, employee, agent, or Third Party Participant (Contractor) of the PVTa. It also applies to subcontractors at any tier; a contractor must include an equivalent provision in its subagreements. Knowledge, as used in this paragraph, includes, but is not limited to, knowledge of a criminal or civil investigation by a Federal, state, or local law enforcement or other investigative agency, a criminal indictment or civil complaint, or probable cause that could support a criminal indictment, or any other credible information in the possession of the PVTa. In this paragraph, “promptly” means to refer information without delay and without change. This notification provision applies to all divisions of the PVTa, including divisions tasked with law enforcement or investigatory functions (FTA Master Agreement v33 § 39(b)(3)).

(c) Federal Interest in Recovery. The Federal Government retains the right to a proportionate share of any proceeds recovered from any third party (Contractor), based on the percentage of the federal share for the Underlying Agreement. Notwithstanding the preceding sentence, the PVTA may return all liquidated damages it receives to its Award Budget for its Underlying Agreement rather than return the federal share of those liquidated damages to the Federal Government, provided that the PVTA receives FTA's prior written concurrence.

(d) Enforcement. The PVTA must pursue its legal rights and remedies available under any third party agreement or any federal, state, or local law or regulation. FTA reserves the right to concur in any compromise or settlement of any claim involving the Project. FTA encourages the use of alternative dispute resolution procedures, as may be appropriate (FTA Master Agreement v33 § 39)

Remedies for Breach of Contract *Applicable to all contracts over \$150,000*

In accordance with 2 CFR 200 Appendix II (A), the Contractor agrees that:

1. Agency Remedies: If the Contractor fails to perform any obligation under this Agreement or violates any provision of this Agreement, the Agency may exercise any or all remedies available under law or equity, including but not limited to:
 - a. Withholding payment;
 - b. Termination of the Agreement, in whole or in part, for cause;
 - c. Recovery of damages or overpayments;
 - d. Suspension or debarment from future federally funded contracts; and
 - e. Any other remedies provided under applicable law or the terms of this Agreement.
2. Non-Exclusive Remedies: The remedies provided in this clause are cumulative and in addition to any other remedies available at law or equity. The exercise of one remedy does not preclude the exercise of any other remedy.
3. Flow-Down Requirement: The Contractor shall include a provision with substantially the same effect in all subcontracts and agreements funded under this Agreement.
4. Material Breach: Any breach of this Agreement by the Contractor shall be deemed material and may result in enforcement of the remedies listed above.

EXHIBIT I

SAMPLE CONTRACT

This Agreement, effective as of _____, 2026, by and between the PIONEER VALLEY TRANSIT AUTHORITY, a body politic and corporate, and a political subdivision of the Commonwealth of Massachusetts, organized pursuant to the provisions of Chapter 161B of the General Laws of Massachusetts, with a usual address of 2808 Main Street, Springfield, Massachusetts 01107 (the “PVTa” or the “Authority”), and X., a state Corporation qualified to do business in the Commonwealth of Massachusetts, with a usual address of X (the “Contractor”).

WITNESSETH:

WHEREAS, the Authority is the recipient of certain funds from the U.S. Department of Transportation (“DOT”), Federal Transit Administration (“FTA”), and the Commonwealth of Massachusetts; and

WHEREAS, the FTA requires that services such as those contemplated hereunder be procured through a Request for Proposals for Special Services Management in accordance with the provisions of certain Third-Party Contracting Guidelines promulgated by the FTA, as amended from time to time, which are incorporated herein by reference; and

WHEREAS, pursuant to said FTA Guidelines, the Authority has solicited Contractor for management services of a fixed-route transit operation, (“Project”, “Services”, or “Work”); and whereas PVTa approved the responses presented by Contractor. This Contract satisfies the requirements of a Contract to perform the Work under PVTa’s RFP #26-013 Fixed Route Management Services.; and

WHEREAS, the Contractor and the Authority hereby agree that Contractor will furnish management services in accordance with the terms set forth herein; and

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by each party, the parties hereto agree as follows:

1. Recitals. The foregoing recitals are intended and shall be construed to be integral parts of this Agreement.
2. Term. The term of this Agreement shall be from October 1, 2026 through September 30, 2029. The Authority may elect to exercise an option to extend the Agreement for one (1) additional and consecutive one-year term under mutual consent from both parties. In all cases, early termination for cause or convenience may prevail.
3. Federal Requirements and Request for Proposals. This Agreement is funded in part under a financial assistance agreement between the Authority, MassDOT, and the FTA (“FTA Agreement”), a copy of which may be obtained upon written request directed to the Authority’s Administrator (“Administrator”). This Agreement is subject to all provisions prescribed for third party contracts by the FTA Agreement, which is incorporated herein by reference, including, but not limited to, the provisions of the Federally Required Contract Clauses, attached hereto as Exhibit A (“FRC Clauses”) and made a part hereof. In addition, the PVTa Request for Proposals entitled PVTa Request for Proposals #26-006 (the “RFP”) and the Contractor’s response thereto

(the "Response") are hereby incorporated herein by reference and as Exhibit B. The Contractor is bound to this Agreement, the FTA Agreement, FRC Clauses, MassDOT Agreement, RFP and Response, all of which constitute the "Contract Documents." In the event of any conflict or inconsistency between or among the individual Contract Documents, the terms of the following individual Contract Documents shall control in accordance with the following order of precedence:

- A. FTA Agreement.
- B. Federally Required Contract Clauses.
- C. Contract/Agreement.
- D. Solicitation Document.
- E. Contractor Response

In all other instances where the above order of precedence does not resolve any inconsistency or conflict, the terms that require the greater quantity or better quality of services of the Contractor shall control.

4. Scope of Services.

- a. Specifications and Standards. The Contractor shall perform the services specified in Exhibit B, attached hereto and made a part hereof. The Contractor agrees to comply with the Authority's service standards as specified in Exhibit B, attached hereto and made a part hereof.
- b. Compliance with Laws/ADA. The Contractor agrees to provide management services in compliance with all applicable laws and regulations, including, but not limited to, the provisions for public transportation services established by the Federal Transit Administration, MassDOT, the Americans with Disabilities Act ("ADA") of 1990, as amended, and the provisions of Title 49, Code of Federal Regulations ("CFR") Parts 37 and 38, as amended.

5. Compensation.

- a. Per the Cost Proposal presented by Contractor and approved by PVTa during the RFP 26-013 procurement process, as attached herein, Contractor shall be compensated at the following payment schedule for all components of the Work:

Billing Rate

Years 1 through 3 are the initial contract period. If exercised, Year 4 is an option.

\$ _____ -- Year 1

\$ _____ -- Year 2

\$ _____ -- Year 3

\$ _____ -- Year 4

- b. Direct Labor includes the Key Personnel identified (General Manager). Key Personnel shall not be changed unless approved by PVTa. A request to change Key Personnel shall be delivered in writing to PVTa sixty (60) calendar days before the requested date of change.

- c. The PVTA shall furnish state and federal tax exemption certificate numbers to Contractor for any sales, excise, use and disposal tax or fees imposed upon the goods sold or services rendered hereunder.
 - d. All services not included under The Scope of Work shall be authorized by the appointed PVTA representative before purchase or deployment. The PVTA shall provide and keep updated a list of authorized personnel for such purposes.
 - e. The acceptance by the Contractor of final payment for items and/or services provided shall be deemed a release of PVTA from any and all claims and liabilities under this Contract.
 - f. Neither PVTA's review, approval or acceptance of, nor payment for any of the items and/or services provided, shall be construed to operate as a waiver of any rights of PVTA under the Contract or any cause of action arising out of the performance of the Contract.
 - g. The PVTA shall make payments for all approved Work.
 - h. The PVTA's liability hereunder shall be to make all payments for approved Work when they shall become due, and PVTA shall be under no further obligation or liability. Nothing in this Contract shall be construed to render PVTA, any elected or appointed official, Board member, or employee of PVTA, or their successors in office, personally liable for any obligation or compensation under this Contract.
 - i. At its sole discretion, PVTA shall cancel this Contract if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal year succeeding the current fiscal year as required by G.L. c. 30B, 12(c)(3); or may amend the Contract to reduce Services if the number of vehicles, personnel, locations, etc., are reduced, and shall do so proportionately.
 - j. Use of a purchase order ('p.o.'), delivery receipts, order acknowledgements, or other documentation from time-to-time in connection with the ordering or supply of goods shall be deemed to be only for the administrative convenience of the parties and the terms and conditions of this Contract shall supersede and take precedence over any inconsistent, different, or additional terms and conditions printed on the front or reverse side of such documents, whether or not such documents refer to this Contract. Under no circumstances shall any term or condition contained in any such document that is inconsistent with, different from, or additional to, any term or condition in this Contract become part of this Contract or otherwise become binding on Contractor.
6. Force Majeure. In the event of unforeseen external forces, such as, but not limited to, fire, labor strikes, accidents, consequences of foreign or domestic wars, terrorism, inclement weather during delivery of supplies and equipment, or any cause beyond either party's reasonable control which will delay or interfere with its performance of its obligations hereunder, such performance may, at the option of either party, be suspended during the period required to remove such cause. In the event Contractor discontinues management services of a fixed route system, or has so reduced its capability to perform Work, Contractor shall so notify PVTA's Procurement Officer and, upon written notice by either party to the other, this Contract and all related Contracts between the parties shall be deemed terminated for cause.
7. Claims of Action. The Contractor shall conform to all OSHA safety and health standards.

Contractor shall promptly notify PVTA of any near miss, accident, death, or claim made to OSHA or under the Workers' Compensation Act. Contractor shall defend, save and hold PVTA harmless from all claims or actions for damages to property or injury to persons, including death, arising out of the use or possession of products furnished hereunder or the performance of any service related thereto, except for claims or actions that result from the negligent acts or omissions of PVTA, its agents or employees.

8. Independent Contractor. The Contractor acknowledges and agrees that it is acting as an independent contractor for all work and services rendered pursuant to this Contract, and neither the Contractor, nor its employees, agents, servants nor any person for whose conduct the Contractor is responsible shall be considered an employee or agent of PVTA for any purpose. For the purposes of the Work, Contractor's Contact Person is _____, title, contact information, unless amended in writing, as approved by PVTA before amendment.
9. Indemnification. Both parties shall indemnify, defend, and hold each other harmless from and against any and all claims, demands, liabilities, actions, causes of actions, costs and expenses, including attorney's fees, arising out of either party's breach of this Contract or the negligence or willful misconduct of either party, or either party's sub-Contractors, board members, DBE agencies, representatives and authorized independent dealers or franchisees, agents or employees.
10. Insurance. The Contractor shall obtain and maintain during the term of this Contract the insurance coverages specified in the RFP with companies licensed to do business in the Commonwealth of Massachusetts, and acceptable to PVTA. The intent of the Specifications regarding insurance and Completed Operations is to specify minimum coverage and minimum limits of liability acceptable under the Contract.
11. Assignment. Neither party may assign, sublet or otherwise transfer this Contract, in whole or in part, without the prior written consent of PVTA, and shall not assign any of the moneys payable under this Contract, except by and with the written consent of PVTA.
12. Termination.
 - a. Termination for Cause by PVTA: If at any time during the term of this Contract PVTA determines that the Contractor has breached the terms of this Contract by negligently or incompetently performing the Work, or any part thereof, or by failing to perform the Work in a timely fashion, or by failing to perform the Work to the satisfaction of PVTA, or by not complying with the direction of PVTA or its agents, or by otherwise failing to perform this Contract in accordance with all of its terms and provisions, PVTA shall notify the Contractor in writing stating therein the nature of the alleged breach and directing the Contractor to cure such breach within two (2) calendar days. The Contractor specifically agrees that it shall indemnify and hold PVTA harmless from any loss, damage, cost, charge, expense or claim arising out of or resulting from such breach regardless of its knowledge or authorization of the actions resulting in the breach. If the Contractor fails to cure, as defined solely by PVTA, said breach within two calendar days, PVTA may, at its election at any time after the expiration of said two calendar days, terminate this Contract by giving written notice thereof to the Contractor specifying the effective date of the termination. Upon receipt of said notice, the Contractor shall cease to incur additional expenses in connection with this Contract. Upon the date specified in said notice, this Contract shall terminate. Such termination shall not prejudice or waive any rights or action which PVTA may have against the Contractor up to the date of such termination, and the Contractor shall be liable to PVTA for any amount which it may be required to pay in excess of the

compensation provided herein in order to complete Work specified herein in a timely manner. Upon such termination, the Contractor shall be entitled to compensation for all satisfactory Work completed prior to the termination date, as determined by PVRTA.

- b. Termination for Convenience: Either party may terminate this Contract at any time for convenience by providing the respective party 30 calendar days' written notice, "Stop Work Order" specifying therein the termination date which shall not be sooner than ten (10) calendar days from the issuance of said notice. Upon receipt of said notice, the Contractor shall cease to incur additional expenses in connection with this Contract. Upon such termination, the Contractor shall be entitled to compensation for all satisfactory Work, as determined by PVRTA, completed prior to the termination date.

13. Inspection and Reports.

- a. At PVRTA's expense, Contractor shall permit authorized representatives of PVRTA to inspect Contractor's data, facilities, equipment, records, and Work relating to this Contract at a mutually agreed upon time and location. Notwithstanding an agreed upon time, Contractor shall allow access to authorized PVRTA individuals if an emergent issue arises that warrants immediate entry and inspection. Notwithstanding anything in the Contract to the contrary, Contractor shall provide reasonable access to limited areas of its facilities provided that PVRTA and its employees execute a confidentiality agreement in a form which is acceptable to Contractor.
- b. The Contractor shall follow PVRTA's direction regarding public relations, promotions, preparation of budgets, analysis and reports of financial, operational and capital planning, and other matters pertaining to the services; clerical, statistical and bookkeeping services; and such other work as may be necessary to comply with the requirements contained herein.
- c. The Contractor shall maintain an up-to-date vehicle file for each current and newly purchased or obtained vehicle. The Contractor shall maintain an individual file for each vehicle to include by date of action, all "Preventive Maintenance Inspection" Reports, including warranty work and any other pertinent maintenance data, including, but not limited to, fuel, lubricants and other fluid use. Records shall be kept in the individual file for each vehicle of any accident in which the vehicle was involved, including the repair work required to return the vehicle to service. The Contractor shall submit the entire file to PVRTA upon a request to do so at any time.
- d. The Contractor shall provide a bank statement showing total deposits of revenue. A bank statement, along with a reconciliation of reports, shall be submitted monthly to PVRTA. The Contractor shall implement and collect the fares and charges established by PVRTA. Fare collection and all related security measures shall be the sole responsibility of the Contractor. The amount of all collected fares, tokens, transfer slips and passes shall correspond to the reported number of passengers carried. All revenues derived from the operation of the transit system shall be the property of PVRTA. All revenue received shall be deposited and retained in a separate account of PVRTA (Operating Revenue Account).
- e. The Contractor is responsible to obtain police reports and Workers' Compensation reports used in collecting information for any incident or accident involving personal injuries or property damage shall be submitted to PVRTA immediately.
- f. The Contractor is responsible for all additional reports as required by the RFP.

14. Royalties and Patents. The Contractor shall pay all applicable royalties and license fees. In addition, the Contractor hereby represents that it is duly authorized to use any process or other intellectual property rights held by third parties in the performance of this Contract, it shall defend all suits or claims for infringement of any patent or other intellectual property rights and shall indemnify and hold PVTa harmless from loss on account thereof.
15. Successor and Assigns. This Contract is binding upon the parties hereto, their successors, assigns and legal representatives. Neither PVTa nor the Contractor shall assign or transfer any interest in the Contract without the written consent of the other. Notwithstanding the approval of any assignment by PVTa pursuant to this paragraph, the Contractor shall remain liable for the full performance of the terms of this Contract.
16. Compliance with Laws. The Contractor shall comply with all Federal, State and local laws, rules, regulations and orders applicable to the Work provided pursuant to this Contract, such provisions being incorporated herein by reference, and shall be responsible for obtaining all necessary licenses, permits, exemption certificates, and approvals required for the performance of such Work. Contractor shall indemnify and hold PVTa harmless for and against any and all fines, penalties or monetary liabilities incurred by PVTa as a result of the failure of the Contractor to comply with the previous sentence.
17. Notice. Any and all notices, or other communications required or permitted under this Contract, shall be in writing and delivered by email with a read receipt requested, by hand, or mailed postage prepaid, return receipt requested, by registered or certified mail, or by other reputable delivery service, to the parties at the addresses set forth on Page 1 of the Contract, or furnished from time-to-time in writing hereafter by one party to the other party. Any such notice or correspondence shall be deemed given when so delivered by hand, if so mailed, when deposited with the U.S. Postal Service or, if sent by private overnight or other delivery service, when deposited with such delivery service, or by email to and from PVTa's Key Person, and to and from Contractor's Key Person.
18. Severability. If any term or condition of this Contract or any application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, the validity, legality, and enforceability of the remaining terms and conditions of this Contract shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.
19. Governing Law. This Contract shall be governed by, construed and enforced in accordance with the laws of the Commonwealth of Massachusetts and the Contractor submits to the jurisdiction of any of its appropriate courts for the adjudication of disputes arising out of this Contract.
20. Title. The title to, and ownership of, all equipment, facilities, vehicles, etc., current and newly obtained or purchased, furnished and owned by PVTa to be utilized under this Contract, shall remain with PVTa.
21. Amendment. Either party may propose, and PVTa shall approve and issue, an amendment to this Contract that is in accordance with PVTa's and the Federal Transit Administration's ("FTA") contract standards, state and federal laws, the RFP 26-013, or other documents pertaining to this Contract.
22. Federally Required Contract Clauses. Contractor shall accept the Federally Required Contract Clauses, included herein and made a part thereof, when the clauses are applicable to the management of a public transit operation and this Contract.

23. Entire Contract. This Contract, including all documents incorporated herein by reference, constitutes the entire integrated Contract between the parties with respect to the matters described. This Contract supersedes all prior Contracts, negotiations and representations, either written or oral, and it shall not be modified or amended except by a written document executed by the parties hereto.

IN WITNESS WHEREOF, executed as a Massachusetts sealed instrument as of the day and year first above written.

PIONEER VALLEY TRANSIT AUTHORITY
(PVTA/AUTHORITY)

[NAME OF CONTRACTOR]
(CONTRACTOR)

ATTEST:

ATTEST:

BY: _____
Administrator
Pioneer Valley Transit Authority
Duly Authorized

BY: _____
[Officer]
[Name of Contractor]
Duly Authorized

Reviewed and Accepted:

PVTA Director of Transit Operations

Approved as to Compliance:

PVTA Procurement Officer

Approved as to Appropriation:

PVTA Director of Finance

EXHIBIT J

PVTA'S PROTEST PROCEDURES

1.1 GENERAL

- 1.2 This procedure is applicable to all procurements in excess of \$100,000. Protests for procurements of less than \$100,000 shall be informally handled by the Procurement Department.

2.1 DEFINITIONS

- 2.2 "Interested Party" means an actual or prospective bidder or offeror whose direct economic interest would be affected by the award of a contract or by the failure to award a contract. It does not include subcontractors or potential subcontractors.
- 2.3 All "days" referred to are deemed to be normal business days. Except as otherwise provided, in computing a period of time prescribed by these regulations, the day from which the designated period of time begins to run shall not be counted, but the last day of the period shall be counted unless that day is not a normal business day, in which event the period shall include the next working day. Time for filing any document or copy thereof with the Authority expires at 4:30 p.m. Eastern Standard Time or Eastern Daylight Savings Time, as applicable on the last day on which such filing may be made.
- 2.4 "Adverse agency action" is any action or inaction on the part of the Authority which is prejudicial to the position taken in a protest filed with the Authority. It may include but is not limited to: a decision on the merits of a protest; a procurement action such as the opening of bids or receipt of proposals, the award of a contract, or the rejection of a bid despite the pendency of a protest; or the Authority acquiescence in and active support of continued and substantial contract performance.

3.1 FILING OF PROTEST

- 3.2 An interested party may protest to the Authority a solicitation issued by the Authority for the procurement of property or services, or the proposed award or the award of such a contract.
- 3.3 Protest must be in writing and addressed as follows: Procurement Officer, PVTA, 2808 Main Street, Springfield, MA 01107.
- 3.4 The protester shall furnish two complete copies of the protest to the Procurement Officer, addressed as stated above.
- 3.5 A protest filed with the Authority shall:
1. Include the name, address and telephone number of the protester;
 2. Include an original signed by the protester or its representative;

3. Identify the solicitation and purchase order number;
 4. Set forth a detailed statement of the legal and factual grounds of protest, including copies of relevant documents; and,
 5. State the form of relief requested.
- 3.6 No formal briefs or other technical forms of pleading or motion are required. Protest submissions should be concise, logically arranged, and clearly state legally sufficient grounds of protest.
- 3.7 A protest filed with the Authority may be dismissed for failure to comply with any of the requirements of this section.

4.1 TIME OF FILING

- 4.2 Protests based upon alleged improprieties in a solicitation which are apparent prior to bid opening or the closing date for receipt of initial proposals shall be filed prior to bid opening or the closing date for receipt of initial proposals. In procurements where proposals are requested, alleged improprieties which do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested not later than the next closing date for receipt of proposals following the incorporation.

4.2.1 In cases other than those covered above, protests shall be filed not later than 5 days after the basis of protest is known or should have been known, while within 5 days prior to the date specified for a bid opening of an IFB or for the due date for filing a response for an RFP.

- 4.3 The term "filed" regarding protests to PVTa means receipt of the protest submission in PVTa's Procurement Department.
- 4.4 PVTa, for good cause shown, or where it determines that a protest raises issues significant to the procurement system, may consider any protest which is not filed timely.

5.1 NOTICE OF PROTEST, SUBMISSION OF AUTHORITY REPORT AND TIME FOR FILING OF COMMENTS ON REPORT

- 5.2 The Procurement Officer shall promptly give notice of the protest to the contractor if award has been made or, if no award has been made, to all bidders or offerors who appear to have a substantial and reasonable prospect of receiving an award if the protest is denied. The Procurement Officer shall furnish copies of the protest submissions to such parties, if requested to do so in writing.
- 5.3 Material submitted by a protester will not be withheld from any interested party outside the Authority which may be involved in the protest except to the extent that the withholding of information is permitted or required by law or regulation. If the protester considers that the protest contains material which should be withheld, a statement advising of this fact must be affixed to the front page of the protest

submission and the allegedly protected information must be so identified whenever it appears.

- 5.4 Protests shall be reviewed by a panel consisting of representatives of Legal, the Procurement Officer and appropriate technical and other staff. Such review panel shall be chaired by the Procurement Officer or by a designee, as authorized in writing.

Documents that will be included in the review will consist of the protest, the bid or proposal submitted by the protester, the solicitation, including the specifications or portions relevant to the protest, the abstract of bids or offers or relevant portions, any other documents that are relevant to the protest, or any additional evidence or information deemed necessary in determining the validity of the protest. Following final review, the Procurement Officer will furnish a copy of the report to the protester and interested parties who have responded to the notice.

- 5.5 Comments on the report shall be filed by the protester and interested parties with the Procurement Officer within 5 days after receipt of the report. Failure of the protester to file comments, or to file a statement requesting that the case be decided on the existing record, or to request an extension under this section within the 5-day period will result in dismissal of the protest.

- 5.6 Notwithstanding any other provision of this procedure, when on its face a protest does not state a valid basis for protest or is untimely, the Procurement Officer may summarily dismiss the protest. Among the protests which may be dismissed without consideration of the merits are those concerning the following:

1. PVTa's Purchasing Regulations and Procedures.
2. Contract Administration.
3. Affirmative Determination of Responsibility by the Procurement Officer.
Because the determination that a bidder or offeror is capable of performing a contract is based in large measure on subjective judgments which generally are not readily susceptible of reasoned review, an affirmative determination of responsibility will not be reviewed, absent a showing that such determination was made fraudulently or in bad faith or that definitive responsibility criteria in the solicitation were not met.
4. Determinations by the Authority of "minor informalities" in bids or proposals which can be waived by the Authority, absent a showing that such determination was made fraudulently or in bad faith or that definitive responsiveness criteria in the solicitation were not met.
5. Affirmative determination by the Authority that a bid or proposal is responsive to the Authority's specifications, absent a showing that such determination was made fraudulently or in bad faith or that definitive specification criteria in the solicitation were not met.
6. Protests not filed within the time limits set forth above.
7. Subcontractor Protests. The Authority will not consider subcontractor protests.

8. Judicial proceedings. The Authority will not consider protests where the matter involved is the subject of litigation before a court of competent jurisdiction, unless the court requests a decision by the Authority in accordance with these procedures. The Authority will not consider protests where the matter involved has been decided on the merits by a court of competent jurisdiction.

6.1 WITHHOLDING OF AWARD AND SUSPENSION OF CONTRACT PERFORMANCE

6.2 When the Authority receives notice of a protest prior to award of a contract it may not award a contract under the protested procurement while the protest is pending unless the Procurement Officer determines in writing that urgent and compelling circumstances significantly affecting interests of PVRTA will not permit waiting for the protest decision.

7.1 CONFERENCE MEETING

7.1 A conference meeting on the merits of the protest may, at the sole discretion of the review panel, be held at the request of the protester or interested parties who have responded to the notice given above. Requests for a conference should be made at the earliest possible time in the protest proceeding.

7.2 Conferences will be held on a date set by the review panel no later than 5 days after receipt by the protester and interested parties of the review panel report. All interested parties shall be invited to attend. Ordinarily, only one conference will be held on a protest.

7.3 If any party refuses to attend such a conference, or a witness fails to attend or fails to answer a relevant question, the review panel may draw an inference unfavorable to the party refusing to cooperate.

7.4 The review panel may request that a conference be held if at any time during the protest proceeding it decides that such a conference is needed to clarify material issues. If such a conference is held the review panel shall make such adjustments in the submission deadlines as it determines to be fair to all parties.

7.5 Failure of the protester to file comments, or to file a statement requesting that the case be decided on the existing record will result in dismissal of the protest.

8.1 REMEDIES

8.2 If the review panel determines that a solicitation or proposed award does not comply with statute or regulation, it shall recommend that the Authority implement any combination of the following remedies which it deems appropriate under the circumstances:

1. Refrain from exercising options under the contract;

2. Recomplete the contract;
3. Issue a new solicitation;
4. Award a contract consistent with statute and regulation; or
5. Such other recommendations as the Procurement Officer determines necessary to promote compliance.

- 8.3 In determining the appropriate recommendation, the review panel shall consider all the circumstances surrounding the procurement or proposed procurement including, but not limited to, the seriousness of the procurement deficiency, the degree of prejudice to other interested parties or to the integrity of the competitive procurement system, the good faith of the parties, the extent of performance, cost to the Authority, the urgency of the procurement and the impact of the recommendation on the Authority's mission.

9.1 TIME FOR DECISION BY THE AUTHORITY'S REVIEW PANEL

- 9.2 The review panel shall issue a final decision on a protest within 60 days from the date the protest is filed with it. The determination of PVTa regarding a protest will be final.

EXHIBIT K

PERFORMANCE STANDARDS, INCENTIVES, AND PENALTIES

The PVRTA desires the Contractor to provide safe, timely, and reliable transit service. The PVRTA's goal of this service is to provide reliable, efficient, and effective transportation in a courteous and professional manner for the residents of the service area. The Contractor shall take all actions necessary to accomplish this goal while minimizing the cost of the service to PVRTA. The Contractor is required to assist the Authority in maximizing productivity for this system.

The PVRTA may assess penalties for inadequate performance or incentives for exceptional performance. Identified below are the performance standards that the Authority anticipates would give rise to the assessment of penalties or incentives. In addition, the anticipated amount of each penalty and incentive is identified.

The Authority may, at its discretion, assess such penalties and incentives and deduct or add such amounts from the monthly payments due to the Contractor. The Authority will provide the Contractor with prior notice of the penalties and incentives to be assessed and will consider documented information from the Contractor that outlines any exception(s) to the assessment based on evidence that demonstrates circumstances beyond the control of the Contractor.

Performance Measure	Incentive	Penalties
On time performance:	\$1,000 for each quarter with on time performance equal to or exceeding 85%. \$2,000 for each quarter with on time departures equal to or exceeding 95%. <u>Note</u> : "On-time" is considered up to 5 minutes beyond the scheduled time point and no early departures	\$1,000 for each quarter with on time performance equal to or less than 80%. <u>Note</u> : "On-time" is considered up to 5 minutes beyond the scheduled time point.
Customer Service:	\$1,000 for each quarter in which complaints are at or below 30 complaints total	\$1,000 for each quarter in which complaints are at or above 43 complaints per quarter
Preventative Maintenance	\$1,000 per month for complying with FTA's definition for completing PMs on-time at least 85% of the time. <u>Note</u> : Each vehicle category by operator/division must exceed 85% on time to	\$1,000 per month for not complying with FTA's definition for completing PMs on-time. FTA defines "on-time" as being within +10 percent of the predetermined schedule at least 80% of the time. This includes all revenue service vehicles. <u>Note</u> : In addition to the

	qualify. This includes all vehicles.	penalty above, failure to implement corrective action could result in termination of contract.
Mechanical Failures	\$500 per month for major mechanical system failures at 5 or below. Definition of Major Mechanical System Failure: Failure of some mechanical element of the revenue vehicle not caused by a collision, natural disaster, or vandalism that prevents a vehicle from completing or starting a revenue trip because actual movement of the vehicle is limited or because of safety concerns. Major bus failures include breakdowns of the following: Brakes, Doors, Engine cooling systems, steering, axles suspension, if the breakdown prevents the vehicle from completing/starting a revenue trip.	\$100 per major mechanical system failure over ten failures that resulted in a missed trip. This is capped at \$2,500 per quarter.
Preventable Accidents	\$1,000 per month with zero preventable accidents	\$250 for each preventable accident above two per month. This is capped at \$2,000 per quarter.
Accessibility	\$200 for every month with zero (0) verified securement issues.	\$200 for every verified securement issue. \$200 for every ADA issue/compliant verified by mystery ride reports or valid customer complaint.
Audit of Records		\$3,000 for failing an audit of records (by PVTA or FTA) regarding FTA compliance with Preventative Maintenance & Drug & Alcohol Testing. <u>Note:</u> In addition to the penalty above, failure to implement corrective action could result in termination of contract.

At its discretion, PVRTA may wave penalties due to significant challenges in the operating environment beyond the operator's control. In the event that penalties are waived, incentives will also be waived.

EXHIBIT L
VEHICLE INVENTORY

8/4/2025 - 8:27 AM

SATCo and VATCo Equipment List

LifeCycleStatusCodeID = A

SLAEquipmentCategory = AO_DC, AO_SC, BU, IN SERVICE, MAINT ONLY, PVTA, TO, VAN

CTF

Equipment ID	License Number	VIN	SLAEquipment Category	Equipment Type	Assignment	Status	Life Miles	Last Meter Update
1192	301	1C9S2HFS11W535213	TO	2001-CHANC-AH28	STM	A	46,244	4/24/2023
1193	373	1C9S2HFS31W535214	TO	2001-CHANC-AH28	STM	A	48,837	9/3/2019
1320	939	5FYB8KJ11MF083025	BU	2021 NEW FLYER XE35	STM	A	55,091	8/4/2025
1321	938	5FYB8KJ13MF083026	BU	2021 NEW FLYER XE35	STM	A	55,403	8/4/2025
1322	935	5FYB8KJ15MF083027	BU	2021 NEW FLYER XE35	STM	A	66,942	7/30/2025
1323	937	5FYB8KJ17MF083028	BU	2021 NEW FLYER XE35	STM	A	56,961	8/1/2025
1324	791	5FYB8KJ10PF107528	BU	2022 NEW FLYER XE35	STM	A	32,167	8/1/2025
1325	784	5FYB8KJ12PF107529	BU	2022 NEW FLYER XE35	STM	A	35,655	8/4/2025
1413	974	7JZTH13J6LS000334	BU	2020-PROTERRA-BE-40	STM	A	43,123	8/4/2025
1414	973	7JZTH13J6LS000335	BU	2020-PROTERRA-BE-40	STM	A	34,799	8/1/2025
1415	902	7JZTH13J6LS000336	BU	2020-PROTERRA-BE-40	STM	A	44,968	8/4/2025
1416	900	7JZTH13J8LS000337	BU	2020-PROTERRA-BE-40	STM	A	36,280	7/1/2025
1420	957	5FYB8FJ13MF082840	BU	2021 NEW FLYER XE40	STM	A	72,561	8/4/2025
1421	958	5FYB8FJ15MF082841	BU	2021 NEW FLYER XE40	STM	A	52,797	7/29/2025
1422	783	5FYB8FJ10PF107763	BU	2022 NEW FLYER XE40	STM	A	22,987	8/4/2025
1563	43	15GGB2715A1178266	BU	2010-GILLIG-35`	STM	A	407,672	8/4/2025
1564	279	15GGB2717A1178267	BU	2010-GILLIG-35`	STM	A	459,183	6/10/2025
1565	47	15GGB2719A1178268	BU	2010-GILLIG-35`	STM	A	371,370	8/3/2025
1566	444	15GGB2710A1178269	BU	2010-GILLIG-35`	STM	A	464,047	8/1/2025
1568	116	15GGB2719A1178271	BU	2010-GILLIG-35`	STM	A	409,481	8/4/2025
1571	448	15GGB2714A1178274	BU	2010-GILLIG-35`	STM	A	338,943	8/2/2025
1572	51	15GGB2716A1178275	BU	2010-GILLIG-35`	STM	A	409,559	8/1/2025
1573	67	15GGB2718A1178276	BU	2010-GILLIG-35`	STM	A	412,000	7/8/2025
1574	457	15GGB271XA1178277	BU	2010-GILLIG-35`	STM	A	439,077	8/4/2025
1575	93	15GGB2711A1178278	BU	2010-GILLIG-35`	STM	A	411,548	8/4/2025
1576	468	15GGB2713A1178279	BU	2010-GILLIG-35`	STM	A	382,797	8/2/2025
1577	455	15GGB271XA1178280	BU	2010-GILLIG-35`	STM	A	408,860	8/2/2025
1578	454	15GGB2711A1178281	BU	2010-GILLIG-35`	STM	A	387,102	5/16/2025
1650	547	15GGD2710A1178251	BU	2010-GILLIG 40 FT	STM	A	379,419	8/4/2025
1651	612	15GGD2712A1178252	BU	2010-GILLIG 40 FT	STM	A	352,423	7/29/2025

1652	128	15GGD2714A1178253	BU	2010-GILLIG 40 FT	STM	A	405,476 8/4/2025
1653	618	15GGD2716A1178254	BU	2010-GILLIG 40 FT	STM	A	373,389 8/1/2025
1654	624	15GGD2718A1178255	BU	2010-GILLIG 40 FT	STM	A	311,916 8/4/2025
1655	491	15GGD271XA117825G	BU	2010-GILLIG 40 FT	STM	A	368,803 8/2/2025
1656	608	15GGD2711A1178257	BU	2010-GILLIG 40 FT	STM	A	349,964 8/1/2025
1657	619	15GGD2713A1178258	BU	2010-GILLIG 40 FT	STM	A	445,874 8/4/2025
1658	614	15GGD2715A1178259	BU	2010-GILLIG 40 FT	STM	A	345,587 8/1/2025
1661	604	15GGD2715A1178262	BU	2010-GILLIG 40 FT	STM	A	381,667 8/1/2025
1662	470	15GGD2717A1178263	BU	2010-GILLIG 40 FT	STM	A	379,256 6/11/2025
1663	526	15GGD2719A1178264	BU	2010-GILLIG 40 FT	STM	A	464,359 5/27/2025
1670	675	15GGD2714J3191296	BU	2018-GILLIG-40FT	STM	A	227,071 7/28/2025
1671	674	15GGD271XJ3191299	BU	2018-GILLIG-40FT	STM	A	247,033 8/1/2025
1672	850	15GGD2718J3191298	BU	2018-GILLIG-40FT	STM	A	233,339 8/1/2025
1673	671	15GGD2716J3191297	BU	2018-GILLIG-40FT	STM	A	223,635 8/2/2025
1701	134	5FYD8KV19BB039975	BU	2011-NEWF-XD35	STM	A	453,354 7/28/2025
1710	544	5FYD8KV14FF046637	BU	2015 XD35	STM	A	350,509 8/4/2025
1711	700	5FYD8KV16FF046638	BU	2015 XD35	STM	A	366,946 8/4/2025
1712	124	5FYD8KV18FF046639	BU	2015 XD35	STM	A	393,304 7/31/2025
1713	193	5FYD8KV14FF046640	BU	2015 XD35	STM	A	353,189 7/31/2025
1714	147	5FYD8KV16FF046641	BU	2015 XD35	STM	A	432,670 8/1/2025
1715	930	5FYD8KV10LF074088	BU	2020 XD35	STM	A	205,320 8/1/2025
1716	933	5FYD8KV12LF074089	BU	2020 XD35	STM	A	219,928 8/4/2025
1717	934	5FYD8KV19LF074090	BU	2020 XD35	STM	A	216,183 8/4/2025
1718	929	5FYD8KV10LF074091	BU	2020 XD35	STM	A	209,469 8/3/2025
1719	927	5FYD8KV12LF074092	BU	2020 XD35	STM	A	201,813 8/4/2025
1720	928	5FYD8KV1XLF074339	BU	2020 XD35	STM	A	200,378 7/22/2025
1721	955	5FYD8KV12MF076099	BU	2021 NEW FLYER XD35	STM	A	185,282 8/4/2025
1722	954	5FYD8KV15MF076100	BU	2021 NEW FLYER XD35	STM	A	171,815 8/4/2025
1723	953	5FYD8KV17MF076101	BU	2021 NEW FLYER XD35	STM	A	188,851 7/24/2025
1724	943	5FYD8KV15NC104903	BU	2022 XD35	STM	A	137,548 8/4/2025
1725	942	5FYD8KV17NC104904	BU	2022 XD35	STM	A	136,830 8/4/2025
1726	941	5FYD8KV19NC104905	BU	2022 XD35	STM	A	151,222 8/2/2025
1727	940	5FYD8KV10NC104906	BU	2022 XD35	STM	A	151,998 8/4/2025
1728	945	5FYD8KV12NC104907	BU	2022 XD35	STM	A	148,785 6/18/2025
1729	946	5FYD8KV14NC104908	BU	2022 XD35	STM	A	150,336 8/1/2025
1730	779	5FYD8KV10PF107435	BU	2022 XD35	STM	A	109,548 8/4/2025
1731	778	5FYD8KV12PF107436	BU	2022 XD35	STM	A	83,790 8/4/2025
1732	777	5FYD8KV14PF107437	BU	2022 XD35	STM	A	81,669 8/3/2025
1733	797	5FYD8KV16PF107438	BU	2022 XD35	STM	A	107,075 8/4/2025

1734	796	5FYD8KV18PF107439	BU	2022 XD35	STM	A	96,021	7/31/2025
1735	795	5FYD8KV14PF107440	BU	2022 XD35	STM	A	109,297	8/4/2025
1740	154	5FYH8KR13RC110328	BU	2024 NEW FLYER XDE35	STM	A	45,491	8/4/2025
1741	155	5FYH8KR15RC110329	BU	2024 NEW FLYER XDE35	STM	A	45,558	8/4/2025
1742	156	5FYH8KR11RC110330	BU	2024 NEW FLYER XDE35	STM	A	45,759	8/4/2025
1810	773	5FYH8FV12BB039629	BU	2011-NEWF-XD40	STM	A	420,187	8/4/2025
1812	466	5FYD8FV10BB039631	BU	2011-NEWF-XD40	STM	A	442,762	8/4/2025
1813	613	5FYD8FV12BB039632	BU	2011-NEWF-XD40	STM	A	408,403	8/4/2025
1814	665	5FYD8FV14BB039633	BU	2011-NEWF-XD40	STM	A	447,509	8/4/2025
1815	98	5FYD8FV16BB039634	BU	2011-NEWF-XD40	STM	A	398,536	8/3/2025
1816	662	5FYD8FV18BB039635	BU	2011-NEWF-XD40	STM	A	402,329	8/4/2025
1817	649	5FYD8FV1XBB039636	BU	2011-NEWF-XD40	STM	A	436,680	8/1/2025
1818	658	5FYD8FV11BB039637	BU	2011-NEWF-XD40	STM	A	423,135	8/4/2025
1821	483	5FYD8FV19CB040620	BU	2012-NEWF-XD40	STM	A	422,079	8/4/2025
1822	654	5FYD8FV10CB040621	BU	2012-NEWF-XD40	STM	A	417,454	8/4/2025
1823	486	5FYD8FV12CB040622	BU	2012-NEWF-XD40	STM	A	396,657	7/14/2025
1824	438	5FYD8FV14CB040623	BU	2012-NEWF-XD40	STM	A	426,494	8/4/2025
1825	433	5FYD8FV16CB040624	BU	2012-NEWF-XD40	STM	A	357,498	8/4/2025
1826	578	5FYD8FV18CB040625	BU	2012-NEWF-XD40	STM	A	426,487	6/9/2025
1830	537	5FYD8FV15EB044988	BU	2014-NEWF-XD40	STM	A	358,243	8/4/2025
1831	813	5FYD8FV17EB044989	BU	2014-NEWF-XD40	STM	A	238,979	8/4/2025
1832	631	5FYD8FV13EB044990	BU	2014-NEWF-XD40	STM	A	345,990	8/1/2025
1833	82	5FYD8FV15EB044991	BU	2014-NEWF-XD40	STM	A	370,528	8/1/2025
1834	807	5FYD8FV17EB044992	BU	2014-NEWF-XD40	STM	A	369,757	8/1/2025
1835	634	5FYD8FV19EB044993	BU	2014-NEWF-XD40	STM	A	353,089	8/1/2025
1836	814	5FYD8FV10EB044994	BU	2014-NEWF-XD40	STM	A	357,796	8/1/2025
1837	815	5FYD8FV12EB044995	BU	2014-NEWF-XD40	STM	A	340,122	7/30/2025
1840	203	5FYD8FV13FF046443	BU	2015 XD40	STM	A	312,390	8/4/2025
1841	380	5FYD8FV15FF046444	BU	2015 XD40	STM	A	359,032	8/3/2025
1842	477	5FYD8FV17FF046445	BU	2015 XD40	STM	A	352,744	8/4/2025
1843	642	5FYD8FV19FF046446	BU	2015 XD40	STM	A	362,201	8/4/2025
1844	12	5FYD8FV10FF046447	BU	2015 XD40	STM	A	344,918	8/4/2025
1845	113	5FYD8FV12FF046448	BU	2015 XD40	STM	A	369,620	8/3/2025
1846	384	5FYD8FV14FF046449	BU	2015 XD40	STM	A	318,666	6/16/2025
1847	600	5FYD8FV10FF046450	BU	2015 XD40	STM	A	350,669	8/4/2025
1848	302	5FYD8FV12FF046451	BU	2015 XD40	STM	A	352,192	8/4/2025
1849	311	5FYD8FV14FF046452	BU	2015 XD40	STM	A	370,531	8/1/2025
1850	960	5FYD8FV14LF074134	BU	2020 NEW FLYER XD40	STM	A	184,625	8/3/2025
1851	964	5FYD8FV16LF074135	BU	2020 NEW FLYER XD40	STM	A	178,167	8/4/2025

1852	961	5FYD8FV18LF074136	BU	2020 NEW FLYER XD40	STM	A	175,483 8/4/2025
1853	962	5FYD8FV1XLF074137	BU	2020 NEW FLYER XD40	STM	A	164,088 7/24/2025
1854	963	5FYD8FV11LF074138	BU	2020 NEW FLYER XD40	STM	A	179,359 8/4/2025
1855	951	5FYD8FV17LF074340	BU	2020 NEW FLYER XD40	STM	A	198,937 8/4/2025
1856	959	5FYD8FV19LF074341	BU	2020 NEW FLYER XD40	STM	A	190,510 8/3/2025
1857	972	5FYD8FV14MF076001	BU	2021 NEW FLYER XD40	STM	A	163,423 8/4/2025
1858	971	5FYD8FV16MF076002	BU	2021 NEW FLYER XD40	STM	A	167,677 8/3/2025
1859	975	5FYD8FV18MF076003	BU	2021 NEW FLYER XD40	STM	A	172,202 8/4/2025
1860	741	5FYD8FV1XMF076004	BU	2021 NEW FLYER XD40	STM	A	177,340 8/4/2025
1861	742	5FYD8FV11MF076005	BU	2021 NEW FLYER XD40	STM	A	164,991 8/4/2025
1862	751	5FYD8FV15NC104987	BU	2022 NEW FLYER XD40	STM	A	125,003 8/4/2025
1863	750	5FYD8FV17NC104988	BU	2022 NEW FLYER XD40	STM	A	134,907 8/4/2025
1864	944	5FYD8FV19NC104989	BU	2022 NEW FLYER XD40	STM	A	141,395 8/4/2025
1865	708	5FYD8FV03PF107377	BU	2022 NEW FLYER XD40	STM	A	93,981 8/2/2025
1866	709	5FYD8FV05PF107378	BU	2022 NEW FLYER XD40	STM	A	83,643 8/4/2025
1867	707	5FYD8FV07PF107379	BU	2022 NEW FLYER XD40	STM	A	91,206 8/4/2025
1868	PVTA706	5FYD8FV12PF107380	BU	2022 NEW FLYER XD40	STM	A	82,329 8/4/2025
1870	PVT724	5FYH8FR17RC109996	BU	2024 NEW FLYER XDE40	STM	A	52,620 8/4/2025
1871	725	5FYH8FR19RC109997	BU	2024 NEW FLYER XDE40	STM	A	51,936 8/4/2025
1872	PVT676	5FYH8FR10RC109998	BU	2024 NEW FLYER XDE40	STM	A	51,016 8/4/2025
1873	609	5FYH8FR12RC109999	BU	2024 NEW FLYER XDE40	STM	A	49,013 8/4/2025
1874	425	5FYH8FR13RC110000	BU	2024 NEW FLYER XDE40	STM	A	45,585 8/4/2025
1875	81	5FYH8FR15RC110001	BU	2024 NEW FLYER XDE40	STM	A	47,559 8/4/2025
1876	579	5FYH8FR17RC110002	BU	2024 NEW FLYER XDE40	STM	A	49,053 8/4/2025
1877	467	5FYH8FR19RC110003	BU	2024 NEW FLYER XDE40	STM	A	46,603 8/4/2025
1878	95	5FYH8KR11RC110327	BU	2024 NEW FLYER XDE40	STM	A	44,676 8/1/2025
1879	603	5FYH8FR12RC110005	BU	2024 NEW FLYER XDE40	STM	A	48,904 8/2/2025
1880	49	5FYH8FR14RC110006	BU	2024 NEW FLYER XDE40	STM	A	53,216 8/4/2025
9156		A14U00542	IN SERVICE	2000-TCM-TLFT	STM	A	6,537 1/16/2020
9205	(NULL)	562911275	IN SERVICE	2007 BOBCAT LOD	STM	A	23,528 12/16/2017
9206	(NULL)	800-7260	IN SERVICE	2008 SWEEPER	STM	A	149 9/3/2019
9225	429	1DW544KZABD641087	IN SERVICE	2012 DEERE	STM	A	949 1/17/2025
9226	(NULL)	ALM413730	IN SERVICE	BOBCAT	STM	A	464 3/8/2025
9418	(NULL)	2019-1	IN SERVICE	2019 CLARK S35D	STM	A	489 6/6/2025
9419	(NULL)	S232D-0058-10005KF	IN SERVICE	2019 CLARK S35D	STM	A	1,119 2/26/2024
9420	(NULL)	800-8593	IN SERVICE	2018 TENNANT SWEEPER	STM	A	304 8/11/2021
9421	(NULL)	T23-2315	IN SERVICE	2019 TENNANT T20	STM	A	73 9/3/2019
9422	(NULL)	XXXXXXX	IN SERVICE	9209	STM	A	101 1/28/2023
9423	(NULL)	ASKC2GDBHJG042998	IN SERVICE	KUBOTA UTILITY VEHICLE	STM	A	272 2/16/2025

9424	(NULL)	A5KC2GDBJJG045750	IN SERVICE	KUBOTA UTILITY VEHICLE	STM	A	240	5/8/2020
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F-CTF

Equipment ID	License Number	VIN	SLAEquipment Category	Equipment Type	Assignment	Status	Life Miles	Last Meter Update
CTF-TR-1	C32472	58CB1TE23EC001520	MAINT ONLY	TRAILER	F-CTF	A	0	6/19/2023
CTF-TR-2	F13944	16VDX1420L5057552	MAINT ONLY	TRAILER	F-CTF	A	0	6/19/2023
CTF-TR-3	727	1XNBU1218R3109057	MAINT ONLY	TRAILER	F-CTF	A	0	4/5/2024

NA

Equipment ID	License Number	VIN	SLAEquipment Category	Equipment Type	Assignment	Status	Life Miles	Last Meter Update
5733	257	57WMD2C67GM100161	VAN	2016 MOBIL MV1DG	NOR	A	18,417	12/16/2019
5734	274	1FDEE3FS5HDC52697	VAN	2017 FORD E350	W COA	A	130	6/21/2018
5817	914	1FDEE3F64KDC27588	VAN	2019 FORD E350	ELONG	A	0	5/6/2019
5818	917	1FDEE3F62KDC27590	VAN	2019 FORD E350	NOR	A	0	5/9/2019
5819	905	2C7WDGBG8KR521447	VAN	2019 DODGE ELDORADO AMERIVAN	NOR	A	0	1/15/2020
5846		1FDEE3FN7RDD45720	VAN	2024 FORD E350	PALMER	A	319	6/27/2024
5847		1FDEE3FN6RDD45658	VAN	2024 FORD E350	EASTHAMPTO	A	343	6/27/2024

NTF

Equipment ID	License Number	VIN	SLAEquipment Category	Equipment Type	Assignment	Status	Life Miles	Last Meter Update
1204	637	1FDFE4FS3FDA19697	VAN	2015 E450	HUL B	A	222,236	7/29/2025
1205	590	1FDFE4FS5FDA19698	VAN	2015 E450	HMP	A	115,816	7/24/2025
1207	535	1FDFE4FS2GDC02784	VAN	2016 E450	HUL SHUTTL	A	185,296	7/29/2025
5574	581	1FDFE4FSXBDB22738	VAN	2011 FORD E450	HMP	A	116,737	7/29/2025
5686	221	1FDEE3FS4GDC50244	VAN	2016 FORD E350	HMP	A	102,746	7/30/2025
5687	218	1FDEE3FS6GDC50245	VAN	2016 FORD E350	HMP	A	92,661	7/24/2025
5703	252	1FDEE3FS2HDC29247	VAN	2017 FORD E350	MV	A	146,219	5/30/2025
5704	253	FDEE3FS4HDC29248	VAN	2017 FORD E350	MV	A	161,976	7/31/2025
5705	254	1FDEE3FS6HDC29249	VAN	2017 FORD E350	MV	A	152,190	8/3/2025
5706	251	1FDEE3FS2HDC29250	VAN	2017 FORD E350	MV	A	140,397	8/4/2025
5707	298	1FDEE3FS4HDC29251	VAN	2017 FORD E350	MV	A	135,245	7/30/2025
5735	801	1FDEE3F69JDC18545	VAN	2018 FORD E350	MV	A	140,802	7/26/2025
5736	692	1FDEE3F60JDC18546	VAN	2018 FORD E350	MV	A	134,438	8/3/2025
5737	829	1FDEE3F62JDC18547	VAN	2018 FORD E350	MV	A	130,696	8/2/2025
5738	29	1FDEE3F63JDC17276	VAN	2018 FORD E350	MV	A	148,752	8/4/2025
5739	563	1FDEE3F64JDC18548	VAN	2018 FORD E350	MV	A	127,800	8/1/2025
5740	554	1FDEE3F66JDC18549	VAN	2018 FORD E350	MV	A	154,153	7/26/2025
5741	570	1FDEE3F62JDC18550	VAN	2018 FORD E350	MV	A	108,030	8/3/2025

5742	488	1FDEE3F64JDC18551	VAN	2018 FORD E350	MV	A	130,035	8/3/2025
5743	208	1FDEE3F66JDC18552	VAN	2018 FORD E350	MV	A	96,919	7/26/2025
5840	755	1FDEE3FN9RDD45735	VAN	2024 FORD E350	MV	A	14,295	8/3/2025
5841	756	1FDEE3FN3RDD45794	VAN	2024 FORD E350	MV	A	13,828	8/3/2025
5843	753	1FDEE3FN7RDD45524	VAN	2024 FORD E350	MV	A	19,060	8/3/2025
5844	759	1FDDEE3FN9RDD45671	VAN	2024 FORD E350	MV	A	16,622	8/4/2025
5848	703	1FDEE3FNXRDD45582	VAN	2024 FORD E350	MV	A	15,571	8/3/2025
5852	720	1FDEE3FN3RDD45603	VAN	2024 FORD E350	MV	A	16,777	8/4/2025
5853	173	1FDEE3FN5RDD45716	VAN	2024 FORD E350	MV	A	2,038	7/29/2025
7300	786	5FYB8KJ17PF107526	BU	2022 NEW FLYER XE35	HMP	A	35,307	8/4/2025
7301	785	5FYB8KJ19PF107527	BU	2022 NEW FLYER XE35	HMP	A	43,524	8/4/2025
7553	931	5FYD8KV17LF074086	BU	2020 XD35	HMP	A	175,464	8/2/2025
7554	932	5FYD8KV19LF074087	BU	2020 XD35	HMP	A	175,637	8/4/2025
7555	157	5FYH8KR11RC110327	BU	2024 NEW FLYER XDE35	HMP	A	27,533	8/4/2025
7700	956	5FYB8FJ17MF082842	BU	2021 NEW FLYER XE40	HMP	A	62,286	8/4/2025
7701	776	5FYB8FJ12PF107764	BU	2022 NEW FLYER XE40	HMP	A	39,752	8/4/2025
7801	688	5FYD8FV10BB039628	BU	2011-NEWF-XD40	HMP	A	465,972	7/24/2025
7802	53	5FYD8FV15BB039639	BU	2011-NEWF-XD40	HMP	A	511,205	8/2/2025
7811	616	5FYD8FV15CB040615	BU	2012-NEWF-XD40	HMP	A	479,113	8/4/2025
7812	593	5FYD8FV17CB040616	BU	2012-NEWF-XD40	HMP	A	470,430	7/31/2025
7813	657	5FYD8FV19CB040617	BU	2012-NEWF-XD40	HMP	A	470,957	7/22/2025
7814	500	5FYD8FV10CB040618	BU	2012-NEWF-XD40	HMP	A	490,859	8/1/2025
7815	630	5FYD8FV12CB040619	BU	2012-NEWF-XD40	HMP	A	443,380	8/4/2025
7816	740	5FYD8FV13MF076006	BU	2021 NEW FLYER XD40	HMP	A	163,332	8/2/2025
7817	948	5FYD8FV15NC104990	BU	2022 NEW FLYER XD40	HMP	A	133,139	8/4/2025
7818	705	5FYD8FV14PF107381	BU	2022 NEW FLYER XD40	HMP	A	108,406	8/4/2025
7819	704	5FYD8FV16PF107382	BU	2022 NEW FLYER XD40	HMP	A	105,722	8/4/2025
7820	723	5FYH8FR15RC109995	BU	2024 NEW FLYER XDE40	HMP	A	61,058	8/4/2025
7901	515	5FYH8YU15DB041960	BU	2013 NEWFLYER	HMP	A	277,412	8/1/2025
7902	560	5FYH8YU17DB041961	BU	2013 NEWFLYER	HMP	A	284,092	7/25/2025
9157		HHKHNN12KH0001035	IN SERVICE	OTHER	HMP	A	76	2/11/2025
9207	431	1GCHK24618E207003	TO	2008 CHEV Y	HMP	A	39,072	6/17/2025
9209		800-7261	IN SERVICE	2008 SWEEPER	HMP	A	113	4/8/2025
9220	44	1FDRF3FT1DEB14067	IN SERVICE	2013 FORD F350	HMP	A	162,498	6/18/2025
9403	806	1FMCU9GX8EUD09882	IN SERVICE	2014 ESCAPE	HMP	A	128,150	7/14/2025
9404	811	1FMCU9GX8EUD09883	IN SERVICE	2014 ESCAPE	HMP	A	43,312	7/8/2025
9406	824	1FMCU9GX3EUD09885	IN SERVICE	2014 ESCAPE	HMP	A	49,846	7/1/2025
9416	277	1FMCU9G92JUC20174	IN SERVICE	2018 FORD ESCAPE	HMP	A	49,826	7/1/2025
9430		B3BT19460	MAINT ONLY	BOBCAT	HMP	A	1,680	4/8/2025

STF

Equipment ID	License Number	VIN	SLAEquipment Category	Equipment Type	Assignment	Status	Life Miles	Last Meter Update
1208	280	1FDFE4FS5JDC04021	VAN	2018 FORD E450	HUL B	A	256,994	7/29/2025
1209	278	1FDFE4FS7JDC04022	VAN	2018 FORD E450	HUL B	A	215,527	8/19/2024
5688	209	1FDEE3FS8GDC50246	VAN	2016 FORD E350	MV	A	161,374	7/2/2025
5694	716	1FDEE3FSXGDC54976	VAN	2016 FORD E350	HUL	A	219,369	7/29/2025
5695	714	1FDEE3FS1GDC54977	VAN	2016 FORD E350	MV	A	160,282	4/30/2025
5698	214	1FDEE3FS1GDC54980	VAN	2016 FORD E350	MV	A	196,592	7/31/2025
5713	293	1FDEE3FS5HDC29257	VAN	2017 FORD E350	STM	A	171,264	4/14/2025
5714	292	1FDEE3FS7HDC29258	VAN	2017 FORD E350	MV	A	162,761	7/31/2025
5722	265	1FDEE3FS1HDC33449	VAN	2017 FORD E350	STM	A	164,787	7/9/2025
5724	285	1FDEE3FSXHDC33451	VAN	2017 FORD E350	MV	A	162,236	8/4/2025
5727	287	1FDEE3FS5HDC33454	VAN	2017 FORD E350	MV	A	183,753	7/27/2025
5728	281	1FDEE3FS7HDC33455	VAN	2017 FORD E350	MV	A	145,770	8/3/2025
5731	272	1FDEE3FS2HDC33458	VAN	2017 FORD E350	MV	A	157,795	7/28/2025
5732	264	1FDEE3FS4HDC33459	VAN	2017 FORD E350	MV	A	162,780	8/3/2025
5744	835	1FDEE3F68JDC18553	VAN	2018 FORD E350	MV	A	131,866	4/11/2025
5745	606	1FDEE3F65JDC17277	VAN	2018 FORD E350	MV	A	150,284	8/4/2025
5746	196	1FDEE3F6XJDC18554	VAN	2018 FORD E350	MV	A	132,124	8/4/2025
5747	650	1FDEE3F61JDC18555	VAN	2018 FORD E350	MV	A	154,956	8/3/2025
5748	126	1FDEE3F63JDC18556	VAN	2018 FORD E350	MV	A	117,563	8/3/2025
5749	996	1FDEE3F67JDC17278	VAN	2018 FORD E350	MV	A	143,675	7/30/2025
5750	991	1FDEE3F60JDC20751	VAN	2018 FORD E350	MV	A	134,873	8/2/2025
5751	987	1FDEE3F62JDC20752	VAN	2018 FORD E350	MV	A	152,055	8/3/2025
5752	986	1FDEE3F64JDC20753	VAN	2018 FORD E350	MV	A	140,779	7/31/2025
5753	924	1FDEE3F66JDC20754	VAN	2018 FORD E350	MV	A	124,271	8/3/2025
5754	978	1FDEE3F68JDC20755	VAN	2018 FORD E350	MV	A	135,107	7/22/2025
5755	985	1FDEE3F6XJDC20756	VAN	2018 FORD E350	MV	A	140,283	8/3/2025
5756	979	1FDEE3F61JDC20757	VAN	2018 FORD E350	MV	A	151,849	8/4/2025
5757	990	1FDEE3F63JDC20758	VAN	2018 FORD E350	MV	A	134,740	7/31/2025
5758	993	1FDEE3F65JDC20759	VAN	2018 FORD E350	MV	A	145,806	8/4/2025
5759	318	1FDEE3F61JDC20760	VAN	2018 FORD E350	MV	A	140,029	8/3/2025
5760	540	1FDEE3F63JDC20761	VAN	2018 FORD E350	MV	A	129,020	7/31/2025
5761	132	1FDEE3F65JDC20762	VAN	2018 FORD E350	MV	A	146,004	3/21/2025
5762	995	1FDEE3F67JDC20763	VAN	2018 FORD E350	MV	A	139,700	8/3/2025
5763	988	1FDEE3F69JDC20764	VAN	2018 FORD E350	MV	A	123,724	7/22/2025
5764	925	1FDEE3F60JDC20765	VAN	2018 FORD E350	MV	A	144,557	8/3/2025

5765	997	1FDEE3F62JDC20766	VAN	2018 FORD E350	MV	A	129,657	8/4/2025
5766	998	1FDEE3F64JDC20767	VAN	2018 FORD E350	MV	A	132,075	8/4/2025
5767	994	1FDEE3F6XJDC22538	VAN	2018 FORD E350	MV	A	130,069	8/3/2025
5768	999	1FDEE3F66JDC20768	VAN	2018 FORD E350	MV	A	150,419	8/1/2025
5769	981	1FDEE3F68JDC20769	VAN	2018 FORD E350	MV	A	126,740	12/30/2024
5770	980	1FDEE3F61JDC22539	VAN	2018 FORD E350	MV	A	130,275	8/3/2025
5771	983	1FDEE3F68JDC22540	VAN	2018 FORD E350	MV	A	136,582	8/2/2025
5772	989	1FDEE3F64JDC20770	VAN	2018 FORD E350	MV	A	126,266	8/3/2025
5773	984	1FDEE3F66JDC20771	VAN	2018 FORD E350	MV	A	140,878	7/31/2025
5774	982	1FDEE3F68JDC20772	VAN	2018 FORD E350	MV	A	128,863	8/3/2025
5775	244	1FDEE3F6XKDC21407	VAN	2019 FORD E350	MV	A	94,164	8/2/2025
5776	245	1FDEE3F61KDC25927	VAN	2019 FORD E350	MV	A	102,912	8/4/2025
5777	246	1FDEE3F67KDC25933	VAN	2019 FORD E350	MV	A	99,864	7/30/2025
5778	248	1FDEE3F69KDC25934	VAN	2019 FORD E350	MV	A	88,670	8/3/2025
5779	234	1FDEE3F68KDC25939	VAN	2019 FORD E350	MV	A	80,176	8/4/2025
5780	239	1FDEE3F64KDC25940	VAN	2019 FORD E350	MV	A	88,937	8/2/2025
5781	238	1FDEE3F66KDC25941	VAN	2019 FORD E350	MV	A	76,264	8/4/2025
5782	240	1FDEE3F68KDC25942	VAN	2019 FORD E350	MV	A	85,229	8/4/2025
5783	271	1FDEE3F6XKDC25943	VAN	2019 FORD E350	MV	A	34,341	8/3/2025
5784	273	1FDEE3F61KDC25944	VAN	2019 FORD E350	MV	A	75,261	8/2/2025
5785	270	1FDEE3F63KDC25945	VAN	2019 FORD E350	MV	A	83,278	8/3/2025
5786	977	1FDEE3F65KDC25946	VAN	2019 FORD E350	MV	A	85,627	8/2/2025
5787	923	1FDEE3F60KDC25949	VAN	2019 FORD E350	MV	A	83,188	8/3/2025
5788	922	1FDEE3F67KDC25950	VAN	2019 FORD E350	MV	A	87,972	8/4/2025
5789	921	1FDEE3F69KDC25951	VAN	2019 FORD E350	MV	A	88,499	8/2/2025
5790	920	1FDEE3F60KDC25952	VAN	2019 FORD E350	MV	A	92,788	8/4/2025
5791	237	1FDEE3F62KDC25953	VAN	2019 FORD E350	MV	A	86,703	8/3/2025
5792	230	1FDEE3F64KDC25954	VAN	2019 FORD E350	MV	A	64,837	5/8/2025
5793	236	1FDEE3F66KDC25955	VAN	2019 FORD E350	MV	A	82,022	8/3/2025
5794	233	1FDEE3F68KDC25956	VAN	2019 FORD E350	MV	A	70,694	5/11/2025
5795	232	1FDEE3F6XKDC25957	VAN	2019 FORD E350	MV	A	85,127	5/9/2025
5796	231	1FDEE3F61KDC25958	VAN	2019 FORD E350	MV	A	85,852	8/4/2025
5797	241	1FDEE3F63KDC25959	VAN	2019 FORD E350	MV	A	86,933	8/3/2025
5798	228	1FDEE3F6XKDC25960	VAN	2019 FORD E350	MV	A	91,148	8/3/2025
5799	227	1FDEE3F61KDC25961	VAN	2019 FORD E350	MV	A	68,672	7/23/2025
5800	226	1FDEE3F63KDC25962	VAN	2019 FORD E350	MV	A	86,215	8/4/2025
5801	910	1FDEE3F65KDC25963	VAN	2019 FORD E350	MV	A	84,860	8/4/2025
5802	913	1FDEE3F63KDC25928	VAN	2019 FORD E350	MV	A	99,774	8/4/2025
5803	912	1FDEE3F65KDC25929	VAN	2019 FORD E350	MV	A	100,029	8/3/2025

5804	911	1FDEE3F61KDC25930	VAN	2019 FORD E350	MV	A	99,614 8/3/2025
5805	916	1FDEE3F63KDC25931	VAN	2019 FORD E350	MV	A	94,685 8/3/2025
5806	915	1FDEE3F65KDC25932	VAN	2019 FORD E350	MV	A	86,205 8/3/2025
5807	903	1FDEE3F66KDC27575	VAN	2019 FORD E350	MV	A	90,479 8/1/2025
5808	32	1FDEE3F68KDC27576	VAN	2019 FORD E350	MV	A	102,305 8/3/2025
5809	28	1FDEE3F6XKDC27577	VAN	2019 FORD E350	MV	A	101,590 8/3/2025
5810	976	1FDEE3F6XKDC27580	VAN	2019 FORD E350	MV	A	93,121 8/4/2025
5811	909	1FDEE3F61KDC27581	VAN	2019 FORD E350	MV	A	99,716 8/3/2025
5812	908	1FDEE3F65KDC27583	VAN	2019 FORD E350	MV	A	92,846 8/3/2025
5813	907	1FDEE3F67KDC27584	VAN	2019 FORD E350	MV	A	95,250 8/4/2025
5814	906	1FDEE3F69KDC27585	VAN	2019 FORD E350	MV	A	96,515 8/4/2025
5815	919	1FDEE3F60KDC27586	VAN	2019 FORD E350	MV	A	101,244 7/23/2025
5816	918	1FDEE3F62KDC27587	VAN	2019 FORD E350	MV	A	93,187 8/4/2025
5820	772	1FDEE3FK4NDC42254	VAN	2022 FORD E350	MV	A	32,542 8/3/2025
5821	771	1FDEE3FKXNDC42257	VAN	2022 FORD E350	MV	A	34,781 7/28/2025
5822	765	1FDEE3FKXNDC42260	VAN	2022 FORD E350	MV	A	29,875 8/4/2025
5823	760	1FDEE3FK3NDC42262	VAN	2022 FORD E350	MV	A	33,753 8/3/2025
5824	770	1FDEE3FK0NDC42266	VAN	2022 FORD E350	MV	A	28,812 7/28/2025
5825	766	1FDEE3FK4NDC42268	VAN	2022 FORD E350	MV	A	31,834 8/4/2025
5826	767	1FDEE3FK3NDC42269	VAN	2022 FORD E350	MV	A	36,809 8/4/2025
5827	763	1FDEE3FK4NDC42271	VAN	2022 FORD E350	MV	A	34,048 8/3/2025
5828	769	1FDEE3FK8NDC42273	VAN	2022 FORD E350	MV	A	20,800 11/15/2024
5829	764	1FDEE3FKXNDC42274	VAN	2022 FORD E350	MV	A	33,006 7/25/2025
5830	768	1FDEE3FK3NDC42276	VAN	2022 FORD E350	MV	A	30,100 7/25/2025
5831	735	1FDEE3FK9NDC42282	VAN	2022 FORD E350	MV	A	33,796 8/4/2025
5832	734	1FDEE3FK6NDC42286	VAN	2022 FORD E350	MV	A	30,581 8/4/2025
5833	733	1FDEE3FK8NDC42290	VAN	2022 FORD E350	MV	A	36,175 8/3/2025
5834	774	1FDEE3FN3RDD45827	VAN	2024 FORD E350	MV	A	16,907 8/4/2025
5835	737	1FDEE3FN8RDD45628	VAN	2024 FORD E350	MV	A	17,825 8/3/2025
5836	738	1FDEE3FN5RDD45764	VAN	2024 FORD E350	MV	A	18,597 8/3/2025
5837	736	1FDEE3FN2RDD45592	VAN	2024 FORD E350	MV	A	17,043 8/3/2025
5838	732	1FDEE3FN4RDD45805	VAN	2024 FORD E350	MV	A	17,579 8/3/2025
5839	754	1FDEE3FN7RDD45636	VAN	2024 FORD E350	MV	A	17,487 8/4/2025
5842	761	1FDEE3FN6RDD45580	VAN	2024 FORD E350	MV	A	19,856 8/4/2025
5845	730	1FDEE3FN8RDD45600	VAN	2024 FORD E350	MV	A	18,069 8/2/2025
5849	762	1FDEE3FN0RDD45574	VAN	2024 FORD E350	MV	A	17,939 8/3/2025
5850	721	1FDEE3FN4RDD45562	VAN	2024 FORD E350	MV	A	16,175 8/3/2025
5851	174	1FDEE3FN5RDD45585	VAN	2024 FORD E350	MV	A	18,426 8/3/2025
5854	722	1FDEE3FN8RDD45595	VAN	2024 FORD E350	MV	A	17,497 8/4/2025

5855	724	1FDEE3FN3RDD45617	VAN	2024 FORD E350	MV	A	18,626	8/4/2025
9203	655	1FTSF31F42EA20799	IN SERVICE	2002 FORD F350	STM	A	85,014	4/30/2025
9204	656	1FTSF31F62EA20836	MAINT ONLY	2002 FORD F350	STM	A	89,984	2/17/2025
9216	668	1FTRF3BT6BED04504	IN SERVICE	2011 FORD F350	STM	A	62,922	6/16/2025
9217	833	1FAHP2HW2CG140023	PVTA	2012-FORD-TAURU	PVTA	A	98,602	5/29/2025
9218	648	1FDRF3HT2CEC12682	IN SERVICE	2012 FORD F350	STM	A	41,544	6/20/2025
9221	158	1FDRF3FT3DEB14068	IN SERVICE	2013 FORD F350	STM	A	92,224	8/1/2025
9222	840	JTDKN3DUXC1541984	AO_DC	2012 PRIUS	STM	A	132,302	7/31/2025
9224	841	JTDKN3DU9C1540826	AO_SC	2012 PRIUS	STM	A	26,195	7/16/2025
9227	1	1FD0X5HT5GEA75275	IN SERVICE	2016 F550	STM	A	15,182	7/11/2025
9228	738	1FM5K8AR4GGB89177	AO_SC	2016 FORD EXPLORER	STM	A	132,321	7/22/2025
9229	736	1FM5K8AR1GGB97513	AO_SC	2016 FORD EXPLORER	STM	A	120,134	7/30/2025
9230	739	1FM5K8AR0GGB89175	AO_SC	2016 FORD EXPLORER	STM	A	126,894	7/31/2025
9231	737	1FM5K8ARXGGB97509	AO_SC	2016 FORD EXPLORER	STM	A	100,911	6/28/2025
9232	750	1FM5K8AR6GGB97510	AO_SC	2016 FORD EXPLORER	STM	A	128,471	7/15/2025
9402	825	1FMCU9GX6EUD09881	PVTA	2014 ESCAPE	PVTA	A	10	6/13/2025
9405	810	1FMCU9GX1EUD09884	AO_SC	2014 ESCAPE	STM	A	88,019	7/18/2025
9409	821	1FMCU9GX9EUD09888	IN SERVICE	2014 ESCAPE	MV	A	110,994	6/6/2025
9410	820	1FMCU9GX0EUD09889	AO_SC	2014 ESCAPE	STM	A	103,577	7/14/2025
9412	747	1FMCU9G98HUD43990	AO_SC	2017 ESCAPE	STM	A	95,057	8/1/2025
9413	746	1FMCU9G9XHUD43991	AO_DC	2017 ESCAPE	STM	A	84,080	7/14/2025
9414	748	1FDRF3HTXHEC81112	MAINT ONLY	2017 FORD F350	STM	A	39,445	8/2/2025
9415	749	1FDRF3HT1HEC81113	MAINT ONLY	2017 FORD F350	STM	A	39,560	8/2/2025
9417	992	1FMCU9HD7JUA93196	IN SERVICE	2018 FORD ESCAPE	STM	A	79,678	7/15/2025
9425	757	1FMCU9G64NUB22128	IN SERVICE	2022 FORD ESCAPE	PVTA	A	11,125	5/8/2025
9426	758	1FMCU9G6XNUB11134	IN SERVICE	2022 FORD ESCAPE	PVTA	A	7,494	7/8/2025
9427	752	1FTEW1EP9NKF12867	MAINT ONLY	2022 FORD F150	STM	A	47,345	7/15/2025
9428	701	1FMCU9MN5PUA43839	IN SERVICE	2023 FORD ESCAPE	MV	A	17,896	5/22/2025
9429	702	1FMCU9GN8PUA24357	IN SERVICE	2023 FORD ESCAPE	MV	A	39,336	5/22/2025
9431	818	1FMCU0MZ8PUB35204	IN SERVICE	2024-FORD-ESCAPE	STM	A	5,160	7/15/2025
9432	685	1FMCU9GN3RUA65207	IN SERVICE	2024-FORD-ESCAPE	STM	A	10,889	7/16/2025
9433	731	1FDRF3HN7RDA00408	MAINT ONLY	FORD F350	STM	A	5,196	7/15/2025
9435	153	1FMCU0E12SUA29591	AO_DC	2025 FORD ESCAPE (HYBRID)	STM	A	0	5/5/2025

EXHIBIT M

EXISTING ORGANIZATIONAL CHART

Organizational Chart



Updated: July 2025

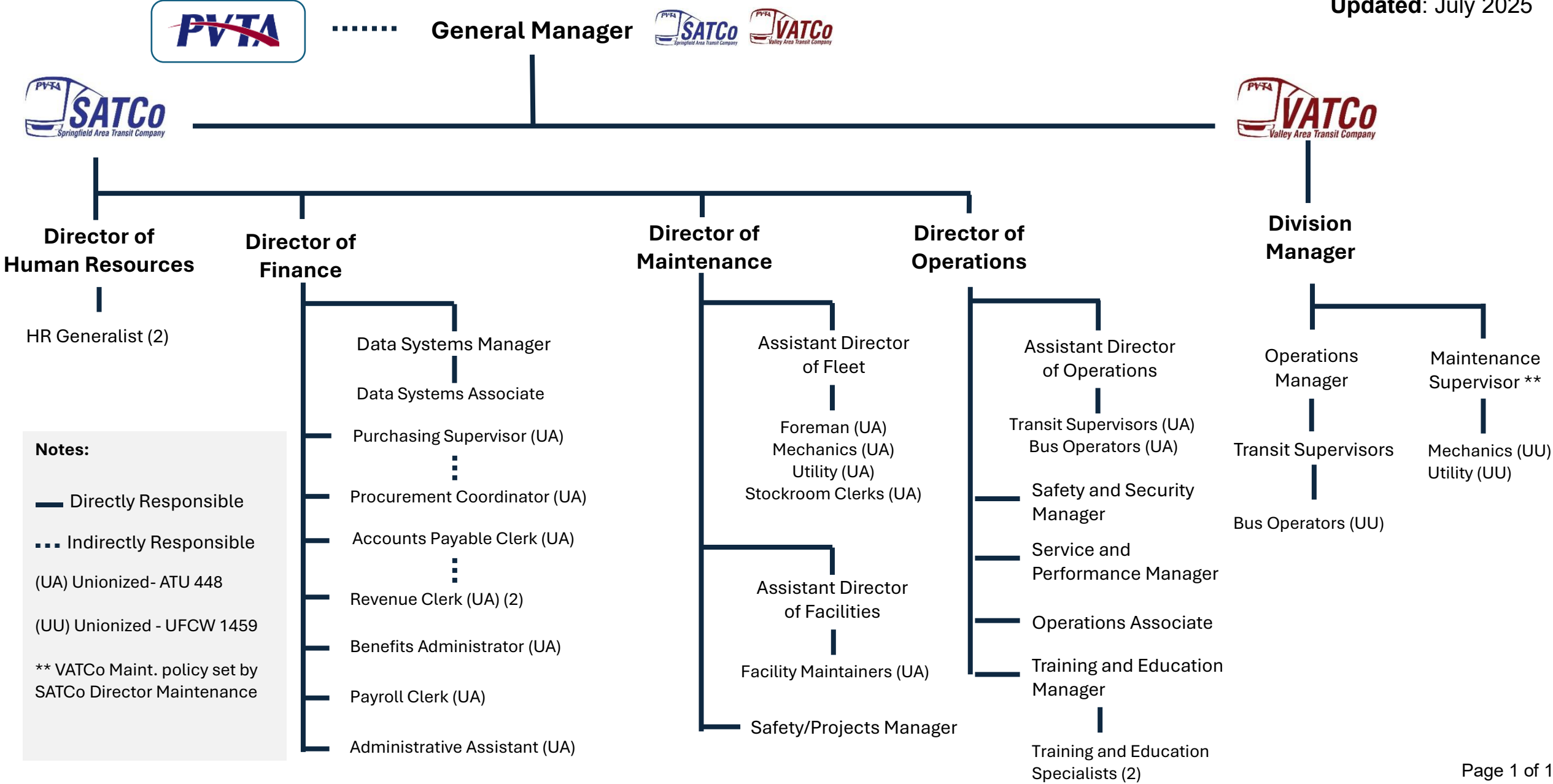


EXHIBIT N

ACCIDENT/INCIDENT REPORTING PROCEDURES

1. All reports must contain the proper loss reporting documents completed for all accidents and incidents.
 - a) All names, addresses and phone numbers are to be recorded as part of the report.
 - b) Description of injuries must be documented.
 - c) Photos of all property and vehicle damage are to be included with the report.
 - d) All witness names, addresses, and phone numbers are to be included in the report.
 - e) All vehicle information including year, make, model, and color must be included in the report along with the vehicle license plate numbers and vehicle insurance information.
2. All reports must be scanned and uploaded to PVTA's Claim System within twenty-four (24) hours of the accident or incident.
3. All outside agencies reports must be procured by the Provider/Contractor personnel.
 - a) Police reports
 - b) Fire department reports
 - c) Any other agency reports relevant to the accident/incident by local, state, or federal agency.
4. Accidents or incidents with severe bodily injury, property damage, and or vehicle damage must be reported immediately to PVTA's Director of Transit Operations.

EXHIBIT O

FACILITIES MAINTENANCE PLAN

Facilities Maintenance Plan

Prepared for:

Pioneer Valley Transit Authority (PVTA)

Prepared By:



Springfield Area Transit Company, Inc.

CTF, 665 Cottage Street, Springfield, MA 01104

STF, 2840 Main Street, Springfield, MA 01107



Valley Area Transit Company, Inc.

NTF, 54 Industrial Drive, Northampton, MA 01060

Revision 5.0

February 21, 2025

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Revision Log

Initial Effective Date: January 24, 2018

Revision	Effective	Scope	Authority
2.0	January 13, 2020	Equipment subsections.	General Manager
3.0	January 5, 2022	PM schedules.	General Manager
4.0	January 25, 2023	PM schedules.	General Manager
5.0	February 21, 2025	Format, minor text edits.	General Manager

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1 Maintenance Overview

1.1 Summary

The facilities maintenance plan of SATCo/VATCo focuses on a comprehensive preventive maintenance program for facilities and equipment of the Pioneer Valley Transit Authority (PVTA). SATCo /VATCo operate fixed route bus transit services and maintain vans and facilities under contract to PVTA. The goal is to provide safe, clean, reliable facilities and equipment for our employees and the public served. SATCo/VATCo is committed to maintaining PVTA facilities and equipment in the most efficient manner possible.

1.2 Goals and Objectives

The purpose of a Preventative Maintenance (PM) Program is to minimize down time; improve safety and the overall condition of the facilities; improve productivity and efficiency of the maintenance department. The best way to accomplish these objectives is through an aggressive preventative maintenance program to detect and prevent potential problems and take corrective actions.

SATCo/VATCo's objective is to provide safe, clean and reliable facilities as well as equipment through an efficient and effective maintenance program that meets our mission statement and supporting precepts.

1.3 Plan of Action

To accomplish our goals and objectives, the Maintenance Department has implemented a plan of action that provides the necessary tools and resources, while avoiding waste to accomplish the goal. Five basic resources are available including:

- Development of specifications that will address our needs.
- Secure vendors that adhere to our specifications.
- Development of an in-house staff that can address facility/equipment issues.
- Implementation of methods and processes during service calls.
- Keep accurate records to maintain goal.
- Maximize the life expectancy of the facilities and equipment.

Proper management of these will maximize the department's effectiveness and positively impact the ability to meet the level of service expected by the public.

1.4 Mission Critical

PVTA has identified 4 (four) areas as mission critical; Electrical power outage, HVAC, fueling of vehicles, and fire.

- A. Electrical power outage: PVTA's contractors rely on electricity as a vital part of its operation. In the event of a power outage, each facility maintains an emergency generator in good working conditions by performing a monthly check. Also, local utility companies are contacted to repair any issues to assure normal operation is resumed in a timely manner.

- B. HVAC: Any loss of HVAC in either extreme hot or cold conditions can create unhealthy working conditions for employees and put the facility and equipment in danger of freezing. In the case where this occurs, SATCo and VATCo have maintenance contracts with a certified mechanical repair company which does seasonal inspections and who can be brought in on any emergency.
- C. Fueling: Having buses fueled daily is critical to transit operation. In the event the fuel pumps go out of service, SATCo and VATCo have arrangements to bring in a fuel truck from a local business in the event we cannot repair system on the same day. Any major or complex repairs to Veederroot monitoring system and/or underground systems are done by a subcontractor. All fuel systems are inspected by a third party for operation and compliance with all applicable law.
- D. Fire: In the event of fire, SATCo/VATCo maintain a dry sprinkler system and an automatic fire department alarm system. Inspections are conducted quarterly by an outside contractor and a maintenance contract is in place should any problem arise.

1.5 Program of Inspections and Preventative Maintenance

The Facility & Maintenance program is a dynamic system driven by the Maintenance Director, the selected vendors, original equipment manufacturer (OEM) recommendation; subcontractor evaluation; and statistical evaluation based on work orders. As issues are identified by these reports they are systematically evaluated to make the necessary correction to the deficiency. In addition, we utilize technological improvements and recommendations; and implement training to increase efficiency of equipment.

The PM schedule is contained within the PM inspection records for facilities and equipment. This information is gathered from the contractor's annual/weekly etc. inspections as identified in the manual and checked off in the record book. The reports/work order/ deficiencies are filed separately.

Timeliness of preventative maintenance is important. The following standards are used to gauge the on-time performance of the PM system:

- **Monthly Inspections.** These are considered on time if completed within 15 days of the date issued.
- **Quarterly Inspections.** These are considered on time if completed within 30 days of the date issued.
- **Semi-annual Inspections.** These are considered on time if completed within 30 days of date issued.
- **Annual Inspections.** These are considered on time if completed within 30 days of date issued.

Inspection checklists are developed for each type of inspection as a guide to ensure that contracted services these important aspects.

1.6 Facilities and Equipment Contract Maintenance

SATCo/VATCo have agreements with outside contractors to provide certain aspects of facility and equipment maintenance. This method is used in most cases because of the expertise and specialization necessary to complete such tasks. In some cases special training and certification is required to perform

maintenance and it is not cost effective for the agency to retain qualified staff. In addition, SATCo/VATCo have assigned utility staff that are responsible for some of the preventive maintenance and repair.

Janitorial Maintenance: Janitorial maintenance and cleaning at Cottage St, 2840 Main, VATCo, PVTA Administration, and Olver Transit facilities are contracted to private providers. The contract specifies detailed tasks and frequencies. Discrepancies are followed up through repeat visits until corrected.

Landscaping Maintenance: Landscaping and yard maintenance are contracted out to private providers at PVTA's M&O facility at 665 Cottage Street in Springfield. Given the urban location of the PVTA's Administration and paratransit operation, there is very little landscaping to maintain and is the responsibility of utility maintenance. The VATCo facility has grass, trees and shrubs that are the responsibility of utility maintenance at that garage as well. Private contractors provide landscaping and snow removal services at the Olver Transit Pavilion as well as the landscaping at HTC. Both VATCo and Cottage Street facilities as well as the HTC, PVTA's administration and paratransit operation use in-house utility maintenance for snow removal.

Elevator Maintenance: The elevators at the PVTA administration building, 2840 Main Street and Cottage Street are maintained under contract. State law requires certification of individuals performing work on these systems and it is a specialized knowledge that is not readily maintained in-house. All elevators are required by state law to be inspected annually by Mass state inspector. Building maintainers do a monthly performance check.

1.7 ADA Accessibility

All public entrances, bathrooms and hallways are ADA compliant. Most facilities are outfitted with handicapped-accessible door openers at select entrances, with VATCo being the exception. All handicap door openers are exercised regularly and repaired as needed.

1.8 Warranty Procedures

Completed PM inspections are reviewed by the Maintenance Director to determine if repairs would be covered under warranty. For equipment items, determination is made by reviewing the warranty conditions in the equipment maintenance manual if it applies. The local authorized representative of the equipment manufacturer is contacted to obtain warranty repairs. Any new construction warranty information is submitted with the project close out documents.

1.9 Record Keeping System

All PM schedules and information on completed work orders are maintained in a filing system and in finance records. Work orders for preventative maintenance and unscheduled repairs are also included. Some building checklists are maintained in Enterprise Asset Management system (EAM). EAM is a comprehensive fleet management software program that is also used to manage Facility work assignments as well as record history, vital statistics and other information related to facility maintenance. Starting in early 2024, record keeping is moving to EAM, but other electronic files, and some paper files, are still retained during the changeover; this will continue through CY 2025.

1.10 Organization and Responsibilities

The following are duty titles and brief duty descriptions of facility maintenance positions. See the organization chart to identify reporting relationships.

General Manager: Responsible for all aspects of every company department, division, and facility.

Maintenance Director: Directs all aspects of the company's Maintenance Department including facility maintenance activities.

Assistant Director of Facilities: Responsible for the daily function of facilities maintenance; develops processes and technical procedures. Manages all projects, develops material and project specifications, communicates with subcontractors/ vendors, employees and evaluates bids with procurement personnel; establish priorities and manages personnel resources.

Purchasing Manager: Coordinates with vendors and procures services of outside vendors under contract.

Foreman: Assigns work to maintenance employees. Provides training, evaluation and feedback to employees.

Building Maintainers: Perform daily tasks of keeping facility clean, emptying trash, minor repairs, and ongoing maintenance to keep facility safe and in a state of good repair. Perform monthly inspections for performance and safety and maintain records.

Facility Maintenance Technician: Performs routine inspection, maintenance and repair on facility systems & equipment. Also responds to facility service requests and helps to coordinate on -site vendor activities to keep facility safe and in a state of good repair.

2 Managed Facilities

2.1 PVTA Administration Building

Address: 2808 Main Street, Springfield, MA 01107

The administration building of the Pioneer Valley Transit Authority (PVTA) is on a ¼ acre parcel of land directly adjacent to the STF Paratransit operating facility. This former Springfield fire station was purchased by PVTA and renovated for administrative office use. The building contains the office area for the PVTA Administrator and other staff including PVTA operations, planning, finance, procurement, information technology, claims, and capital project development.

The facility is three floors with a total gross building area 16,812 square feet. The third floor of the building contains a large conference room which is used by PVTA Advisory Board, which is the governing body of the Authority. The building has an elevator system, fire protection system, and an HVAC system appropriate for an office environment.

2.2 CTF – Cottage (Street) Transit Facility, Fixed Route Maintenance and Operations

Address: 665 Cottage Street, Springfield, MA 01104

The Cottage Street Facility at 665 Cottage Street in Springfield opened in Spring 2020 and includes 20 maintenance service bays and storage space for over 130 buses, as well as administrative and IT spaces for SATCo's fixed route operation. SATCo moved its entire maintenance and operation to the new facility in Spring 2019. SATCo contracts out maintenance of facility systems and landscaping.

In 2024, six (6) Proterra V2G plug in chargers (Circa 2020) were replaced with six (6) Heliox Flex 180kw chargers. These chargers offer greater capacity and three (3) dispensers each for the ability to plug in up to 18 buses.

2.3 STF – Springfield Transit Facility, Paratransit Maintenance and Operations

Address: 2840 Main Street, Springfield, MA, 01107

PVTA's paratransit operations facility, whose origins date back over 100 years to a street railway trolley car barn is located at 2840 Main Street on 4.5 acres just east of I-91 in the northern area of downtown Springfield, Massachusetts. This facility had been used for many years by PVTA's fixed route bus contractor for maintenance, operations and storage of PVTA's Springfield area operations. The facility is now used by PVTA's paratransit contractor and allows for storage and maintenance of 127 paratransit vehicles. PVTA paratransit operations are under contract to another vendor for ADA complementary paratransit service. SATCo (DGR Management, Inc) will continue managing the maintenance of the paratransit fleet at the 2840 Main Street facility.

The vehicle maintenance area is comprised of 36,000 square feet and is used for preventative and routine maintenance for body-shop repairs on fixed route and general maintenance repair work on paratransit vehicles. The maintenance area includes a body shop and parts storage area. The 2840 Main Street facility also contains a 27,848 square foot bus storage area. Included in the storage facility is an area where vans are washed and vacuumed.

The administrative and operations area was renovated in Summer 2020. This administrative area adjoins the maintenance facility and consists of 5140 square feet.

2.4 NTF – Northampton Transit Facility, Mixed Fleet Maintenance and Operations

Address: 54 Industrial Drive, Northampton, MA 01060

The Valley Area Transit Company (VATCo) operates from Northampton Transit Facility. VATCo currently maintains about 22 full size fixed route vehicles, including 3 New Flyer electric buses, 4 cutaway fixed route vehicles, 15 paratransit vans, staff support cars, and other equipment.

All functions including maintenance, parts room/inventory, servicing/washing, vehicle storage and administration and operations exist in the facility of 24,000 square feet.

The facility was constructed in 1985 and was most recently renovated in 2013. In 2021, two (2) ABB plug in chargers (Circa 2021) were installed at VATCo prior to the delivery of VATCo's first electric bus. The chargers have 180 KW capacity and dual dispenser (can charge two buses simultaneously).

2.5 Holyoke Transit Center (HTC)

Address: 206 Maple Street, Holyoke, MA 01040

The Holyoke Transit Center (HTC) is located at 206 Maple Street in downtown Holyoke, MA. Located 8 miles from downtown Springfield, HTC is a major transfer point for services in the northern part of the PVTA service area in Hampshire County. Constructed in 2010 it has 7 bus bays and an adjoining waiting/customer service area.

PVTA owns the bus bay area and leases a portion of the building for indoor passenger waiting area/customer service. The project went through an adaptive use process to modify the building for transit use. In addition, the second and third floors house a child-care center and classrooms for Holyoke Community College.

The building is maintained by a third-party contractor. The outdoor passenger loading area consists of seven (7) bus bays, under a canopy with real time information display equipment. SATCo is responsible for trash and snow removal. Bus Bay #7 at HTC is wired for an overhead electric charger for PVTA's electric buses, which when installed is maintained by SATCo.

2.6 Olver Transit Pavilion (OTP)

Address: 10 Arnold Street, Westfield, MA 01085

PVTA owns and operates the Olver Transit Pavilion, located at 10 Arnold St, Westfield Mass. This transfer center has four (4) loading bays and a 2800 sq ft building with a public waiting/customer service area. The facility was built in 2016 and opened in 2017.

Most of the building system's maintenance is the responsibility of the installer. SATCo utilizes outside contractors to maintain facility systems, landscaping and snow removal for this facility.

2.7 Springfield Union Station

Address: 55 Frank B Murray Street, Springfield, MA 01103

PVTA does not own or operate this facility. Union Station is the major transfer point for SATCo buses in downtown Springfield and the southern tier of PVTA. PVTA is a tenant at Union Station which is owned by the Springfield Redevelopment Authority (SRA). The SRA directly contracts with a property manager to handle all facility and equipment maintenance services. A bus bay at Union Station is also equipped with an electric charger for PVTA's electric buses, similarly to HTC, this bus charger is maintained by SATCo.

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3 Preventative Maintenance Schedules

3.1 Typical Preventative Maintenance Schedules

Schedule may vary slightly by managed facility or by manufacturer's requirements.

- Fire Suppression..... Quarterly, Annually, 3-Year, and 5-Year tests
- Generators Semi Annual
- Hoists/ Lifts..... Annually
- Fall Arrest Equipment..... As required by OEM
- HVAC Equipment..... Every other month
- Overhead Cranes Semi Annually
- Roof..... Annually
- Air compressors Every 2000hrs
- Fluid Storage Annually
- Building/Facility Security System Annually
- Elevator Annually
- Overhead Doors Quarterly
- Security System Annually
- Security Cameras Annually
- Pest Control Monthly
- Backflow Testing/Inspection Quarterly, Annually

3.2 STF – Springfield Transit Facility

MANUFACTURER/ DESCRIPTION	MODEL/SERIAL #	DAILY	WEEKLY	BIWEEKLY	MONTHLY	BIMONTHLY	QUARTERLY	SEMI ANNUALLY	ANNUALLY	REFERENCE	LOCATION
BUS WASHER SYSTEM											
Westmatic #1	Transit-Master							X			S
Westmatic #2	Transit-Master							X			S
AIR COMPRESSORS											
Sullair	1500E II							X			M
Speedaire	3FMU8							X			M
FIRE SUPPRESSION											

(5) 10 lb ABC (wood, paper, fuel, electric)	Sentry				X					O
(15) 10 lb. ABC (wood,paper,fuel,electric)	Badger				X					O
(2) Sprinklers	Star Sprinkler							X		O
(2) Fire alarm systems	Fire Alarm							X		O
GENERATORS										
Kohler Consolidated Power	50.D-8						X			O
HOISTS/ LIFTS										
(1) 2 Post In Ground	Rotary						X		X	M
(2) 4 Post in Ground lift	Rotary								X	M
(4) Mobile	Steril Koni								X	M
HVAC EQUIPMENT										
(2) Boiler-Furnace	Lachivar KBN801						X		X	M
(1) RTU	Carrier 10 ton 50CD0018930								X	R
(1) RTU	AAON 15 ton						X		X	R
(2) MAU	AAON RN-050-3-0-0000-3DB						X		X	
(1) Ductless mini split	Mitsubishi PUY-36NHA						X		X	
OVERHEAD CRANES										
Lo-Hed	2 ton capacity							X		M
Sala								X		M
Fuel and Lubricants										
(1) 500 gallon Waste oil/ used oil	Above Ground						X			G
(1) 500 gallon 5W20	Above ground						X			G

KEY

F=floor

R=roof

M=maintenance shop

G=underground and above ground fluid storage

O=throughout

S= bus storage facility

R= Roof

3.3 CTF – Cottage ST Transit Facility

Manufacturer/ Description/Model #			Daily	Weekly	Monthly	Bimonthly	Quarterly	Semiannually	Annual	Annual +
AHU - Air Handler Unit	Total	2								
2018 - TRANE - THL129F4R0A06CEC0A1060061		1	X			X			X	
2018 - TRANE - TZC036E4R0A05CEC0A106000		1	X			X			X	
AS - Air Separator	Total	3								
2018 - B&G - CRSN-3F		1							X	
2018 - B&G - CRSN-4F		1							X	
2018 - Bell & Gossett - CRSN-3F		1							X	
ATS - Automatic Transfer Switch	Total	1								
2018 - EATON - ATC3C3X402000XSU		1		X	X				X	
CA - Air Compressor	Total	2								
2018 - INGERSOL RAND - IRS30H-TAS-HV		2	X	X	X				X	
CRA - Computer Room AC	Total	2								
2018 - DATA-AIRE - DAPA 0534-10		2	X						X	
CT - Cooling Tower	Total	1								
2018 - BAC - PFI-0709N-3D1DZ- H1		1	X			X	X		X	
CTP -Cooling Tower Pump	Total	2								
2018 - B&G - 3X3X7C SERIES E 80		2	X		X				X	
CUH - Cabinet Unit Heater	Total	3								
2018 - Zehnder - Rittling - RWI- 310		3	X						X	
DDS - Ductless Mini Split	Total	1								
2018 - MITSUBIHI - PKA- A18HA7		1	X	X					X	
DHW - Ductless Mini Split	Total	2								
2018 - Bradford White Corporation - EF100T399E5NA2		1		X					X	
2018 - Bradford White Corporation - EF60T199e5na2		1		X					X	
DSS - Ductless Mini Split	Total	5								
2018 - MITSUBIHI - PKA- A18HA7		5	X						X	
DT - Diesel Tank	Total	2								

2018 - HIGHLAND - 38722		1	X	X					X	
2018 - HIGHLAND - 39284		1	X	X					X	
EBC – Electric Bus Charger	Total	6								
2024 –Heliox Flex 180KW		6	X		X					
EES - Emergency Eye / Shower	Total	11								
2018 - NA - NA		11		X					X	
EF - Exhaust Fan	Total	49								
Manufacturer/Description/Model #			Daily	Weekly	Monthly	Bimonthly	Quarterly	Semiannually	Annual	Annual +
2018 - Greenheck - CUBE-131-5		1	X				X		X	
2018 - Greenheck - CUBE-161-10		2	X				X		X	
2018 - Greenheck - CUBE-200-10		2	X				X		X	
2018 - Greenheck - CUBE-200-15		5	X				X		X	
2018 - Greenheck - CUBE-200-20		10	X				X		X	
2018 - Greenheck - CUBE-220-15		3	X				X		X	
2018 - Greenheck - CUBE-300-30		1	X				X		X	
2018 - Greenheck - CUBE-360-15		1	X				X		X	
2018 - Greenheck - CUBE-360-30		2	X				X		X	
2018 - Greenheck - CUBE-360-50		5	X				X		X	
2018 - Greenheck - CUBE-420-50		4	X				X		X	
2018 - Greenheck - GB-071-4		1	X				X		X	
2018 - Greenheck - GB-071-6		3	X				X		X	
2018 - Greenheck - GB-081-4		1	X				X		X	
2018 - Greenheck - GB-091-4		1	X				X		X	
2018 - Greenheck - GB-091-6		1	X				X		X	
2018 - Greenheck - GB-121		1	X				X		X	
2018 - Greenheck - GB-121-4		1	X				X		X	
2018 - Greenheck - GB-121-5		1	X				X		X	
2018 - Greenheck - GB-131-5		2	X				X		X	
2018 - Greenheck - GB-141-10		1	X				X		X	
ELP - Electrical Panel	Total	4								
2018 - EATON - PRL3A		4		X					X	
ELV - Elevator	Total	1								
2018 - Kone - M-6423495-10010-010		1							X	
ET - Expansion Tank	Total	3								
2018 - B&G - B300SG		1							X	
2018 - B&G - B-85LA SG		1							X	
2018 - Bell & Gossett - 3800		1							X	

FA - Fire Alarm	Total	1								
2018 - EDWARDS - LPP-13		1	X				X	X	X	
FD - Fire Dampers	Total	1								
2018 - Various sizes and models - Various sizes and models		1							X	X
FE - Fire Extinguisher	Total	59								
2018 - Various sizes and models - Various sizes and models		59			X					
Manufacturer/Description/Model #			Daily	Weekly	Monthly	Bimonthly	Quarterly	Semiannually	Annual	Annual +
FX - Fire Protection	Total	1		X					X	
2018 - Carlysle - NA		1								
GEN - Generator	Total	2								
2018 - CAT - C27		2	X	X	X				X	X
GM - Gas Monitoring	Total	50								
2018 - HONEYWELL - ACM-200		50	X					X		
HEQ - Electrical Panel	Total	5								
2018 - EATON - PRL3A		4		X					X	
2018 - EATON - PRL4		1		X					X	
HLP - Electrical Panel	Total	5								
2018 - EATON - PRL3A		5		X					X	
HMP - Electrical Panel	Total	8								
2018 - EATON - PRL3A		8		X					X	
HP Heat Pump	Total	46								
2018 - Trane - EXHF00611		25	X			X			X	
2018 - Trane - EXHF01211		14	X			X			X	
2018 - Trane - EXHF02411		5	X			X			X	
2018 - Trane - EXHF03611		1	X			X			X	
2018 - Trane - EXHF04841		1	X			X			X	
HPP - Hot Water Pump	Total	2								
2018 - B&G - 3X3X11B SERIES E 80		2	X		X				X	
HRU Heat Recovery Unit	Total	8								
2018 - Trane - CSAA012UBL00		2	X			X			X	X
2018 - Trane - CSAA014UBL00		1	X			X			X	X
2018 - Trane - CSAA017UBL00		2	X			X			X	X
2018 - Trane - CSAA021UBL00		3	X			X			X	X

HVL - High Volume Low Speed Fan	Total	3								
2018 - BIG ASS FAN - X2.0		3	X						X	
HWB- Boiler	Total	6								
2018 - Lochinvar - FBN6000		3	X			X			X	X
2018 - Lochinvar - FTX400N		3	X			X			X	X
HWP - Coil Pump	Total	17								
2018 - B&G - 1AAB SERIES E90		9	X						X	
2018 - B&G - E-90 ecm		3	X						X	
2018 - Bell & Gossett - e-1510 - SSFSIC 10.5		2	X						X	
2018 - Bell & Gossett - e-80 - SSF 5.5		3	X						X	
Manufacturer/Description/Model #			Daily	Weekly	Monthly	Bimonthly	Quarterly	Semiannually	Annual	Annual +
HWR - Domestic Hot Water Pump	Total	1								
2018 - Bell & Gossett - ecocirc XL 20-35		1	X						X	
HX - Heat Exchanger	Total	1								
2018 - B&G - M-P21		1							X	
LEQ - Electrical Panel	Total	8								
2018 - EATON - PRL1A		8		X					X	
LIT - Electrical Panel	Total	1								
2018 - EATON - PRL1A		1		X					X	
LMP - Electrical Panel	Total	10								
2018 - EATON - LMP2		1		X					X	
2018 - EATON - PRK1A		1		X					X	
2018 - EATON - PRL1A		5		X					X	
2018 - EATON-PRL1A		3		X					X	
LPP - Electrical Panel	Total	6								
2018 - EATON - PRL1A		6		X					X	
MDP - Electrical Panel	Total	8								
2018 - EATON - PRL4		6		X					X	
2018 - EATON - PRLA		1		X					X	
2020 - SQUARE D - HCP		1		X					X	
MUA - Make Up Air	Total	11								
2018 - Trane - CSAA012UBL00		2	X			X			X	X
2018 - Trane - CSAA014UBL00		7	X			X			X	X
2018 - Trane - WSPD084		1	X			X			X	X

2018 - Trane - WSPDO72		1	X			X			X	X
RH - Reheat Coil	Total	6								
2018 - SFI - RHC		6	X						X	
SWB - Switchboard	Total	2								
2018 - EATON - PRL-C		2		X					X	
T - Transformer	Total	5								
2018 - Howard - 1102010218		1		X					X	
2018 - EATON - AC370-N0806		3		X					X	
2018 - EATON - AC370-Q0550		1		X					X	
TC - Tower Clean Solids Pump		1								
2018 - LAKOS - TCX-0065-ABV		1							X	
TMV - Thermostatic Mixing Valve	Total	2								
2018 - Leonard Thermostatic - TM152209BLF		2				X				
Manufacturer/Description/Model #			Daily	Weekly	Monthly	Bimonthly	Quarterly	Semiannually	Annual	Annual +
UH - Unit Heater	Total	47								
2018 - Zehnder - Rittling - RH-121		12	X						X	
2018 - Zehnder - Rittling - RH-47		35	X						X	
VAV - Variable Air Volume	Total	7								
2018 - Trane - VCWF04		1	X						X	
2018 - Trane - VCWF06		1	X						X	
2018 - Trane - VCWF08		2	X						X	
2018 - Trane - VCWF10		2	X						X	
2018 - Trane - VCWF16		1	X						X	
Bus Washer System	Total	2								
2018 Westmatic Hybrid 2 brush # 1		1	X	X					X	
2018 Westmatic hybrid 2 brush # 2		1	X	X					X	
Hoists/Lifts	Total	37			X					
Stertil Koni Eco-60		11			X					
Stertil Koni Eco - 90		1			X					
Stertil Koni Mobile Column Lift		24			X					
Stertil Koni Sky lift		1			X					
Fuel and Lubricants	Total	12								
500 gallons of used oil above ground tank		1	X							

500 gallons of used coolant above ground tank		1	X							
280 gallons of ATF above ground tank		2	X							
1000 gallons of 15w40 oil above ground tank		1	X							
2000 gallons of 15w40 oil above ground tank		1	X							
280 gallons of window wash above ground tank		2	X							
1000 gallons of anti-freeze above ground tank		2	X							
330 gallons of DEF above ground tote		1	X							
1000 gallons of DEF above ground tank		1	X							
Roof										
S-Flex A .060 PVC				X						

All Daily, Weekly Monthly inspections performed by SATCo employees.

All Bimonthly and later performed by contracted Vendors.

3.4 NTF – Northampton Transit Facility

MANUFACTURER/ DESCRIPTION	MODEL/SERIAL #	DAILY	WEEKLY	BIWEEKLY	MONTHLY	BIMONTHLY	QUARTERLY	SEMI ANNUALLY	ANNUALLY	REFERENCE	LOCATION
BUS WASHER SYSTEM											
NS Corporation								X			S
AIR COMPRESSORS											
Baver								X			M
Electric Bus Charger											
(1)ABB 180KW Plug in		X	X								
FIRE SUPPRESSION											
Gamewell Alarm/Sprinkler	Flex 410								X		O
(5) 10 lb. ABC (wood, paper, fuel, electric)	Buckeye								X		O
(15) 10 lb ABC (wood, paper, fuel, electric)	Sentry								X		O
GENERATORS											
Kohler	Fast Response II						X				M
HOISTS/ LIFTS											
(1) In Ground Two Post	Rotary								X		M
(2) Portable Lifts	Rotary								X		M
HVAC EQUIPMENT											
Boiler	Lachivar KB 211								X		M
HVAC system	Lennox Energenz Model No. CGH120H4BS1Y								X		R
OVERHEAD CRANES											
CM Lodestar	Model L 1 ton							X			M
ROOF											
PVC					X					X	R
Fuel and Lubricant Storage											
ATF 250 gallons	Above Ground	X			X						G

Antifreeze 250 gallons	Above Ground	X			X						G
Oil 15 W 40	Above Ground	X			X						G
Diesel 10,000 gallons	Underground	X			X						G
Waste Oil 480 gallons	Above Ground	X			X						G

All Daily, Weekly Monthly inspections performed by VATCo or SATCo employees.

All Bimonthly and later performed by contracted Vendors.

KEY

F=floor

R=roof

M=maintenance shop

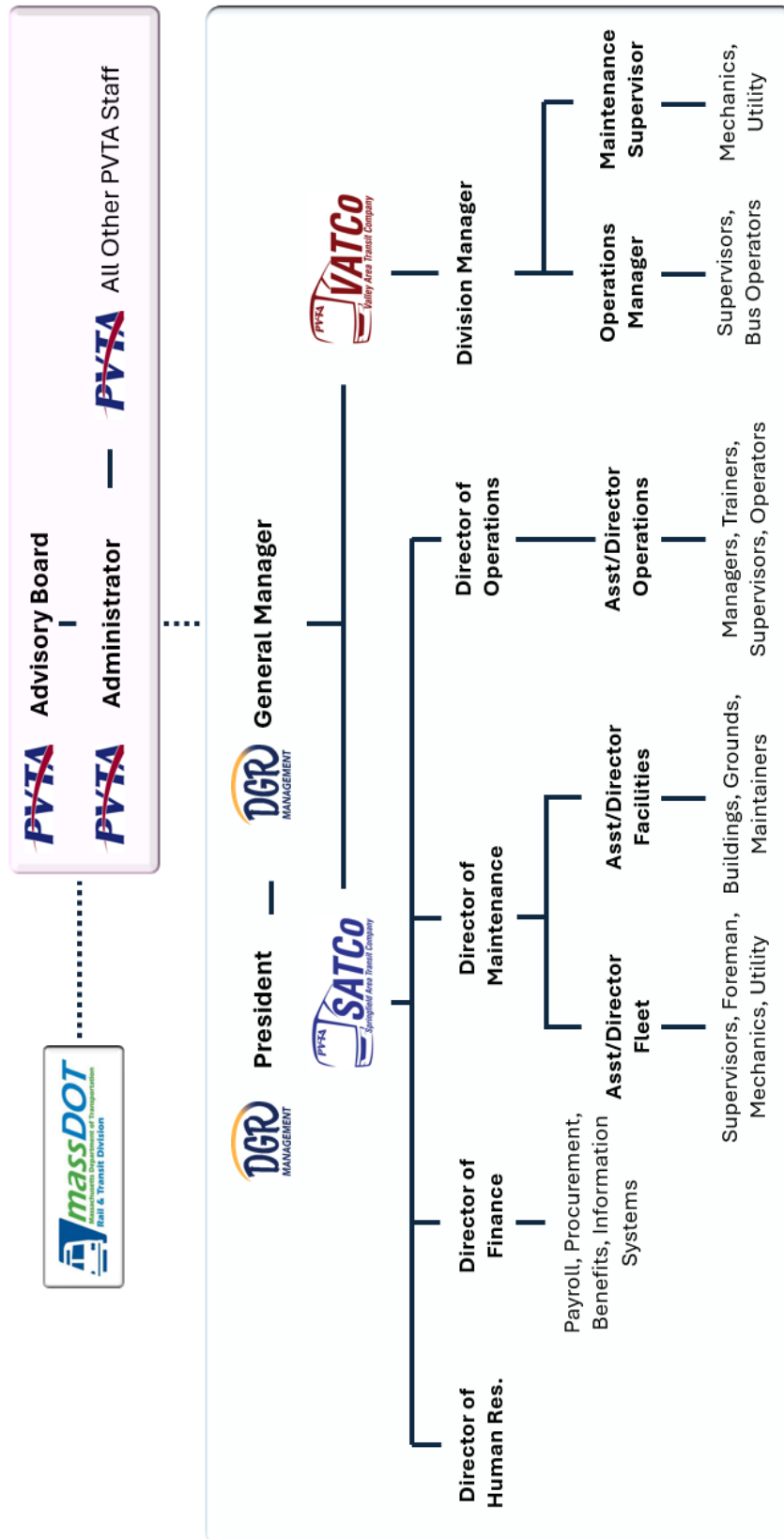
G=underground and above ground fluid storage

O=throughout

S= bus storage facility

R= Roof

4 Organizational Chart



Effective 01-01-2024

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5 Appendix

5.1 Included Documents

Appendix A	PVTA Administration Facility Monthly Inspection Checklist
Appendix B:	CTF, Monthly Facility Inspection Checklist
Appendix C	STF, Monthly Facility Inspection Checklist
Appendix D	NTF, Monthly Facility Inspection Checklist
Appendix E	NTF, Monthly Audit by Supervisor Checklist
Appendix F	HTC, Monthly Facility Inspection Checklist
Appendix G	OTP, Monthly Facility Inspection Checklist

5.1.1 Appendix A: PVTA Administration Facility Monthly Inspection Checklist

PVTA Administration Building- 2808 Main St - Monthly Facility Inspection			
Date:	Inspection Performed by:		
Office/Floor	Inspected?	Notes	Safety Issues or Corrective Actions Pending
Basement			
Test Safety Light in Entry to Basement			
Check Stair Tread			
Check Timer for Outside Lights			
Tighten all Door Knobs			
Check Fire Extinguisher			
Building Entrances			
Inspect all Lights			
Tighten all Door Knobs			
Test Motion Detector			
Check Stair Thread 1st-3rd Floor			
Inspect all Exit Signs			
1st Floor			
Inspect all Lights			
Tighten all Door Knobs			
Check all Heat Vents			
Check Fire Extinguisher			
Inspect all Exit Signs			
Inspect all Emergency and Safety Door Lights			
2nd Floor			
Inspect all Lights			
Tighten all Door Knobs			
Clean all Heat Vents			
Check Fire Extinguisher			
Inspect all Exit Signs			
Inspect all Emergency and Safety Door Lights			
3rd Floor			
Inspect all Lights			
Tighten all Door Knobs			
Check all Heat Vents			
Check Fire Extinguisher			
Inspect all Exit Signs			
Inspect all Emergency and Safety Door Lights			
Elevator			
Check Elevator Operations			
Permit up to date?			
Outside Grounds			
Check Outside Perimeter security			
Check bulkhead/hatchway			
Check grounds			

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5.1.2 Appendix B: CTF, Monthly Facility Inspection Checklist

Cottage Street- Monthly Facility Inspection (Part 1)			
Date:	Inspection Performed by:		
Office/Floor	Inspected?	Notes	Safety Issues or Corrective Actions Pending
Visitor Entrance			
Inspect all interior lights (locate switch if lights are off)			
Ensure all doors are in working condition			
Check ADA automatic door operations			
Inspect mailboxes			
Inspect exit signs are in working condition; exits unobstructed			
Ops/ Admin Employee Entrance			
Inspect all interior lights (locate switch if lights are off)			
Ensure all doors are in working condition			
Check ADA automatic door operations			
Inspect exit signs are in working condition; exits unobstructed			
Corridor			
Inspect bathrooms for leaks, spills, lights etc.			
Inspect all interior lights (locate switch if lights are off)			
Inspect exit signs are in working condition; exits unobstructed			
Ensure doors into Driver Crew Room are in working condition			
Driver Crew Room			
Check vending machines for damage			
Check seating areas for damage			
Inspect water fountain for leaks and damage			
Inspect emergency exit door; unobstructed?			
Inspect windows for damage			
Check fire extinguisher for monthly inspection signature			
Inspect all interior lights (locate switch if lights are off)			
2nd Floor			
Visually inspect gym. Any visible damaged equipment ? Flooring Condition?			
Inspect bathrooms for leaks, spills, lights etc.			
Inspect all interior lights (locate switch if lights are off)			
Inspect exit signs are in working condition; exits unobstructed			
Check fire extinguisher for monthly inspection signature			
Ensure all doors are in working condition (including double doors, roof door, stairwell door)			
Storage Barn/Fueling Station/Bus Wash			
Inspect all interior lights (locate switch if lights are off)			
Inspect exit signs are in working condition; exits unobstructed			
Inspect floor drains; Gaps in grates? Mold in standing water?			
Ensure all doors are in working condition			
Inspect spill kits; seals intact?			
Inspect floor condition; proper spill/ staining cleanup?			
Inspect bathrooms for leaks, spills, lights etc.			

Check fire extinguisher covers & spot check fire extinguishers for monthly inspection signature			
Maintenance			
Inspect all interior lights (locate switch if lights are off)			
Inspect exit signs are in working condition			
Spot check fire extinguishers for monthly inspection signatures			
Ensure all doors are in working condition			
Inspect bathrooms for leaks, spills, lights etc.			
Inspect spill kits; seals intact?			
Check lube room & battery room for leaks/spills			
IT Rooms (must be accompanied by IT personnel)			
Inspect for leaks			
Inspect all interior lights (locate switch if lights are off)			
Inspect A/C unit is in working condition/ no leaks			
Check temp filters are set for A/C			
Elevator			
Check elevator operations			
Permit up to date?			
Grounds Maintenance			
Ensure trash cans are being emptied			
Inspect parking lot and curbs for damage			
Inspect public walkways for damage and cleanliness			
Inspect bike station for missing or broken parts			
Inspect flags for wind damage			
Inspect patio furniture and gazebo for damage			
Inspect spigots for leaks			
Ensure dumpster area is clean			
Generators			
Inspect for damage			
Check fuel levels			
Check interior for leaves			
Check monitor for alarms/warnings			

Rev 1

5.1.3 Appendix C: STF, Monthly Facility Inspection Checklist

STF 2840 Main Street - Monthly Facility Inspection				
Date:	Audit Performed by:			
Category	Yes	No	N/A	Remarks/Notes
Walking/Working Surfaces				
1. Are aisles and working areas clean and free of hazards?				
2. Are floors clean, dry, sanitary and free of slip hazards?				
3. Are there doormats for the rainy season?				
4. Are mezzanine storage areas and floor over-ways guarded by toprail, midrail, and toe boards?				
5. Are stairs equipped with standard stair railings?				
6. Where necessary, are nonkid surfaces applied to stair treads?				
7. Are ladders sturdy, free of defects, equipped with safety feet and used properly?				
8. Are metal ladders kept away electrical exposures and marked to say so?				
9. Check stair tread surfaces for protruding screws-tighten where necessary.				
Means of Egress				
1. Are there enough exits for an emergency?				
2. Are exit routes marked, not obstructed and doors unlocked?				
3. Are there visible "EXIT" signs with six inch letters at all exits?				
4. Do exit doors swing outward?				
Paint Booth				
1. Do air filters need to be changed?				
2. Are all exhaust fans working?				
3. Are floors free from dust and debris?				
Flammable Materials				
1. Are flammable liquids stored in fire resistant enclosures?				
2. Are flammable liquids kept for use in approved safety cans and contents labeled?				
3. Are approved booths used for spraying materials?				
4. Are "NO SMOKING" signs posted/ enforced?				
Fire Protection				
1. Are telephone numbers to the fire department conspicuously posted?				
2. Are portable fire extinguishers:				
a. Fully charged, accessible, conspicuously marked and mounted no higher than five feet under forty pounds or three and a half feet if over forty pounds?				
b. Adequate amount with proper ratings-within seventy-five feet of any area or one for every 3000 square feet?				
c. Inspect monthly and serviced as needed (at least annually)?				
d. Are employees trained in their use?				
3. Are all standpipes and hoses usable?				
4. Are all sprinklers valves locked open and heads unobstructed?				
5. If local fire alarm signaling systems are used, are they approved and properly maintained (tested annually)?				
6. Are covered containers provided for collection and separation of flammable waste?				
7. Is combustible scrap/waste and debris removed from the work areas at regular intervals?				
8. Are cigarette butts from ash trays properly disposed of daily?				
9. Are proper sized fuses and circuit breakers being used?				
10. Are extensions cords used within prescribed limits? (i.e. for demonstrations, and none over ten feet in length)				
11. Are fire doors in good working condition?				
12. Are exits clearly marked and lighted?				
13. Are all aisles clear of obstructions?				
14. Is all trash removed regularly?				
15. Are approved metal waste cans used for collection of waste materials, floor sweeping and oily waste?				
16. When was your last safety inspection by the Fire Department?				
17. Are extra sprinklers heads and sprinkler wrench maintained in a cabinet near the control valves? Number of extra sprinkler heads				
18. Are the outside fire department connections readily accessible? (i.e. no pallets, trash containers, vehicle parking etc. blocking access)				

Machinery & Machine Guarding				
1. Are drive belts, chain drives, etc. completely enclosed?				
2. Are machines gears kept in place and regularly inspected?				
3. Are inspections and maintenance records kept on file?				
4. Are shaft ends, nip points, moving parts etc. guarded?				
5. Do fixed power tools have disconnects switches which can be closed and tagged off?				
Electrical				
1. Is all electrical equipment grounded?				
2. Are electrical control panels posted and marked to ensure at least three feet clearance?				
3. Is the purpose of each switch or sideconnect on the panel identified?				
4. Are extension cords prohibited where permanent wiring should be used?				
5. Are cord plugs and receptacles non-interchangeable in circuits of different voltages?				
6. Are high-voltage signs displayed where needed?				
7. Are outlets restricted to the number of cords the outlet was designed for?				
Miscellaneous				
1. Identify any safety issues that need to be addressed.				
				Rev. 2

5.1.4 Appendix D: NTF, Monthly Facility Inspection Checklist

VATCO MONTHLY PLANT INSPECTION AND PM SCHEDULE MONTH OF _____			
Equipment Location & Procedure	Assigned to:	Performed by: (Initial)	Date:
Boiler Room			
1. Start emergency generator – run ten minutes.			
2. Check batts for water and voltage			
3. Check Air Dryer for air leaks.			
4. Check main air tank for water			
5. Check Air Compressor – check hours and record.			
6. Check boilers for leaks.			
Body Shop			
1. Check oil level in lift tank.			
2. Grease lift motor.			
3. Check sandblaster for sand.			
4. Check all lights.			
Maintenance Shop			
1. Check all oil, ATF, gear oil, guns are in good working order and readable.			
2. All drop lights are in good order.			
3. Check all tanks for leakage			
4. Check all lights.			
5. Check all fans.			
6. Check all exhaust fans.			
Bus Storage Area			
1. Check all lights.			
2. Check all doors for damage.			
3. Clean all water channels/drains.			
4. Check fuel dispensers for leaks			
Wash Rack Area			
1. Check walls for cleanliness.			
2. Check all grease traps.			
3. Check oil-water separator to see if it needs cleaning.			
4. Check fuel dispenser for leaks			

5.1.5 Appendix E: NTF, Monthly Audit by Supervisor Checklist

VATCO MONTHLY AUDIT BY SUPERVISOR

Location: _____ Date: _____ Inspector: _____

NO	YES	NA	Personal Protective Equipment
			1. Are employees required to use personal protective equipment?
			2. Is appropriate foot protective required where there is risk of foot injuries? Are they provided for employees?
			3. Is protective outerwear provided to employees where necessary?
			4. Are employees trained in the proper use of all personal protective equipment?
			5. Is personal protective equipment regularly inspected, maintained and sanitized?
			6. Are disciplinary sanctions used to enforce protective equipment requirements (hearing, safety shoes, etc.)?
NO	YES	NA	Color Coding
			1. Are colors used to identify hazards as follows:
			a. RED: Danger, fire equipment, flammable liquid container, exits?
			b. ORANGE: Dangerous parts of machinery which may cut, shock, or injure when guards are removed?
			c. YELLOW: Caution, to mark physical hazards, tripping, obstructions? (use yellow and black to highlight hazards)
NO	YES	NA	Medical and First Aid
			1. Are medical personnel available for consultation?
			2. Are there medical clinics nearby?
			3. Are employees trained in first aid and/or CPR?
			4. Are employees available on each shift?
			5. Are emergency telephone numbers and addresses (doctors, clinics, hospitals, ambulance, etc.) posted?
NO	YES	NA	Hazardous Communication Standard
			1. Are you and your staff familiar with the "Written Standard"?
			2. Has an inventory of all Hazardous Chemicals been conducted?
			3. Have MSDS's been requested for all chemicals for which you do not have MSDS's?
			4. Have MSDS's been divided into work areas; placed in a loose leaf binder; and placed where readily available?
			5. Are ALL employees aware of the location of the MSDS binder?
			6. Are all Hazardous Materials inventoried properly labeled with: Chemical name; Identify of hazards; MFRG name, address, phone number; Precautions to take; and First Aid?
			7. Have all employees been informed of the requirements of the Hazard Communication Standard?
			8. Are employees aware of the procedure for requesting a copy of a MSDS?

5.1.6 Appendix F: HTC, Monthly Facility Inspection Checklist

Holyoke Transit Center HTC - Monthly Facility Inspection			
Date:		Inspection Performed by:	
Office/Floor	Inspected?	Notes	Safety Issues or Corrective Actions Pending
Grounds Maintenance			
Insure Trash is being emptied			
Inspect Parking lot and Curbs for Damage			
Inspect Public Walkways for Damage and Cleanliness			
Insure all Signs are Working			
Insure all Lights are Working			
Insure all lanes are numbered			
Check Shrubs and Landscaping for apperance			
Check charging station levelness			
Check Islands for Cleanliness			
Inspect barriers for build up of sand or leaves			
			Rev 2

5.1.7 Appendix G: OTP, Monthly Facility Inspection Checklist

Olver Transit Pavilion Westfield - Monthly Facility Inspection			
Date:	Inspection Performed by:		
Office/Floor	Inspected?	Notes	Safety Issues or Corrective Actions Pending
Building Entrances			
Inspect all lights			
Insure all doors are in perfect working condition			
Check ADA Automatic Door Operations			
Inspect doors for any loose or missing screws			
Insure Exit Signs are in Working Condition			
Public Waiting Area			
Check Vending Machines for Damage			
Check Seating Areas for Damage			
Inspect Water Fountain for Leaks and Damage			
Inspect Touch Screen Monitor			
Inspect Bathrooms for Leaks Spills etc..			
Check Fire Extinguisher			
Inspect all Lights			
Mechanical Room			
Insure Generator Functions Properly			
Inspect Heating Systems for Leaks			
Inspect Floor for Leaks Water etc..			
Check all Lights			
Check all Plumbing for Leaks			
Inspect Exit Signs are in Working Condition			
Check Generator is in Operational Condition			
IT Room			
Inspect Roof for Leaks			
Check Lights are all Working			
Inspect A/C Unit on Wall is in Working Condition			
Clear Air Filter on Mini Split			
Check Temp Filters are Set for A/C			
Grounds Maintenance			
Insure Spill Containments are Free of Trash			
Inspect Parking lot and Curbs for Damage			
Inspect Public Walkways for Damage and Cleanliness			
Inspect flagpole and Lights are Working			
Inspect bike station for missing or Broken parts			
Inspect PVTA Banner for Wind Damage			
Insure Dumpster Area is Clean			
			Rev 2

EXHIBIT P

VEHICLE MAINTENANCE PLAN

VEHICLE MAINTENANCE PLAN

**Springfield Area Transit Company
Valley Area Transit Company**

Revised 01/18/2022

Maintenance Plan

Fleet Maintenance Policy

The highest degree of success in the maintenance function and improvements in vehicle, performance and reliability are a direct result of the development of highly trained and motivated personnel, and comprehensive and continually improving preventive maintenance programs.

The SATCo/VATCo Maintenance Policy is as follows:

SATCo/VATCo, Inc. will provide safe and mechanically sound vehicles, equipment and facilities to support the transit requirements of the Pioneer Valley Transit Authority (PVRTA.) SATCo/VATCo will plan, schedule and control all maintenance to vehicles, equipment and facilities assigned by the PVRTA. This includes close coordination and a partnership between the PVRTA and SATCo/VATCo including maintenance policy and planning. SATCo/VATCo is responsible for controlling the individual expenditures of labor and materials within the maintenance function, under the annual approved operating and capital budgets, and specific directives from the PVRTA. Maintenance performance reviews will be conducted as required to ensure peak overall performance of the Maintenance operation and as otherwise required.

It is the objective of SATCo/VATCo to meet, and, if beneficial and practical, to exceed all requirements of this maintenance policy and procedures plan, manufacturers' preventive maintenance schedules, and all specifications and warranty conditions.

Shop and Yard Safety Policy

The SATCo/VATCo Maintenance Safety Program is ongoing, comprehensive and rigorous throughout the department, and consists of daily, persistent assessment and attention to safety issues, and regular safety inspections and reviews to ensure that all protective measures are in use and that work safety procedures are being carefully and consistently followed, as well as complying with Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA) and Massachusetts Department of Environmental Protection (DEP) rules and work practices.

Maintenance Training Policy

SATCo/VATCo recognizes that continual training of the maintenance team is essential to ensure skills keep pace with evolving technologies and best practice. Training plans are developed from needs assessment and feedback from the floor. External training is typically contracted through vehicle or component original equipment manufacturer (OEM), but also may include various relevant workshops and seminars. To further support development SATCo/VATCo focuses to promote an in-house culture of sharing

knowledge and skills, through selective job assignments, senior technician mentoring, and breakdown root cause analysis (RCA) review.

The Union and the Company have jointly developed a Pay for Knowledge Program in the Maintenance Department to both standardize and formalize testing requirements and ensure that the program meets the needs of changing skill levels required to maintain newer transit bus designs.

Vehicle Maintenance Program Details

Following are performance highlights of the current SATCo/VATCo Fleet Maintenance Plan:

1. Vehicle Performance - The performance of the bus fleet maintained by SATCo/VATCo is regularly monitored through a number of monthly reports including fuel economy, fuel use and the mean distance between failures (MDBF). Fuel economy is of special importance given the increasing cost of diesel fuel. In addition, SATCo-VATCo has worked with PVRTA to simplify vehicle tracking by assigning road numbers that designate buses by garage location, size and age groups beginning with buses purchased in 2006.
2. Preventative Maintenance Program - All PVRTA vehicles are subject to a comprehensive scheduled preventive maintenance (PM) program and safety inspection at regular mileage intervals. In addition, SATCo/VATCo uses a series of internal PM programs for specific systems. Special attention is paid to vehicle features and equipment required by the Federal Transit Administration for compliance with the Americans with Disabilities Act (ADA). This includes wheelchair lifts and ramps; exterior lighting; securement belts, retractors and other equipment; kneeling features; dual STOP REQUEST driver notification; folding passenger seating; public address system, including automatic stop announcement; safety interlocks and related equipment.
3. Federal Transit Administration Triennial Review - Once every three (3) years, officials from the Federal Transit Administration review this Maintenance Plan, vehicle records, PM programs, maintenance practices and the vehicles themselves as part of their triennial review. A monthly report using the same criteria as the Federal Transit Administration Triennial Review for preventative maintenance inspections of all vehicles is generated and reviewed by the Director of Maintenance and the General Manager each month.
4. In-House Maintenance Capability - Evidence of SATCo/VATCo technical capabilities is also reflected by the fact that virtually 100% of all fleet maintenance requirements are performed in-house, including all major overhauls. The only exceptions are certain types of repairs that are not cost beneficial to perform in-house due to the technical nature (e.g., certain two-way radio repairs and service), or because of the cost of providing specialized equipment (e.g., frame straightening, bus towing, etc.)

5. Troubleshooting Resource – Vehicle and component manufacturers who supply buses and vans to the PVRTA and other transit systems have relied on the technical expertise available at SATCo/VATCo repeatedly for help in improving their products and troubleshooting problems encountered in other parts of the country.

Fleet maintenance activities are accomplished by organizing the shop and service facilities and employees into functional areas as described below:

Scheduled Preventive Maintenance Inspections

The goal of the Preventive Maintenance Program is to reduce failures and to preserve and extend the efficient vehicle life of the PVRTA's fleet to the practical maximum. Persistent problems are researched and analyzed using the enterprise asset management software (EAM), technical library, internet sources, manufacturers representatives and peer group networking to prevent breakdowns and solve maintenance and operational problems of specific buses, subfleets, and the fleet as a whole. This process helps reduce the frequency of road calls, cost of replacement parts and labor needed to provide fleet maintenance and repair services.

Scheduled preventative maintenance is implemented in two separate categories:

- a) **PVRTA Paratransit Vehicles and Non-Revenue Vehicles** – These vehicles are inspected and serviced at 5,000 mile intervals with a goal of performing each inspection within +/- 10% of the established interval. The 5,000-mile inspection and service includes fifty (50) different procedures for paratransit vans, and thirty-eight (38) different procedures for non-revenue vehicles. Engine oil and filter are changed each time. Additional items are inspected and serviced quarterly, semi-annually, and annually as appropriate.

Mileage readings are taken daily as each vehicle is fueled. The automated vehicle maintenance management system provides information on vehicles that are due for inspection based on the accumulated mileage and the 5,000 mile preventative maintenance inspection threshold.

The specific procedure is as follows:

1. Vehicle drives into the work stall. The inspector checks brakes, hydraulic lines and fittings, horn, defroster and heat or air conditioning, and all ADA related features and equipment.
2. The inspector checks all safety equipment and features including fire extinguisher condition and door and window exits.

3. The inspector cleans and tests the batteries. If the batteries or the rack are extremely dirty, a baking soda solution is used to clean them and then they are rinsed with water. The inspector checks all the interior and exterior lights; and oil, water and other trouble light indicators.
 4. The inspector checks tire pressure, tread wear (replace at 3/32 of tread) and lug nuts; and checks the interior seating and lighting. Heater screens are removed and cleaned on vans, so equipped. The inspector then checks the exterior of the vehicle for damage or defects. The engine compartment is checked with special attention paid to fluid leaks or unusual noises; and the transmission fluid and other fluid levels are checked.
 5. The vehicle is then raised on a hoist. The undercarriage is inspected and greased. Engine oil and filter are changed. All four (4) wheels are pulled and the condition of the brakes (front and rear) is checked.
 6. Each item on the inspection cards is initialed as it is completed and any defects are noted. All minor defects uncovered are repaired by the inspection crew, at this time. Any major problems found are repaired by the mechanics on duty or held for a later shift.
 7. When the inspection is completed, the brake system is tested. If the test is found OK, the vehicle is parked and ready for service.
- b) **PVTA Heavy Duty Fixed Route Buses** – These vehicles have a preventative maintenance schedule interval of 6,000 miles with a goal of performing each inspection within +/- 10% of the established interval. These activities are customized by PM Group (grouped by OEM, drive type and build year) to ensure the activities and intervals match the OEM recommendations and for further refinement over the life of the vehicle. Each PM Group has its own “6000 Mile Inspection Sheet” completed at every interval. Activities at intervals >6000 miles (i.e. various fluids and filters) are tracked and scheduled by the EAM system and communicated through a EAM generated work order. When a mechanic receives a PM assignment he is given both the appropriate inspection sheet and the work order to complete.

Mileage readings are collected electronically by the maintenance computer system as each vehicle is fueled. The computer system selects the buses that are due for inspection based on the accumulated mileage and the preventative maintenance inspection mileage threshold.

The specific procedure is as follows:

1. Foreman generated the work order and prints the appropriate 6000-mile inspection sheet and assigns them to a mechanic and a service bay

2. Mechanic performs the various PM, safety and ADA compliance inspections listed and annotates any deficiencies on the inspection sheet.
3. Mechanic may communicate at various times with the foreman to determine whether defects identified should be corrected immediately or scheduled.
4. Once all activities are complete and the mechanic has performed a satisfactory road test, the inspection and work order are returned to the foreman for final review and acceptance. Once accepted the bus is returned to service.

Defects

Bus and van defect cards are issued to bus and van operators each day and stay with the vehicle until it returns to the appropriate garage for the night. If, during the course of the day, the operator finds any operational problems, he/she makes a note on the defect card. This card is then collected at the end of the shift or turned in to a Maintenance Foreman if a bus change is required. For buses, the service/fuel lane ("wash rack") employees determine the type of problem and, after fueling and cleaning the bus, park it in one of several locations, depending on the problem.

Buses with mechanical problems of a major nature are parked in an area limited to buses needing immediate attention or placed in a shop work area to correct the problem. Buses with minor problems, such as a broken mirror, etc. are parked in the lot in a designated location for later repair. Buses with no problems noted and buses with defects that have been repaired are parked in the vehicle storage area, ready for pullout the following day.

For other types of vehicles and at other times of the day, defects are reported directly to the maintenance department and repairs are scheduled taking into account the normal use of the vehicle.

Service/Fuel Lane

Procedures performed daily in the service and wash areas are designed to prepare each vehicle for the following day's operation by:

1. Checking to see that all windows are closed; emptying trash containers; removing debris and sweeping the bus floor.
2. Cleaning seats, step wells and wheel wells, and other dirt and debris catching areas.
3. Bus is broom swept and mopped as needed.
4. Refueling the vehicle.
5. Checking and topping off all fluid levels, including engine oil, transmission fluid, coolant, windshield washer, and power steering fluid.
6. Removing farebox revenue and data.
7. Driving the bus through the bus wash.
8. Reporting vehicle defects (if such exist.)

9. Parking the bus.

Cleaning

In an effort to ensure a clean vehicle for passengers and the public on a daily basis, the interior of each bus is swept nightly (except Sunday; buses used Sunday are serviced the Monday after), and each bus that is serviced, weather permitting, is driven through the bus wash.

A more thorough interior and exterior detail cleaning is completed with a target average of no more than once every four (4) weeks. This is tracked and managed by the foreman using a rolling schedule.

Body and Paint Shop

The Body Shop handles accident repairs and estimates the repair cost. This department also does body work; whole bus, partial bus and spot painting; glass replacement; upholstery; cosmetic repairs; custom signs; and decal application.

All maintenance performed in the Body/Paint Shop is based on a specific work order prepared by the Foreman or Director of Maintenance.

- Accident repairs are estimated as requested by PVRTA or coordinated with PVRTA's outside contractor. Copies of accident estimates and actual repair costs are submitted to the Director of Maintenance and the Operations Department.
- All parts required to initiate accident repairs are ordered upon completion of the repair estimate.
- Body, glass replacement, upholstery, paint/cosmetics tasks are completed by the body shop personnel who are assigned the work order.

Component Rebuilding and Change Outs

Shop rebuild capability includes: complete and partial engine rebuilding, including all subassemblies; transmission rebuilding and repairs, including all subassemblies; steering gear assemblies; differential carrier; drive lines; brake components; electrical components, including starters, generators, motors, alternators, lights, relays, horns and regulators; pneumatic/hydraulic system, including lines and fittings; heaters; radiators; compressors; pumps; valves; blowers; defrosters; switches; etc.

All component changes and rebuilds are per manufacturer recommendation, unless experience provides otherwise. In cases of campaigns and to reduce vehicle down time, components are built up ahead of time and stored until needed.

Electronics Shop

Employees in this department service technical and electronic systems and components on vehicles including two-way radios; fareboxes; destination signs; and the ITS system that includes GPS tracking, automatic stop announcement, passenger counters, Operator control heads, audio/video cameras and recorders, and other components. Technicians perform a wide range of work tasks from correcting routine defects to firmware upgrades, component programming, troubleshooting, component and subcomponent repair, preventative maintenance, campaigns and special projects.

Fluids Use Tracking and Testing

Bus performance is constantly monitored in an effort to provide peak efficiency of operation. Miles per quart and miles per gallon of diesel fuel are tracked and reported monthly.

Similarly, van and non-revenue vehicle miles per quart of motor oil used and miles per gallon of fuel usage are tracked to spot any unusual patterns and potentially serious problems that could develop.

Excessive oil or fuel use in any vehicle is brought to the attention of the Foreman or Director of Maintenance immediately and appropriate corrective action is taken.

Life Expectancy PM Program

Where possible, SATCo/VATCo use a “Replace before Fail” process for the fleet. The program is designed to anticipate and replace components (based on known failure and life expectancy rates) before they fail in a cost effective manner, thus avoiding an in-service failure and unnecessary road service. This program is indicative of a proactive approach to fleet maintenance.

Emergency Road Calls

The goal of any service call is to repair the vehicle safely and to return it to service as quickly as possible.

If a vehicle breaks down in service or deadheading, the driver of the disabled vehicle calls the Dispatcher. Once contact is made, the Dispatcher will instruct the Operator by radio of possible methods of getting the vehicle operational without the need for maintenance road service.

If this procedure is not successful, the Dispatcher will, depending on the severity of the problem, change the vehicle with a similar vehicle or call maintenance immediately and notify the Foreman on duty of the problem. If a vehicle change is not practical, the Foreman will then send a mechanic to the disabled vehicle to allow the mechanic to determine the extent of the problem and make repairs, if possible. The mechanic will

bring adequate tools for the job and any parts and supplies the mechanic believes are likely to be necessary. After assessing the problem, if the repair is relatively simple, and can be made safely in the field, the repair will be made. If the mechanic feels the repair cannot be safely or practically made, the mechanic will call the Foreman to request that the vehicle be towed. All bus towing is done by a contracted towing company to tow the bus back to the property. Vans are towed using PVRTA equipment and trained SATCo employees.

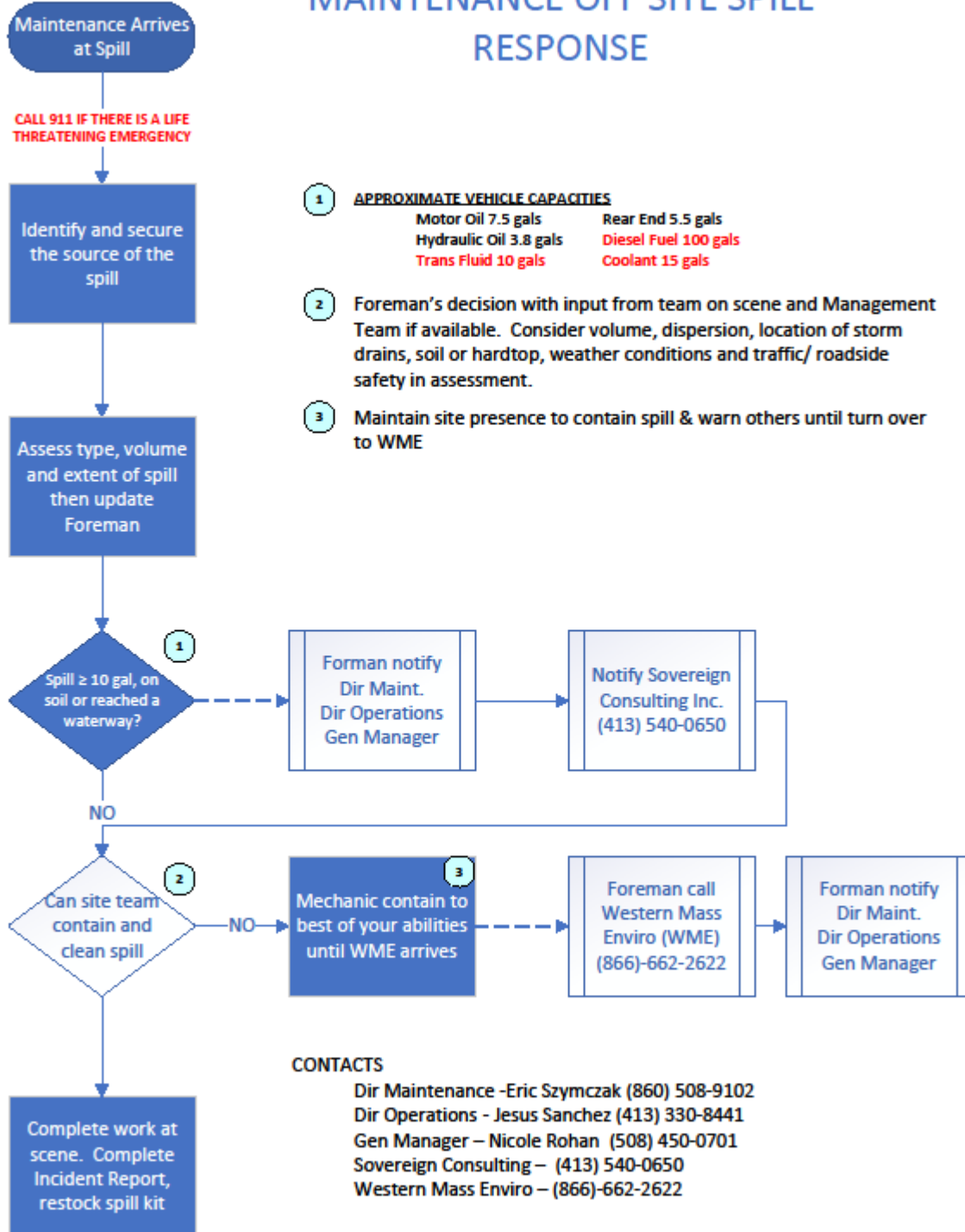
Working with the maintenance department, Bus Operator, and any Transit Supervisors sent to the scene, the Dispatcher will determine how best to provide the least interruption of service to the customers.

Spill Control Procedures

In accordance with the PVRTA Spill Prevention Control and Countermeasures Plan (SPCCP), the following procedures are in effect:

- All service trucks and Transit Supervisors' vehicles are equipped with spill control kits. Kits include socks and pads. Spill kits are also provided for the yards, shops and storage buildings. Maintenance and operations employees responding to vehicle service calls, building and yard spills are trained to properly use these kits.
- In the event of a spill (i.e. fuel oil or motor oil), the employee is to call the Dispatcher or Foreman, as appropriate, and report the incident in detail. This will allow a Foreman to identify the proper method of cleaning up the spill and whether or not the spill is to be reported to the Director of Maintenance, Assistant Director of Maintenance, or General Manager.
- For each reported spill, the Director of Maintenance, Assistant Director of Maintenance, or General Manager will determine the response and action based on the information reported, a field check if necessary, and the PVRTA SPCCP guidelines and applicable government regulations.

MAINTENANCE OFF SITE SPILL RESPONSE



Enterprise Asset Management system (EAM)

The EAM is a comprehensive fleet management software program that is used to manage work assignments, parts inventory and costing as well as record history, vital statistics and fluid consumptions for vehicles in the fleet. The produces all work orders and most performance, tracking and consumption reporting. The following are examples of available reports:

1. Inventory stock status report
 - a. By part number
 - b. By bin / location
2. Receiving edit report
3. Receiving report
4. Mileage reports
 - a. By vehicle
 - i. Current odometer mileage
 - ii. Actual vehicle mileage
 - b. By subfleet
 - i. Total fleet mileage
 - ii. Average vehicle mileage
5. Report generator for fuel and oil usage
6. Vehicle history report.
7. Preventative maintenance scheduling
8. Work order tracking.

PM INSPECTION WORKSHEET PARATRANSIT VAN

5000 MILE **PARATRANSIT VAN** INSPECTION

VAN # _____

DATE _____

WORK ORDER # _____

MILES _____

PREVIOUS MILES _____

DATE COMPLETED _____

FORMANS SIGNATURE _____

GROUP 1 FRONT AXLE	BADGE
CHECK WHEEL NUTS	
CHECK TIRES TREAD L <u> /32 </u> R <u> /32 </u>	
CHECK STEERING PARTS	
COMPLETE CHASSIS LUBE	
CHECK SHOCK ABSORBERS	
CHECK IDLER ARM AND DRAG LINK	
GROUP 2 REAR AXLE	
CHECK WHEEL NUTS	
CHECK TIRES TREAD L <u> /32 </u> R <u> /32 </u>	
CHECK SUSPENSION PARTS	
GROUP 3 DRIVE LINE	
CHECK & LUBE U-JOINTS	
CHECK DIFFERENTIAL OIL	
GROUP 4 ENGINE	
CHECK WATER PUMP PLAY	
CHECK FOR ANY FLUID LEAKS	
CHECK ATF	
CHECK POWER STEERING FLUID & BELT	
CHECK ANTIFREEZE	
CHECK AIR FILTER CONDITION	
CHANGE ENGINE OIL & FILTER	
CHECK EXHAUST SYSTEM	
GROUP 5 ELECTRICAL	
CHECK ALL LIGHTS (INTERIOR & EXTERIOR)	
CHECK ELECTRIC ACCESSORIES	
CHECK BATTERY/ CLEAN TERMINALS	
GROUP 6 COOLING /HEATING	
CHECK ALL HOSES & FITTINGS	
CHECK A/C FILTER	
CHECK A/C FUNCTION	
CHECK A/C PRESSURE GAUGES	
CHECK DEFROSTER & HEATERS	

GROUP 7 WHEELCHAIR	BADGE
CHECK LIFT OPERATION	
LUBE ALL WEAR POINTS	
CHECK FUNCTION OF ALL TIE DOWNS	
CHECK SEAT CONDITION	
CHECK SPEED OF LIFT	
CHECK LIFT HINGES	
CHECK STRESS POINTS FOR WEAR	
GROUP 8 SAFETY EQUIPMENT -VERIFY INSTALLATION & CONDITION OF:	
SEAT BELTS & LIFT BELTS	
FIRE EXTINGUISHER	
FIRST AID KIT	
CHOCK BLOCKS	
REFLECTORS	
GROUP 9 BRAKES	
CHECK FRONT & REAR BRAKE LININGS	
REMOVE AND LUBE ALL CALIPER PINS	
CHECK EMERGENCY BRAKE FUNCTION	
CHECK BRAKE FLUID	
GROUP 10 MISCELLANEOUS	
LUBRICATE HOOD RELEASE	
LUBRICATE DOOR HINGES	
LUBRICATE REAR EXIT DOOR	
CHECK ALL WINDOWS & WINDSHIELD	
CHECK WIPERS & FLUID	
ROAD TEST VAN	

Sticker Date:

Technician Signature _____

NOTES:

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PM INSPECTION WORKSHEET NON-REVENUE VEHICLE

5000 MILE SERVICE VEHICLE INSPECTION

VEHICLE # _____

DATE _____

WORK ORDER # _____

MILES _____

PREVIOUS MILES _____

DATE COMPLETED _____

FORMANS SIGNATURE _____

GROUP 1 FRONT AXLE	BADGE
CHECK WHEEL NUTS	
CHECK TIRES TREAD L <u> /32 </u> R <u> /32 </u>	
CHECK STEERING PARTS	
COMPLETE CHASSIS LUBE	
CHECK SHOCK ABSORBERS	
GROUP 2 REAR AXLE	
CHECK WHEEL NUTS	
CHECK TIRES TREAD L <u> /32 </u> R <u> /32 </u>	
CHECK SUSPENSION PARTS	
GROUP 3 DRIVE LINE	
CHECK & LUBE U-JOINTS	
CHECK DIFFERENTIAL OIL (if applicable)	
GROUP 4 ENGINE	
CHECK WATER PUMP PLAY	
CHECK FOR ANY FLUID LEAKS	
CHECK ATF (change every 30k)	
CHECK POWER STEERING FLUID & BELT	
CHECK ANTIFREEZE	
CHECK AIR FILTER CONDITION	
CHANGE ENGINE OIL & FILTER	
CHECK EXHAUST SYSTEM	
GROUP 5 ELECTRICAL	
CHECK ALL LIGHTS (INTERIOR & EXTERIOR)	
CHECK ELECTRIC ACCESSORIES	
CHECK BATTERY/ CLEAN TERMINALS	
GROUP 6 COOLING /HEATING	
CHECK ALL HOSES & FITTINGS	
CHECK A/C FILTER	
CHECK A/C FUNCTION	
CHECK DEFROSTER & HEATERS	

GROUP 8 SAFETY EQUIPMENT	BADGE
CHECK ALL SEAT BELTS	
CHECK FIRE EXTINGUISHER & CONDITION	
GROUP 9 BRAKES	
CHECK FRONT & REAR BRAKES	
CHECK EMERGENCY BRAKE FUNCTION	
CHECK BRAKE FLUID	
GROUP 10 MISC (as applicable)	
CHECK WIPERS & FLUID	
CHECK HYDRAULICS	
CHECK AIR COMPRESSOR	
DRAIN ALL AIR TANKS	
CHECK AIR LINES & CONDITION	
GREASE/LUBE ACCESSORIES	
CHECK ALL WINDOWS & WINDSHIELD	
CHECK STROBE LIGHTS	
CHECK UTILITY BODY DOORS	
LUBRICATE HOOD RELEASE (annual)	
LUBRICATE DOOR HINGES (annual)	
TRANNNY FLUID & FILTER (annual)	
ROAD TEST VEHICLE	

Sticker Date:

Technician Signature _____

NOTES:

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 1- pg 1 of 4)

6000 MILE A INSPECTION - NEW FLYER DIESEL 2011

BUS # _____	DATE _____		
WORK ORDER # _____	CURRENT MILES _____	PREVIOUS MILES _____	
DATE COMPLETED _____		FOREMANS SIGNATURE _____	

GROUP 1 INITIAL	ID# Complete	✓ Need Follow-up	Comments
CHECK EXTERNAL LIGHTS AND REFLECTORS			
CHECK INSPECTION STICKER & LICENSE PLATES			
CHECK WINDSHIELD WIPERS			
STEAM CLEAN ENGINE			
GROUP 2 BODY	ID# Complete	✓ Need Follow-up	Comments
CHECK BIKE RACK FOR DAMAGE & WEAR			
CHECK FLOOR & STEPS			
CHECK ALL LIGHTS INT. & EXT			
CHECK MIRRORS OPERATION / TIGHTEN			
CHECK SUN VISOR			
CHECK ROOF HATCH OPERATION			
CHECK PANELS INT. & EXT. CONDITION			
FILL WASHER RESERVOIR			
CHECK ALL WINDOWS FOR CONDITION			
GROUP 3 LUBRICATION	ID# Complete	✓ Need Follow-up	Comments
LUBRICATE CHASSIS & DRIVE LINE			
CHANGE ENGINE OIL & FILTER			
GROUP 4 FRONT SUSPENSION	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			
CHECK KNEELER OPERATION			
GROUP 5 FRONT WHEELS & BRAKES	ID# Complete	✓ Need Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			 CS ROTOR THK (37mm min) _____ SS ROTOR THK (37mm min) _____
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK SLACK ADJUSTER & S-CAM PLAY			
CHECK BRAKE FUNCTION			
CHECK BRAKE VALVES			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			
GROUP 6 REAR SUSPENSION	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 1- pg 2 of 4)

6000 MILE A INSPECTION - NEW FLYER DIESEL 2011

GROUP 7 REAR WHEELS & BRAKES	ID# Complete	✓ Need Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			CS ROTOR THK (37mm min) _____ SS ROTOR THK (37mm min) _____ TREAD 32nds PSI TREAD 32nds PSI TREAD 32nds PSI TREAD 32nds PSI
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK SLACK ADJUSTER & S-CAM PLAY			
CHECK BRAKE FUNCTION			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			
CHECK PARKING BRAKE VALVE			
CHECK EMG BRAKE RELEASE VALVE			
CHECK RELAY BRAKE VALVE			
GROUP 8 FUEL SYSTEM	ID# Complete	✓ Need Follow-up	Comments
CHECK FUEL PUMP & LINES			
TIGHTEN FUEL PUMP MOUNTING NUTS (32 ft-lbs); CYLINDER HEAD BOLT (48 ft-lbs); & FLANGE BOLT (59 ft-lbs)			
CHECK FUEL TANK & CAP GASKET			
GROUP 9 STEERING	ID# Complete	✓ Need Follow-up	Comments
CHECK TIE RODS, DRAGLINKS & KING PINS			
CHECK STEERING GEAR & SEAL			
CHECK STEERING SHAFT & U-JOINTS			
CHECK STEERING MITER GEAR			
CHECK STEERING COLUMN TEL LOCK			
CHECK STEERING COLUMN U-JOINTS			
CHECK STEERING PUMP AND LINES			
GROUP 10 DIFFERENTIAL & DRIVELINE	ID# Complete	✓ Need Follow-up	Comments
CHECK FLUID & LEVEL			
CHECK DRIVELINE BOLTS & U-JOINTS			
CHECK PINION SEAL & AXLE GASKETS			
GROUP 11 AIR COMPRESSOR SYSTEM	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR COMPRESSOR UNIT & LINES			
CHECK AIR DRYER HEATER COIL			
DRAIN ALL AIR TANKS			
CHECK SAFETY VALVES			
CHECK LOW AIR INDICATOR & GAUGES			
LUBRICATE DOOR HINGES			
GROUP 12 TRANSMISSION	ID# Complete	✓ Need Follow-up	Comments
CHECK TRANSMISSION FOR LEAKS			
CHECK SHIFTER OPERATIONS			
CHECK MOUNTS AND BOLTS			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 1- pg 3 of 4)

6000 MILE A INSPECTION - NEW FLYER DIESEL 2011

GROUP 13 WHEELCHAIR RAMP	ID# Complete	✓ Need Follow-up	Comments
CHECK FOR PROPER OPERATION			
LUBRICATE MECHANICAL PARTS & CHECK FOR BINDING			
CHECK ELECTRICAL HARNESS			
GROUP 14 COOLING & EXHAUST	ID# Complete	✓ Need Follow-up	Comments
CHECK MUFFLER, CAT, TAILPIPE & MOUNTS			
CHECK ALL PIPE CLAMPS			
CLEAN RADIATOR & AFTER COOLER			
CHECK FOR CONDITION & LEAKS			
CHECK ALL HOSES, PIPES, & CLAMPS			
CHECK SURGE TANK LEVEL & CAP SEAL			
CHANGE WATER FILTER			
CHECK HOT ENGINE LIGHT			
GROUP 15 SAFETY	ID# Complete	✓ Need Follow-up	Comments
CHECK CHOCK BLOCKS & FLARES			
CHECK FIRE EXT			
CHECK DRIVERS SEATBELT			
CHECK FIRE DETECTION SYSTEM			
CHECK WHEELCHAIR STRAPS			
GROUP 16 A/C & HEATING	ID# Complete	✓ Need Follow-up	Comments
SERVICE UNDER SEAT FLOOR HEATERS			
INSPECT COOLANT/HTR LINES IN E-CAB FOR LEAKS			
CHECK SYSTEM OPERATION			
CHECK DEFROSTER HIGH & LOW SPEED			
CHECK BOOSTER BLOWER			
CLEAN EVAP. & DEFROSTER FILTERS			
CHECK CONDENSER & BLOWER MOTORS			
CHECK LINES, VALVES, & PIPING FOR LEAKS			
SECURE LINES, VALVES, & PIPING IF NEEDED			
CHECK COMP. FOR LEAKS & OIL LEVEL			
CHECK COMPRESSOR MOUNTING BOLTS			
CHECK BELT TENSION, CONDITION, & PLAY			
CHECK FREON LEVEL			
CHECK DIVERSION PUMP OPERATION			
CHECK DIVERSION PUMP FOR LEAKS			
CHECK UNDER SEAT BLOWER MOTORS			
GROUP 17 ELECTRICAL	ID# Complete	✓ Need Follow-up	Comments
CHECK W/C BUZZER & STOP REQUEST			
CHECK DESTINATION SIGN AND PA SPEAKER			
CHECK BACK UP ALARM			
CHECK ALT. BELT TENSIONER & PULLEY			
CHECK ALT. WIRES FOR CHAFING ECT.			
CHECK BATTERIES & CABLES			
CHECK CHARGING SYSTEM			
CHECK ALL TELL TALE LIGHTS & GAUGES			

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 1- pg 4 of 4)

6000 MILE A INSPECTION - NEW FLYER DIESEL 2011

GROUP 18 ENGINE	ID# Complete	✓ Need Follow-up	Comments
CHECK COOLING FAN FOR CONDITION			
CHECK AIR INDICATOR, PIPING, & CLAMPS			
CHECK HOSES & CLAMPS			
CLEAN AIR INLET & FILTER			
CHECK ENGINE MOUNTS			
CHECK ENGINE OIL PRESSURE			
CHECK LOW OIL INDICATOR			
CHECK ENGINE FOR LEAKS & REPAIR			
CLEAR & REPAIR ENGINE CODES			
CHECK FAST IDLE			
19 ROAD TEST & CHECK SHIFT POINTS	ID# Complete	✓ Need Follow-up	Comments
ROAD TEST			
SHIFT 1/2, 2L, L3			

ADDITIONAL COMMENTS:

Revisions

9/21 - removed "Change fuel filter" (covered by work order); Add " INSPECT COOLANT/HTR LINES IN E-CAB FOR LEAKS" (Sect 16); add brake rotor measure
 10/21 - Corrected formatt error causing 'Date Complete' and 'Foreman Signature' not to printing
 12/21 - Added torque specs for fuel pump fasteners (Grp 8) & checkin g destination & PA (Grp 17) removed road test speed
 01/22 - Changed min pad thickness from 2 to 4 to avoid confusion (min to pass inspection vs min allowable)

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 2- pg 1 of 4)

6000 MILE A INSPECTION – NEW FLYER HYBRID 2012

BUS # _____	DATE _____	
WORK ORDER # _____	CURRENT MILES _____	PREVIOUS MILES _____
DATE COMPLETED _____	FOREMAN'S SIGNATURE _____	

GROUP 1. INITIAL	ICV Complete	✓ Road Follow-up	Comments
CHECK EXTERNAL LIGHTS AND REFLECTORS			
CHECK INSPECTION STICKER & LICENSE PLATES			
CHECK WINDSHIELD WIPERS			
STEAM CLEAN ENGINE			
GROUP 2. BODY	ICV Complete	✓ Road Follow-up	Comments
CHECK BIKE RACK FOR DAMAGE & WEAR			
CHECK FLOOR & STEPS			
CHECK ALL LIGHTS INT. & EXT			
CHECK MIRRORS OPERATION / TIGHTEN			
CHECK SUN VISOR			
CHECK ROOF HATCH OPERATION			
CHECK PANELS INT. & EXT. CONDITION			
FILL WASHER RESERVOIR			
CHECK ALL WINDOWS FOR CONDITION			
GROUP 3. LUBRICATION	ICV Complete	✓ Road Follow-up	Comments
LUBRICATE CHASSIS & DRIVE LINE			
CHANGE ENGINE OIL & FILTER			
GROUP 4. FRONT SUSPENSION	ICV Complete	✓ Road Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			
CHECK KNEELER OPERATION			
GROUP 5. FRONT WHEELS & BRAKES	ICV Complete	✓ Road Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK SLACK ADJUSTER & S-CAM PLAY			
CHECK BRAKE FUNCTION			
CHECK BRAKE VALVES			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			
			 CS ROTOR THK (37mm min) _____ SS ROTOR THK (37mm min) _____
			 CS ROTOR THK (37mm min) _____ SS ROTOR THK (37mm min) _____
GROUP 6. REAR SUSPENSION	ICV Complete	✓ Road Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			

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PM INSPECTION WORKSHEET FIXED ROUTE BUS –
(sample 2- pg 2 of 4)

6000 MILE A INSPECTION - NEW FLYER HYBRID 2012

GROUP 7 REAR WHEELS & BRAKES	KIP Complete	✓ Best Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			US ROTOR TIRE (32mm min) SE ROTOR TIRE (37mm min) _____
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK SLACK ADJUSTER & S-CAM PLAY			
CHECK BRAKE FUNCTION			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			
CHECK PARKING BRAKE VALVE			
CHECK EMG BRAKE RELEASE VALVE			
CHECK RELAY BRAKE VALVE			
GROUP 8 FUEL SYSTEM	KIP Complete	✓ Best Follow-up	Comments
CHECK FUEL PUMP & LINES			
TIGHTEN FUEL PUMP MOUNTING NUTS (32 ft-lbs); CYLINDER HEAD BOLT (48 ft-lbs); & FLANGE BOLT (59 ft-lbs)			
CHECK FUEL TANK & CAP GASKET			
GROUP 9 STEERING	KIP Complete	✓ Best Follow-up	Comments
CHECK TIE RODS, DRAGLINKS & KING PINS			
CHECK STEERING GEAR & SEAL			
CHECK STEERING SHAFT & U-JOINTS			
CHECK STEERING MITER GEAR			
CHECK STEERING COLUMN TEL LOCK			
CHECK STEERING COLUMN U-JOINTS			
CHECK STEERING PUMP AND LINES			
GROUP 10 DIFFERENTIAL & DRIVELINE	KIP Complete	✓ Best Follow-up	Comments
CHECK FLUID & LEVEL			
CHECK DRIVELINE BOLTS & U-JOINTS			
CHECK PINION SEAL & AXLE GASKETS			
GROUP 11 AIR COMPRESSOR SYSTEM	KIP Complete	✓ Best Follow-up	Comments
CHECK AIR COMPRESSOR UNIT & LINES			
CHECK AIR DRYER HEATER COIL			
DRAIN ALL AIR TANKS			
CHECK SAFETY VALVES			
CHECK LOW AIR INDICATOR & GAUGES			
LUBRICATE DOOR HINGES			
GROUP 12 TRACTION MOTOR & GENERATOR	KIP Complete	✓ Best Follow-up	Comments
CHECK FOR OIL OR COOLANT LEAKS			
REMOVE PLUG FROM BOTTOM OF FLYWHEEL TO DRAIN ANY OIL RESIDUE			
CHECK MOUNTS AND BOLTS			
LUBE AND INSPECT DRIVE SHAFT			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 2- pg 3 of 4)

6000 MILE A INSPECTION – NEW FLYER HYBRID 2012

GROUP 13 WHEELCHAIR RAMP	ICM Complete	✓ Road Follow up	Comments
CHECK FOR PROPER OPERATION			
LUBRICATE MECHANICAL PARTS & CHECK FOR BINDING			
CHECK ELECTRICAL HARNESS			
GROUP 14 COOLING & EXHAUST	ICM Complete	✓ Road Follow up	Comments
CHECK MUFFLER, CAT, TAILPIPE & MOUNTS			
CHECK ALL PIPE CLAMPS			
CLEAN RADIATOR & AFTER COOLER			
CHECK FOR CONDITION & LEAKS			
CHECK ALL HOSES, PIPES, & CLAMPS			
CHECK SURGE TANK LEVEL & CAP SEAL			
CHANGE WATER FILTER			
CHECK HOT ENGINE LIGHT			
GROUP 15 SAFETY	ICM Complete	✓ Road Follow up	Comments
CHECK CHOCK BLOCKS & FLARES			
CHECK FIRE EXT			
CHECK DRIVERS SEATBELT			
CHECK FIRE DETECTION SYSTEM			
CHECK WHEELCHAIR STRAPS			
GROUP 16 A/C & HEATING	ICM Complete	✓ Road Follow up	Comments
SERVICE UNDER SEAT FLOOR HEATERS			
INSPECT COOLANT/HTR LINES IN E-CAB FOR LEAKS			
CHECK SYSTEM OPERATION			
CHECK DEFROSTER HIGH & LOW SPEED			
CHECK BOOSTER BLOWER			
CLEAN EVAP. & DEFROSTER FILTERS			
CHECK CONDENSER & BLOWER MOTORS			
CHECK LINES, VALVES, & PIPING FOR LEAKS			
SECURE LINES, VALVES, & PIPING IF NEEDED			
CHECK COMP. FOR LEAKS & OIL LEVEL			
CHECK COMPRESSOR MOUNTING BOLTS			
CHECK BELT TENSION, CONDITION, & PLAY			
CHECK FREON LEVEL			
CHECK DIVERSION PUMP OPERATION			
CHECK DIVERSION PUMP FOR LEAKS			
CHECK UNDER SEAT BLOWER MOTORS			
GROUP 17 ELECTRICAL	ICM Complete	✓ Road Follow up	Comments
CHECK W/C BUZZER & STOP REQUEST			
CHECK DESTINATION SIGN AND PA SPEAKER			
CHECK BACK UP ALARM			
CHECK ALT. BELT TENSIONER & PULLEY			
CHECK ALT. WIRES FOR CHAFING ECT.			
CHECK BATTERIES & CABLES			
CHECK CHARGING SYSTEM			
CHECK ALL TELL TALE LIGHTS & GAUGES			

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – **(sample 2- pg 4 of 4)**

6000 MILE A INSPECTION – NEW FLYER HYBRID 2012

GROUP 1B ENGINE	IDM Complete	✓ Road Follow up	Comments
CHECK COOLING FAN FOR CONDITION			
CHECK AIR INDICATOR, PIPING, & CLAMPS			
CHECK HOSES & CLAMPS			
CLEAN AIR INLET & FILTER			
CHECK ENGINE MOUNTS			
CHECK ENGINE OIL PRESSURE			
CHECK LOW OIL INDICATOR			
CHECK ENGINE FOR LEAKS & REPAIR			
CLEAN & REPAIR ENGINE CODES			
CHECK FAST IDLE			
CHECK FAST IDLE			
GROUP 1B HYBRID DRIVE (ROOF)	IDM Complete	✓ Road Follow up	Comments
CHECK AIRFLOW THROUGH BATTERY SHROUD IS CLEAR (SCREEN @ FRONT)			
CHECK HEAT EXCHANGER CLEAR OF DEBRIS			
CHECK HOSES & CONNECTIONS			
CHECK EXTERNAL WIRING & CONNECTIONS			
1B ROAD TEST & CHECK SHIFT POINTS	IDM Complete	✓ Road Follow up	Comments
ROAD TEST			
SHIFT 1/2, 2L, L3			

ADDITIONAL COMMENTS:

Handwritten

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 3- pg 1 of 4)

6000 MILE A INSPECTION - GILLIG DIESEL 2018

BUS # _____	DATE _____		
WORK ORDER # _____	CURRENT MILES _____	PREVIOUS MILES _____	
DATE COMPLETED _____	FOREMAN'S SIGNATURE _____		

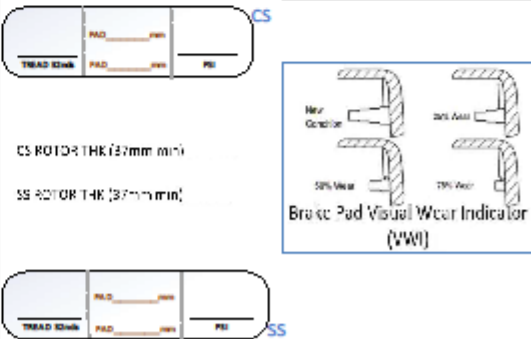
GROUP 1 INITIAL	ID# Complete	✓ Need Follow-up	Comments
CHECK EXTERNAL LIGHTS AND REFLECTORS			
CHECK INSPECTION STICKER & PLATES			
CHECK WINDSHIELD WIPERS			
STEAM CLEAN ENGINE			

GROUP 2 BODY	ID# Complete	✓ Need Follow-up	Comments
CHECK BIKE RACK FOR DAMAGE & WEAR			
CHECK FLOOR & STEPS			
CHECK ALL LIGHTS INT. & EXT			
CHECK MIRRORS OPERATION / TIGHTEN			
CHECK SUN VISOR			
CHECK ROOF HATCH OPERATION			
CHECK PANELS INT. & EXT. CONDITION			
FILL WASHER RESERVOIR			
CHECK ALL WINDOWS FOR CONDITION			

GROUP 3 LUBRICATION	ID# Complete	✓ Need Follow-up	Comments
LUBRICATE CHASSIS & DRIVE LINE			
CHANGE ENGINE OIL & FILTER			
CHECK & CLEAN SPINNER AUX OIL FILTER			

GROUP 4 FRONT SUSPENSION	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			
CHECK KNEELER OPERATION			

GROUP 5 FRONT WHEELS & BRAKES	ID# Complete	✓ Need Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			
CHECK BRAKE LINER VWI, REMOVE WHEEL AND INSPECT PADS IF ≤ 75%. BRAKE JOB NEEDED IF PAD THICKNESS <4MM (2mm min)			
MESURE & CHECK BRAKE ROTOR (Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK SLACK ADJUSTER & S-CAM PLAY			
CHECK BRAKE FUNCTION			
CHECK BRAKE VALVES			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			



PM INSPECTION WORKSHEET FIXED ROUTE BUS –
(sample 3- pg 2 of 4)

6000 MILE A INSPECTION - GILLIG DIESEL 2018

	ID#	Complete	✓ Need Follow-up	Comments
GROUP 6 REAR SUSPENSION				
CHECK AIR BAGS, MOUNTING, & LINES				
CHECK RADIUS RODS & BUSHINGS				
CHECK SHOCK ABSORBERS				
CHECK LEVELING VALVE				
GROUP 7 REAR WHEELS & BRAKES				
CHECK BRAKE CHAMBERS & MOUNTING				
CHECK BRAKE PAD VWI, REMOVE WHEEL AND INSPECT PADS IF ≤ 75%. BRAKE JOB NEEDED IF PAD THICKNESS <4MM (2mm min)				
CHECK & MEASURE BRAKE ROTOR (Min:37mm)				
CHECK BRAKE ADJUSTMENT				
CHECK BRAKE FUNCTION				
CHECK WHEEL BEARING ADJUSTMENT				
CHECK TIRES & AIR PRESSURE				
CHECK ALL WHEEL NUTS				
CHECK PARKING BRAKE VALVE				
CHECK EMG BRAKE RELEASE VALVE				
CHECK RELAY BRAKE VALVE				
GROUP 8 FUEL SYSTEM				
CHECK FUEL PUMP & LINES				
TIGHTEN FUEL PUMP MOUNTING NUTS (32 ft-lbs); CYLINDER HEAD BOLT (48 ft-lbs); & FLANGE BOLT (59 ft-lbs)				
CHECK FUEL TANK & CAP GASKET				
GROUP 9 STEERING				
CHECK TIE RODS, DRAGLINKS & KING PINS				
CHECK STEERING GEAR & SEAL				
CHECK STEERING SHAFT & U-JOINTS				
CHECK STEERING MITER GEAR				
CHECK STEERING COLUMN TEL LOCK				
CHECK STEERING COLUMN U-JOINTS				
CHECK STEERING PUMP AND LINES				
GROUP 10 DIFFERENTIAL & DRIVELINE				
CHECK FLUID & LEVEL				
CHECK DRIVELINE BOLTS & U-JOINTS				
CHECK PINION SEAL & AXLE GASKETS				
GROUP 11 AIR COMPRESSOR SYSTEM				
CHECK AIR COMPRESSOR UNIT & LINES				
CHECK AIR DRYER HEATER COIL				
DRAIN ALL AIR TANKS				
CHECK SAFETY VALVES				

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 3- pg 3 of 4)

6000 MILE A INSPECTION - GILLIG DIESEL 2018

GROUP 11 -CONTINUED	ID# Complete	✓ need follow-up	Comments
CHECK LOW AIR INDICATOR & GAUGES			
LUBRICATE DOOR HINGES			
GROUP 12 TRANSMISSION	ID# Complete	✓ need follow-up	Comments
CHECK TRANSMISSION FOR LEAKS			
CHECK SHIFTER OPERATIONS			
CHECK MOUNTS AND BOLTS			
GROUP 13 WHEELCHAIR RAMP	ID# Complete	✓ need follow-up	Comments
CHECK FOR PROPER OPERATION			
LUBRICATE MECHANICAL PARTS & CHECK FOR BINDING			
CHECK ELECTRICAL HARNESS			
GROUP 14 COOLING & EXHAUST	ID# Complete	✓ need follow-up	Comments
CHECK MUFFLER, CAT, TAILPIPE & MOUNTS			
CHECK ALL PIPE CLAMPS			
CLEAN RADIATOR & AFTER COOLER			
CHECK FOR CONDITION & LEAKS			
CHECK ALL HOSES, PIPES, & CLAMPS			
CHECK SURGE TANK LEVEL & CAP SEAL			
CHANGE WATER FILTER			
CHECK HOT ENGINE LIGHT			
GROUP 15 SAFETY	ID# Complete	✓ need follow-up	Comments
CHECK CHOCK BLOCKS & FLARES			
CHECK FIRE EXT			
CHECK DRIVERS SEATBELT			
CHECK FIRE DETECTION SYSTEM			
CHECK WHEELCHAIR STRAPS			
GROUP 16 A/C & HEATING	ID# Complete	✓ need follow-up	Comments
SERVICE UNDER SEAT FLOOR HEATERS			
CHECK SYSTEM OPERATION			
CHECK DEFROSTER HIGH & LOW SPEED			
CHECK BOOSTER BLOWER			
CLEAN EVAP. & DEFROSTER FILTERS			
CHECK CONDENSER & BLOWER MOTORS			
CHECK LINES, VALVES, & PIPING FOR LEAKS			
SECURE LINES, VALVES, & PIPING IF NEEDED			
CHECK COMP. FOR LEAKS & OIL LEVEL			
CHECK COMPRESSOR MOUNTING BOLTS			
CHECK BELT TENSION, CONDITION, & PLAY			
CHECK FREON LEVEL			
CHECK DIVERSION PUMP OPERATION			
CHECK DIVERSION PUMP FOR LEAKS			
CHECK UNDER SEAT BLOWER MOTORS			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 3- pg 4 of 4)

6000 MILE A INSPECTION - GILLIG DIESEL 2018

GROUP 17 ELECTRICAL	ID# Complete	✓ need follow up	Comments
CHECK W/C BUZZER & STOP REQUEST			
CHECK DESTINATION SIGN AND PA SPEAKER			
CHECK BACK UP ALARM			
CHECK ALT. BELT TENSIONER & PULLEY			
CHECK ALT. WIRES FOR CHAFING ECT.			
CHECK BATTERIES & CABLES			
CHECK CHARGING SYSTEM			
CHECK ALL TELL TALE LIGHTS & GAUGES			
GROUP 18 ENGINE	ID# Complete	✓ need follow up	Comments
CHECK COOLING FAN FOR CONDITION			
CHECK AIR INDICATOR, PIPING, & CLAMPS			
CHECK HOSES & CLAMPS			
CLEAN AIR INLET & FILTER			
CHECK ENGINE MOUNTS			
CHECK ENGINE OIL PRESSURE			
CHECK LOW OIL INDICATOR			
CHECK ENGINE FOR LEAKS & REPAIR			
CLEAR & REPAIR ENGINE CODES			
CHECK FAST IDLE			
19 ROAD TEST & CHECK SHIFT POINTS	ID# Complete	✓ need follow up	Comments
ROAD TEST TO 65 MPH			
SHIFT 1/2, 2L, L3			

ADDITIONAL COMMENTS:

Revisions

10/21 - Corrected formatt error causing 'Date Complete' and 'Foreman Signature' not to printing
 12/21 - Added torque specs for fuel pump fasteners (Grp 8) & checkin g destination & PA (Grp 17)

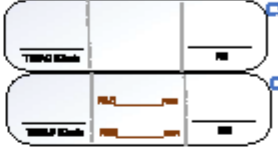
PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 4- pg 1 of 4)

6K INSPECTION -2020 PROTERRA ELECTRIC				
BUS # _____		DATE _____		
WORK ORDER # _____		CURRENT MILES _____		PREVIOUS MILES _____
DATE COMPLETED _____		FOREMAN'S SIGNATURE _____		
GROUP 1. INITIAL		IDP Complete	✓ Road Follow-up	Comments
CHECK EXTERNAL LIGHTS AND REFLECTORS				
CHECK INSPECTION STICKER & LICENSE PLATES				
CHECK WINDSHIELD WIPERS				
DO NOT STEAM CLEAN DO NOT				
GROUP 2. BODY		IDP Complete	✓ Road Follow-up	Comments
CHECK BIKE RACK FOR DAMAGE & WEAR				
CHECK FLOOR & STEPS				
CHECK ALL INTERIOR LIGHTS				
CHECK ALL TELL TALE LIGHTS & GAUGES				
CHECK MIRRORS OPERATION / TIGHTEN				
CHECK SUN VISOR				
CHECK ROOF HATCH OPERATION				
CHECK PANELS INT. & EXT. CONDITION				
FILL WASHER RESERVOIR				
CHECK ALL WINDOWS FOR CONDITION				
GROUP 3. UNDERBODY LUBRICATION		IDP Complete	✓ Road Follow-up	Comments
LUBRICATE STEERING SHAFT				
LUBRICATE STEERING GEAR				
LUBRICATE FRONT SUSPENSION				
LUBRICATE STEERING CAMS (PORKCHOPS)				
GROUP 4. FRONT SUSPENSION		IDP Complete	✓ Road Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES				
CHECK RADIUS RODS & BUSHINGS				
CHECK SHOCK ABSORBERS				
CHECK RIDE HEIGHT SYSTEM				
CHECK KNEELER OPERATION				
GROUP 5. FRONT WHEELS & BRAKES		IDP Complete	✓ Road Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING				
MEASURE BRAKE PAD THICKNESS (min 3mm)				
CHECK BRAKE ADJUSTMENT				
CHECK BRAKE ROTOR (Newest, Min 37mm)				
CHECK BRAKE FUNCTION				
CHECK BRAKE VALVES				
MEASURE TIRE TREAD (Min 8/32.5 over)				
CHECK TIRES & AIR PRESSURE				
CHECK WHEEL BEARING ADJUSTMENT				
CHECK ALL WHEEL NUTS				

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 4- pg 2 of 4)

6K INSPECTION -2020 PROTERRA ELECTRIC

GROUP 4 REAR AXLE DRIVE & SUSPENSION	ID# Complete	✓ Road Follow-up	Comments
CHECK GEARBOXES FOR LEAKS			
INSPECT OIL PUMP MODULE & LINES FOR CONDITION & LEAKS			
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			
GROUP 5 REAR WHEELS & BRAKES	ID# Complete	✓ Road Follow-up	Comments
CHECK INNER WHEEL SEAL FOR LEAKS			 CS
CHECK BRAKE CHAMBERS & MOUNTING			
MEASURE BRAKE PAD THICKNESS (min 3mm)			
CHECK BRAKE ADJUSTMENT			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE FUNCTION			
CHECK WHEEL BEARING ADJUSTMENT			
MEASURE TIRE TREAD (Min 5/32 Rear)			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			
CHECK PARKING BRAKE VALVE			
CHECK EMG BRAKE RELEASE VALVE			
CHECK RELAY BRAKE VALVE			
GROUP 6 DIESEL HEATER	ID# Complete	✓ Road Follow-up	Comments
CHECK FUEL PUMP & LINES			
TIGHTEN PUMP MOUNTING BOLTS & NUTS			
CHECK FUEL TANK & CAP GASKET			
GROUP 7 STEERING	ID# Complete	✓ Road Follow-up	Comments
CHECK TIE RODS, DRAGLINKS & KING PINS			
CHECK STEERING GEAR & SEAL			
CHECK STEERING SHAFT & U-JOINTS			
CHECK STEERING MITER GEAR			
CHECK STEERING COLUMN TEL LOCK			
CHECK STEERING COLUMN U-JOINTS			
CHECK STEERING PUMP AND LINES			
GROUP 9 AIR COMPRESSOR SYSTEM	ID# Complete	✓ Road Follow-up	Comments
CHECK SPRING BRAKE OVERRIDE FOR LOW AIR PSI WARNING, ON @70PSI (Main Sw off, Interior Lights on)			
CHECK AIR COMPRESSOR SETTING (cut it @110psi/ cut out @ 130psi)			
CHECK AIR DRYER HEATER COIL			
CHECK ALL AIR TANKS, NO MOISTURE			
CHECK SAFETY VALVES			
CHECK LOW AIR INDICATOR & GAUGES			
LUBRICATE DOOR HINGES			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 4- pg 3 of 4)

6K INSPECTION -2020 PROTERRA ELECTRIC

GROUP 13 WHEELCHAIR RAMP	ICM Complete	✓ Must follow up	Comments
CHECK FOR PROPER OPERATION			Model Ricon 6
CHECK MECHANICAL PARTS FOR BINDING			
CHECK ELECTRICAL HARNESS			
GROUP 13 COOLING SYSTEM	ICM Complete	✓ Must follow up	Comments
CHECK ALL PIPE CLAMPS			
CLEAN RADIATOR			
CHECK FOR CONDITION & LEAKS			
CHECK ALL HOSES, PIPES, & CLAMPS			
CHECK SURGE TANK LEVEL & CAP SEAL			
CHANGE WATER FILTER			
GROUP 14 SAFETY	ICM Complete	✓ Must follow up	Comments
CHECK CHOCK BLOCKS & FLARES			
CHECK FIRE EXTINGUISHER			
CHECK DRIVERS SEATBELT			
CHECK WHEELCHAIR STRAPS			
GROUP 15 A/C & HEATING	ICM Complete	✓ Must follow up	Comments
SERVICE UNDER SEAT FLOOR HEATERS			
CHECK SYSTEM OPERATION			
CHECK DEFROSTER HIGH & LOW SPEED			
CHECK BOOSTER BLOWER			
CLEAN EVAP. & DEFROSTER FILTERS			
CHECK CONDENSER & BLOWER MOTORS			
CHECK LINES, VALVES, & PIPING FOR LEAKS			
SECURE LINES, VALVES, & PIPING IF NEEDED			
CHECK COMP. FOR LEAKS & OIL LEVEL			
CHECK COMPRESSOR MOUNTING BOLTS			
CHECK FREON LEVEL			
CHECK DIVERSION PUMP OPERATION			
CHECK DIVERSION PUMP FOR LEAKS			
CHECK UNDER SEAT BLOWER MOTORS			
GROUP 15 HV UNDERVEHICLE			Comments
CHECK CONNECTORS AND HARNESES			
CHECK BATTERY MOUNTS FOR INTACT TORQUE MARKS			
CHECK BATTERY RUBBER MOUNT ISOLATORS			
CHECK GREEN SALT PLUGS ON EITHER END OF PACKS. CENTER PLUNGER SHOULD BE DEPRESSED			
CHECK DESSICANT WINDOW COLOR IS BLUE			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – **(sample 4- pg 4 of 4)**

6K INSPECTION -2020 PROTERRA ELECTRIC

GROUP 18 LV ELECTRICAL (12/24V)	ICM Complete	✓ Road Rollout up	Comments
CHECK W/C BUZZER & STOP REQUEST			
CHECK DESTINATION SIGN AND PA SPEAKER			
CHECK BACK UP ALARM			
CHECK BATTERIES & CABLES			
CHECK CHARGING SYSTEM			
FINAL ROAD TEST	ICM Complete	✓ Road Rollout up	Comments
ROAD TEST			
SHIFT 1/2			

ADDITIONAL COMMENTS:

Revisions

12/21 - Added Checking destination & PA (Grp 18), removed road test speed

01/22 - Changed min pad thickness from 2 to 4 to avoid confusion (min to pass inspection vs min allowable)

6000 MILE A INSPECTION - NEW FLYER ELECTRIC 2021

BUS # _____	DATE _____	
WORK ORDER # _____	CURRENT MILES _____	PREVIOUS MILES _____
DATE COMPLETED _____	FOREMAN'S SIGNATURE _____	

GROUP 1 INITIAL	ID# Complete	✓ Need Follow-up	Comments
CHECK EXTERNAL LIGHTS AND REFLECTORS			
CHECK INSPECTION STICKER & LICENSE PLATES			
CHECK WINDSHIELD WIPERS			
****DO NOT STEAM CLEAN****			
GROUP 2 BODY	ID# Complete	✓ Need Follow-up	Comments
CHECK BIKE RACK FOR DAMAGE & WEAR			
CHECK FLOOR & STEPS			
CHECK ALL LIGHTS INT. & EXT			
CHECK MIRRORS OPERATION / TIGHTEN			
CHECK SUN VISOR			
CHECK ROOF HATCH OPERATION			
CHECK PANELS INT. & EXT. CONDITION			
FILL WASHER RESERVOIR			
CHECK ALL WINDOWS FOR CONDITION			
GROUP 3 LUBRICATION	ID# Complete	✓ Need Follow-up	Comments
LUBRICATE CHASSIS & DRIVE LINE			
GROUP 4 FRONT SUSPENSION	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			
CHECK KNEELER OPERATION			
GROUP 5 FRONT WHEELS & BRAKES	ID# Complete	✓ Need Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			CS CS ROTOR THK (37mm min) _____ SS ROTOR THK (37mm min) _____
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK BRAKE FUNCTION			
CHECK BRAKE VALVES			
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			
CHECK ALL WHEEL NUTS			SS
GROUP 6 REAR SUSPENSION	ID# Complete	✓ Need Follow-up	Comments
CHECK AIR BAGS, MOUNTING, & LINES			
CHECK RADIUS RODS & BUSHINGS			
CHECK SHOCK ABSORBERS			
CHECK LEVELING VALVE			

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PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 5- pg 2 of 4)

6000 MILE A INSPECTION - NEW FLYER ELECTRIC 2021

GROUP 7 REAR WHEELS & BRAKES	ID# Complete	Need Follow-up	Comments
CHECK BRAKE CHAMBERS & MOUNTING			TREAD 32nds PSI
MEASURE BRAKE PAD THICKNESS (min 4mm)			
CHECK BRAKE ROTOR (New:45, Min:37mm)			
CHECK BRAKE ADJUSTMENT			
CHECK BRAKE FUNCTION			TREAD 32nds PSI
CHECK WHEEL BEARING ADJUSTMENT			
CHECK TIRES & AIR PRESSURE			TREAD 32nds PSI
CHECK ALL WHEEL NUTS			
CHECK PARKING BRAKE VALVE			TREAD 32nds PSI
CHECK EMG BRAKE RELEASE VALVE			
CHECK RELAY BRAKE VALVE			TREAD 32nds PSI
GROUP 8 DEISEL COOLANT HEATER	ID# Complete	Need Follow-up	Comments
CHECK FUEL PUMP & LINES			
CHECK HEAT EXCHANGER			
CHECK COOLANT LINES			
CHECK EXHAUST SYSTEM			
CHECK BURNER HEAD			
GROUP 9 STEERING	ID# Complete	Need Follow-up	Comments
CHECK TIE RODS, DRAGLINKS & KING PINS			
CHECK STEERING GEAR & SEAL			
CHECK STEERING SHAFT & U-JOINTS			
CHECK STEERING MITER GEAR			
CHECK STEERING COLUMN TEL LOCK			
CHECK STEERING COLUMN U-JOINTS			
CHECK STEERING PUMP AND LINES			
GROUP 10 DIFFERENTIAL & DRIVELINE	ID# Complete	Need Follow-up	Comments
CHECK FLUID & LEVEL			
CHECK DRIVELINE BOLTS & U-JOINTS			
CHECK PINION SEAL & AXLE GASKETS			
GROUP 11 AIR COMPRESSOR SYSTEM	ID# Complete	Need Follow-up	Comments
CHECK AIR COMPRESSOR UNIT & LINES			
CHECK AIR DRYER HEATER COIL			
DRAIN ALL AIR TANKS			
CHECK SAFETY VALVES			
CHECK LOW AIR INDICATOR & GAUGES			
LUBRICATE DOOR HINGES			
GROUP 13 WHEELCHAIR RAMP	ID# Complete	Need Follow-up	Comments
CHECK FOR PROPER OPERATION			
LUBRICATE MECHANICAL PARTS & CHECK FOR BINDING			
CHECK ELECTRICAL HARNESS			

PM INSPECTION WORKSHEET FIXED ROUTE BUS – (sample 5- pg 3 of 4)

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GROUP 14 MOTOR/INVERTER COOLING	ID# Complete	✓ Need Follow-up	Comments
INSPECT FAN CONDITION			
INSPECT RADIATOR, IS CLEAR & NO LEAK			
CHECK CONDITION OF ALL EQUIP MOUNTS			
CHECK ALL HOSES & CLAMPS			
CHECK RESERVOIR TANK LEVEL			
GROUP 15 BATTERY THERMAL MANAGEMENT	ID# Complete	✓ Need Follow-up	Comments
CHECK CONDITION OF ALL EQUIP MOUNTS			
CHECK CONDITION LEAKS, FASTENERS, ETC			
CHECK ALL HOSES & CLAMPS			
CHECK RESERVOIR TANK LEVEL			
INSPECT FOR REFRIGERANT LEAK			
INSPECT CONDENSOR, CLEAN IF NEEDED (NO PRESSURE WASH)			
GROUP 16 SAFETY	ID# Complete	✓ Need Follow-up	Comments
CHECK CHOCK BLOCKS & FLARES			
CHECK FIRE EXT			
CHECK DRIVERS SEATBELT			
CHECK FIRE DETECTION SYSTEM			
CHECK WHEELCHAIR STRAPS			
GROUP 17 A/C & HEATING	ID# Complete	✓ Need Follow-up	Comments
SERVICE UNDER SEAT FLOOR HEATERS			
INSPECT COOLANT/HTR LINES IN E-CAB FOR LEAKS			
CHECK SYSTEM OPERATION			
CHECK DEFROSTER HIGH & LOW SPEED			
CHECK BOOSTER BLOWER			
CLEAN EVAP. & DEFROSTER FILTERS			
CHECK CONDENSER & BLOWER MOTORS			
CHECK LINES, VALVES, & PIPING FOR LEAKS			
SECURE LINES, VALVES, & PIPING IF NEEDED			
CHECK COMP. FOR LEAKS & OIL LEVEL			
CHECK COMPRESSOR MOUNTING BOLTS			
CHECK FREON LEVEL			
CHECK DIVERSION PUMP OPERATION & LEAKS			
CHECK UNDER SEAT BLOWER MOTORS			
GROUP 18 LOW-VOLT ELECTRICAL	ID# Complete	✓ Need Follow-up	Comments
CHECK W/C BUZZER & STOP REQUEST			
CHECK DESTINATION SIGN AND PA SPEAKER			
CHECK BACK UP ALARM			
CHECK ALT. BELT TENSIONER & PULLEY			
CHECK ALT. WIRES FOR CHAFING ECT.			
CHECK BATTERIES & CABLES (LOW VOLTAGE)			
CHECK CHARGING SYSTEM			
CHECK ALL TELL TALE LIGHTS & GAUGES			

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GROUP 19 TRACTION MOTOR	ID# Complete	✓ Need Follow-up	Comments
MOTOR MOUNTS IN GOOD CONDITION			
NO DAMAGE TO ELECTRICAL CABLES OR CONNECTIONS			
NO HOSES DAMAGE OR LEAKS			
NO LOOSE FASTNERS DRIVE SHAFT CONNECTION			
GROUP 20 HIGH VOLT ELECTRICAL	ID# Complete	✓ Need Follow-up	Comments
INSPECT DRIVE HIGH VOLTAGE CABLES AND VISIBLE CONNECTIONS FOR CONDITION, ROUTING & CLAMPING.			
INSPECT HVAC HIGH VOLTAGE CABLES AND VISIBLE CONNECTIONS FOR CONDITION, ROUTING & CLAMPING.			
INSPECT CHARGE PORTS CONNECTIONS FOR DAMAGE OR CORROSION			
GROUP 21 ROAD TEST	ID# Complete	✓ Need Follow-up	Comments
ROAD TEST			

ADDITIONAL COMMENTS:

Revisions