EXHIBIT A

# SCOPE OF WORK

## **SYSTEM MANAGEMENT AND OPERATIONS**

Guidelines: The Contractor shall manage and operate the system in accordance with the policies and procedures established by RiverCities Transit, including the Americans with Disabilities Act Paratransit Plan adopted by the Cowlitz Transit Authority/RiverCities Transit on January 27, 1992, and updated annually thereafter.

Hours and Days of Operation: The Contractor shall offer transit service during the same hours as RiverCities Transit’s Fixed Route operations. The system shall operate between the hours of 6:30 a.m. and 7:00 p.m., Monday through Friday, and between the hours of 8:00 a.m. and 6:00 p.m. on Saturdays. No service shall be provided on Sunday or on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. RiverCities Transit may adjust service hours during the term of the contract to revise its service levels to the public.

Service Area: The complementary paratransit service shall operate within corridors centered on the RiverCities Transit fixed bus routes, and extending three-quarters of a mile on either side of the routes. In the event of ice or snow conditions, the Contractor will operate on a revised schedule parallel to the fixed routes, operating only on major streets and hills that have been made safe for travel. This policy shall also apply to private driveways and walkways. While the mandated ADA service area is ¾-mile of a fixed route, the current LIFT service area extends to 1-mile for at least a two-year pilot project.

Fares: Contractor shall collect fares and accept passes and transfers as directed by the City of Longview (the “City”). All cash fares shall be promptly deposited in a fare box. The fare charged passengers shall be established by the City, and the City may alter the fare policy at any time upon seven (7) days' written notice to Contractor.

If a passenger is accompanied by a personal care attendant, the attendant will not be charged a fare.

Contractor Responsibilities:

A. Provide a local office for operations.

B. Provide adequate office equipment to take ride reservations, dispatch vehicles, and produce and maintain local records.

C. Provide adequate training for office personnel.

D. Provide trained supervisory personnel.

E. Provide trained operators familiar with the service area.

F. Provide adequate insurance for all non-City vehicles and equipment operated by the Contractor.

G. Provide service records and invoices to meet City’s satisfaction.

1. Provide the opportunity for resolution of complaints by customers. City shall be informed if the dispute resolution process is failing and requires attention by City administration.
2. Contractor is required to fully cooperate and participate in the investigation of any incident or event.

Local Office Facility: The Contractor will be required to locate an office in Longview or Kelso. This office must meet standards required under the Americans with Disabilities Act (ADA) for access by persons with disabilities. City will consider Contractor requests to lease office space at the City Shop, 254 Oregon Way, Longview, WA 98632, as well as to provide telephone and data services.

Dispatch and Reservations Office: The Dispatch/Reservations office shall be manned by personnel that are capable of operating vehicle dispatch equipment during the time that vehicles are in operation. Dispatch staff shall be trained in the use of all equipment and procedures.

Required office equipment shall include:

1. A multi-line telephone system capable of handling anticipated frequency of calls.

2. A two-way communication system between the office and the vehicles in operation. This communication system shall be capable of establishing voice contact with vehicles. The City currently provides this two-way communication system.

3. The office must provide a means for hearing impaired persons to readily communicate service requests and other information; this may include a telecommunications device such as a TTY machine or use of the Washington Telecommunication Relay Services (WATRS) for persons with disabilities.

Trip Request Procedure: Demand response service is available to eligible general public located in the RiverCities Transit service area. The Contractor can expect to receive a large number of requests for demand response service.

Trip reservation procedures are an extremely critical aspect of demand response service. One-to-one communication between requestors and the staff person who schedules the trip needs to follow established industry practices related to customer satisfaction and quality of service. These basic service standards are:

1. All callers are to be treated with utmost consideration. Staff must be compassionate and display skill in interpersonal communications.

2. All persons answering calls shall immediately identify themselves to callers by their first name. Example: “RiverCities LIFT, this is [NAME], how can I help you?”

3. Passengers wishing to make a complaint shall be allowed to do so. All office staff shall be familiar with the Agency Complaint Resolution procedure.

4. Considerable effort shall be made to accommodate all trip requests. Schedulers may negotiate trip pick-up times with callers but must seriously consider riders’ appointment times when doing so. The City and Contractor must comply with all ADA requirements.

5. No trip priorities or waiting lists may be established.

6. Callers are to be advised of fixed route service that would be capable of serving their needs, when appropriate.

Vehicles: The City shall provide a fleet of vehicles to the Contractor. These vehicles shall be used only for RiverCities paratransit purposes. Under no circumstances will RiverCities vehicles be used outside the paratransit service area without prior permission of the City. As of the effective date of this contract, this fleet of vehicles shall consist of the following inventory:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Make** |  | **Year** |  |  **#** |  | **Capacity** |
|  |  | Dodge\* |  | 2009 |  | 42-43 |  | 2+1 |
|  |  | Ford |  | 2013 |  | 42-48 |  | 11+2 |
|  |  | MV1\* |  | 2014 |  | 42-49 |  | 3+1 |
|  |  | Ford |  | 2014 |  | 42-50 |  | 11+2 |
|  |  | Ford |  | 2014 |  | 42-51 |  | 11+2 |
|  |  | Ford |  | 2017 |  | 42-53 |  | 10+3 |
|  |  | Ford |  | 2019 |  | 42-55 |  | 10+3 |
|  |  | Ford |  | 2019 |  | 42-56 |  | 10+3 |
|  |  | Ford |  | 2019 |  | 42-57 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-58 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-59 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-60 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-62 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-63 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-64 |  | 10+3 |
|  |  | Ford |  | 2023 |  | 42-65 |  | 10+3 |

\* Scheduled for replacement with new Chrysler minivans in 2025.

It is intended that the Contractor will always use the City vehicles. Contractor shall notify City of any capacity constraints. Capacity constraint is defined as the inability to transport a passenger due to the lack of space and/or scheduled time to transport upon request on a next-day response basis. Contractor shall also notify City management of any vehicle out-of-service for greater than one (1) month.

Projected Vehicle Hours of Operation (2025): Current hours of operation service under this contract are based on the average vehicle revenue hours for demand response service. The projected vehicle revenue hours for a 12-month period are gradually increasing since COVID. The actual vehicle revenue hours for 2024 were 15,763, and the projected vehicle revenue hours for 2025 is 17,300.

Vehicle Rotation and Priority Use: City will provide Contractor with written policies, procedures, and guidelines governing Contractor’s use of City-owned vehicles. Such policies, procedures, and guidelines are necessary to ensure adequate exposure for paid advertising displayed on vehicles, control mileage accumulation for each vehicle, utilize more fuel-efficient vehicles when possible, and to accomplish other City goals and purposes related to fleet management and expenses. Contractor shall adhere to such written policies.

# **SYSTEM OPERATION**

Service Description: The service provided shall be as follows:

The Contractor shall provide demand-response transportation for only those persons requesting service who have been certified for ADA paratransit serviceby RiverCities Transit staff. Paratransit trips shall be provided on a next-day response basis and shall not be limited to any single purpose, or number of trips. The pick-up time shall be within one (1) hour from the time request.

Demand response will be considered “on-time” so long as they are provided within a window of ten (10) minutes before or twenty (20) minutes after the assigned times provided to the customer. The goal for on-time trip performance is hereby established at 90% for the duration of this contract.

The requirement for maximum on-board travel time (time spent in the vehicle) is sixty (60) minutes within the service area. A goal of 90% compliance with the above requirements is hereby established for the duration of the contract.

The City recognizes that special circumstances, such as inclement weather, can occur which will effect on-time performance. The goals established exist as guidelines to performance and will require inter-agency communication to resolve discrepancies.

The Contractor shall require its vehicle operators to assist those passengers requiring assistance to board or depart the vehicles.

Eligibility for Service: RiverCities Transit (RCT) shall determine eligibility of each applicant for the complementary paratransit service program. Upon determination of eligibility, RCT shall issue the applicant an approval letter, indicating the level of service to which the applicant is entitled. Information on the eligible applicant will be entered in RCT’s Customer Database, currently housed in RouteMatch, and will indicate if the applicant requires a personal care attendant (PCA), and the rider’s mobility type.

RCT shall maintain the eligible customer database throughout the year.

Personnel: The Contractor shall be solely responsible for satisfactory performance and wages and benefits for its own employees, as well as those of its subcontractors. The Contractor shall establish and maintain an employee pay and benefit structure, which will service to attract and maintain high-quality employees for all positions required to successfully perform the work. The City expects the Contractor to specify wages with a minimum equivalent to the MIT Living Wage Calculation for Longview, WA, as updated soonest to the time of submission of proposal.

The Contractor shall comply with the requirements of employee liability, Social Security, and all other applicable state and federal laws without any additional expense to the City. The City shall have the right to demand removal of any employee hired by the Contractor, for reasonable cause. The Contractor shall obtain the City’s written consent prior to entering any subcontract affecting the City’s paratransit service.

The Contractor shall provide a copy of their Drug Testing Policy for all employees in safety-sensitive positions. The drug testing policy must, as a minimum, meet all Federal regulations identified in 49 C.F.R., Part 655 by submitting quarterly reports as well as an annual report which is due by January 31 of each year.

1. Program Manager: The Contractor shall designate a Program Manager to oversee the day-to-day operations of the service.

2. Office Staff: The Contractor shall supply a sufficient number of employees to staff the office at all required times and perform all necessary tasks associated with the provision of service. The Contractor shall be responsible for training these employees and assuring that all program policies and procedures are understood. The Contractor and City will work cooperatively to locate and secure supplemental training designed to enhance service operations. The Contractor is responsible for assuring that any subcontractors or volunteers also receive adequate training to perform assigned tasks.

3. Drivers: The Contractor shall supply a sufficient number of properly qualified personnel to operate equipment to provide required services. Each of the Contractor’s employees shall be neatly dressed at all times while on duty. Drivers shall conform to a uniform dress code established by the City and consistently maintain a courteous and cooperative attitude in their contact with the public.

 All drivers must have a valid Washington or Oregon State Driver’s License and be insurable. All drivers must also carry a valid USDOT Medical Examiner’s Certificate.

 Drivers must have a clear criminal history, consistent with requirements of the Washington State Patrol Background Check. Drivers must not have been convicted of a felony offense, or a serious traffic violation, including but not limited to, any of the following offenses within the stipulated limits:

\* Driving under the influence of drugs or alcohol.

\* Leaving the scene of an accident.

\* No more than one (1) moving violation for each year of the last three (3) years

\* No moving violations if her/his driver’s license has been suspended, for a three year period after reinstatement of license.

Drivers shall be capable of operating all special equipment including wheelchair lift or ramp, two-way radios, data terminal or tablet, and wheelchair securement systems.

Drivers shall provide any required assistance to riders, including: loading/unloading mobility devices, carrying groceries and other light loads, escorting passengers to doorways, assisting ambulatory passengers on and off vehicles, and rendering other assistance to passengers considered common when serving persons with special needs. Drivers shall avoid leaving vehicles unattended while any passengers remain on board.

Drivers shall not smoke inside vehicles, at any time.

Drivers shall have a thorough knowledge of the service area.

Drivers shall be responsible for pre-trip vehicle inspections and shall promptly report unsafe road conditions, including access difficulties at private residences. The City shall provide vehicle maintenance forms.

Drivers shall maintain proper trip records in accordance with contractual requirements.

Drivers must receive a pre-employment drug test including for Marijuana.

Driver Record Monitoring – Because the Contractor is driving City vehicles, the Contractor is required to develop a driver record monitoring program with at minimum, an annual check of each driver’s record. Contractor will maintain this list current for all drivers and provide to RCT on a monthly basis. Contractor will also supply a list of all drivers operating under this contract to RCT monthly.

Training: The Contractor shall provide a training program in order to assure that all drivers and staff attain proficiency in their area(s) of expertise. The Contractor shall provide proof that all drivers (including volunteers and subcontracted employees) have successfully completed the following minimumtraining:

 1. Defensive Driving.

 2. Passenger Assistance and Sensitivity Training.

 3. First Aid/CPR and Blood Borne Pathogens.

 4. System, equipment, and area familiarity.

 5. Basic understanding of rights under the Americans with Disabilities Act (ADA).

 6. Vehicle evacuation techniques.

 7. Drug and alcohol training

The Contractor shall provide an overview of the company training program that highlights the primary elements covered in employee training and any written training policies provided to all personnel.

Safety Inspections: The Contractor shall perform daily safety inspections of all vehicles prior to beginning each day’s service. Vehicles failing the daily inspection shall not be used in service until the reason for failure is corrected. All wheelchair lifts shall be cycled at least daily.

Accidents and Incidents: All accidents involving vehicles used for RCT operations which result in injury to passengers, and/or damage to any property, must be reported to appropriate regulatory entities and to City administration. Failure to report accidents within twenty-four hours shall be considered breach of contract.

Non-accident incidents, including but not exclusively near-misses, occurrences of hard braking, and fare disputes shall be reported to City administration within forty-eight (48) hours,

Radios: Two-way radio communications shall be furnished by the City.

Billing: The Contractor shall submit to the City a detailed monthly invoice. The City will pay the invoice within thirty (30) days from the date of submission, contingent upon preliminary verification of the invoice. The City may, at any time, conduct an audit of any, or all, records kept by the Contractor related to the contract services. The City may withhold payment for invoice amounts it disputes and for services that fail to meet specifications.

The Contractor shall submit invoices and summary of daily records and reports to the City on a monthly basis, and upon request, accompanied by driver trip sheets displaying passenger start and end locations and passenger start and end times. Each invoice shall contain a certification that all amounts billed are in accordance with this Agreement.

The City agrees to pay Contractor for performance of the services set forth in this Agreement, amounts set forth in Sections 9 through 13 of the Paratransit Service Contract.

Computerized Dispatch and Scheduling System: In order to enhance service efficiency and quality, the City has provided a computer assisted scheduling, dispatch and information system – RouteMatch. The main purpose of a computerized system is to assist with the handling of trip reservations, the scheduling, routing and grouping of trips, and developing vehicle itineraries. An additional purpose is the production of reports that can be used for figuring monthly invoices and evaluating service performance and productivity. The City intends to replace the RouteMatch system during the term of the Contract.

The City is solely responsible for purchasing any enhancements or modifications that add any new capabilities to the dispatching system. The City will provide initial training through the vendor for the dispatch system and any enhancements or modifications. The Contractor is responsible for the competency of its dispatching and supervisory personnel to effectively utilize the dispatching system and shall be responsible for training any new dispatching or supervisory personnel.

Records and Reports: The Contractor shall be responsible for monitoring all aspects of the system operation, including but not limited to ridership, capacity constraints, quality of service, and fare collection procedures. The following are the types of data that the City shall require of the Contractor.

 Daily Records:

 \* Daily ridership by vehicle

 \* Daily revenue and deadhead mileage by vehicle

 \* Daily revenue and non-revenue hours by vehicle

 \* Passenger name

 \* Date of service

 \* Trip origin and destination address

 \* Passenger time of request

 \* Actual passenger pick-up and drop-off times

 \* Passenger classification (non-ambulatory, disabled)

 \* Denials by area and requested time

 \* Description of passenger complaints

 \* All information to complete the Federal Transit

Administration National Transit Data Base (NTD) Report, including survey to be performed every third year unless waived by RCT Management.

 \* Total passengers by type of fare

 \* Annual ridership for Weekdays and Saturdays.

 \* Annual revenue and deadhead mileage for Weekdays and Saturdays.

 \* Annual revenue and non-revenue vehicle hours for Weekdays and Saturdays.

The City is required to submit statistically sampled passenger mile data to the Federal Transit Administration every three years. The Contractor will be required to conduct a survey to obtain passenger mile data during the mandatory year as prescribed by the Federal Transit Authority for the National Transit Data Base (NTD) report. The next mandatory survey year is 2026. RCT Management may choose to waive this requirement if NTD rules allow.

The City is interested in determining demand for service and in evaluating route performance. Detailed information on the level of service in target areas may be requested using a City-prepared format.

A monthly operating report shall be prepared and forwarded to the City by the 10th day of the following month which shall summarize the data collected daily. It shall also include a statement of any existing or potential problems along with suggested solutions.

The Contractor shall cooperate with City staff on all monitoring of the paratransit service including client surveys. The Contractors shall cooperate with City to provide information to City as it reviews the service and recommends changes to the service.

Methods of improving system operation and service shall be sought, and the results shall be reported to City, along with any corrective actions which may have been taken. In no case shall a corrective action which affects the nature, quality, or quantity of service be taken without first obtaining City approval.

Substance Abuse Requirements

The Contractor shall comply with the Federal Transit Administration 49 CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations and submit records regarding test results to the City by January 30 of each year.

Confidentiality of Client Information: Any and all information regarding individual persons served by City is strictly confidential. Information shall not be released to any party in any form without the authorization of the individual, legal guardian, and/or City.

Dispute Resolution Procedure: Passengers with complaints about service shall be allowed an opportunity to register that complaint with the Contractor and receive prompt and fair consideration. Every effort shall be made to resolve complaints at the staff level of the Contractor. Any complaint that cannot be resolved by the Contractor shall be referred to RCT management, who will attempt to resolve the complaint or refer the complaint to a higher level of the City.

Safety: The Contractor shall ensure the safety of passengers by any and all means necessary, including, but not limited to: use of seat belts (when provided) are required for all passengers, use of four-point wheelchair securement system, maintaining control in and around vehicles, providing safety and emergency procedures, designating a staff person to coordinate all safety and training programs. All fire extinguisher and appropriate first aid kits shall be furnished and maintained by the City. The cameras and video recording system installed in the vehicles shall be furnished and maintained by the City.

The City Shop yard is a shared facility. The Contractor shall ensure that each of its employees wear a Class 2 safety vest or sash belt when walking within the yard.

Access to Records: The City, Cowlitz Transit Authority, Washington State, and US Department of Transportation, or their designee(s) may at any time perform audits of the financial books, records, and accounts of the Contractor. The Contractor agrees to preserve, and to cause any subcontractor to preserve, and to make available for a period of six (6) years after the completion of the contract, any and all financial, operations, administrative, and maintenance records pertaining to the City.

Meetings: In order to maintain open and frequent communications between the two entities, the Contractor shall hold quarterly meetings with City staff to discuss service problems and proposed solutions. Additionally, upon request the Contractor shall attend all meetings of the CTA (held monthly) and make oral and written reports to them on the status of service. Upon notification,the Vice President or other employee with decision making authority, will be required to attend the above meetings.

State Association Membership: In the interest of promoting greater understanding of the issues and laws affecting small public transit and paratransit systems, Contractor shall participate in the state association of Community Transportation providers.

No-Show Policy:

Contractor shall abide by the RCT paratransit service no show policy, and any future modified policy.

Visitors to Service Area: Certification of visitors to the area who have been determined eligible for paratransit service shall be honored by Contractor. If presumptive eligibility is claimed by the visitor, they must provide proof that they are certified with another public transit demand response provider and are not a resident in the local public transit service area.

RCT staff will send the application information to the visitor, and he/she will be requested to provide certification forms if he/she is expected to travel within the RCT boundaries for up to twenty-one days in any given year.

Service Animals/Life Support Equipment: In accordance with U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. § 37.167(d), Contractor shall permit paratransit-eligible riders to travel with service animals that accompany individuals with disabilities in vehicles and facilities. As defined in 49 C.F.R. § 37.3, a service animal is an animal “individually trained to work or perform tasks for an individual with a disability.” This includes, but is not limited to, guide dogs used by individuals with vision or hearing impairments, and animals trained to provide aid to individuals with mobility impairments.

Contractor shall also permit persons to travel with respirators, portable oxygen and other life support equipment, unless the equipment violates rules concerning the transportation of hazardous materials. (49 CFR Parts 100-199).

Contract Modifications: Other service requirements may be added, or existing requirements modified at any time by the City with thirty (30) days written notice.

The City reserves the right to provide paratransit services during the term of the agreement as it deems necessary.

Lift and Securement Use: Contractor shall transport any mobile device, including but not limited to, those that meet the following definition of a common wheelchair: a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and not weighing more than 800 pounds when occupied. “Wheelchair” includes both three-wheeled and four-wheeled mobility aids. Contractor shall transport three-wheeled "scooters" and other non-traditional designs that fit within these standards, unless the vehicle’s lift or securement system is demonstrably unable to safely accommodate the device.

Contractor shall make a reasonable and good-faith effort to load and secure any mobility device prior to denying transport. Denial of service based on mobility device accommodation must be based on actual, demonstrated inability to safely load or secure the device using the available equipment.

Contractor will be required to demonstrate the ability to transport all types of mobility devices as described in the preceding paragraph.

Equipment Maintenance: Vehicles, other than vehicles owned by the City, utilized in service under this agreement may be inspected by the City or its designated representative as the City may deem necessary. Contractor shall be responsible for all costs for repair and maintenance of non-City vehicles at no additional charge.

Additional Equipment. All vehicles utilized under this agreement shall be equipped with the following:

 Two-way communication ability

 Fire Extinguisher

 First Aid Kit

 Bodily Fluid Clean-up Kit

Prescribed equipment shall be maintained and kept in fully useful and original condition at all times.

Emergencies: In the event a passenger is transported by fixed route to a given destination, and it becomes necessary due to inclement weather or other unforeseen emergency conditions, other than medical emergencies, for the passenger to be transported to another destination, the paratransit provider or other agencies with handicap accessible vehicles shall be called upon to provide emergency transportation service.

The Contractor is required to cooperate with the City in responding to emergencies. In the event of an emergency, the City shall contact the Contractor’s general manager or designee to initiate special emergency requests.

**Service Operation Definitions**

The following terms are used throughout the Scope of Work, Exhibits and Attachments; the following terms shall have the meanings set forth below.

1. Passengers: A fare paying ADA eligible and approved passenger.
2. Personal Care Attendant: A non‐fare paying individual providing care and support to a Passenger while on a LIFT vehicle.
3. Guest: A non‐ADA eligible fare paying passenger riding a LIFT vehicle with a registered Passenger with the same origin and destination.
4. Advance Reservation: LIFT is an advanced reservation service. We encourage customers call up to 14 days in advance to schedule their trips. However, in accordance with the Americans with Disabilities Act, customers may call to make a reservation as late as the day before the trip is requested. LIFT also provides same day trips as time and space allows. Riders will be charged a premium fare for same day service.
5. CONTRACTOR: The term “CONTRACTOR” means the individual, firm, company, corporation, partnership, or association executing the Contract as an entity providing the services specified in this RFP.
6. Deadhead Miles: Miles when the vehicle is not in revenue service, i.e. Travel from the yard to first pick up and from the last drop off back to the yard.
7. Denial: RiverCities Transit strictly adheres to the ADA definition of trip denials. A trip is considered a denial if the passenger is offered a time more than one hour before or one hour after their requested time or if they are not offered any time. LIFT has a “no denial” policy.
8. Curb to Curb Service: A type of paratransit service where, on both the origin and destination ends of the trip the driver gets out of the vehicle and assists the passenger between the vehicle and a sidewalk.
Drivers may NOT enter a residence and must keep the vehicle in sight at all times.
9. Door to Door Service: A type of paratransit service where, on both the origin and destination ends of the trip the driver gets out of the vehicle and assists the passenger to the door of the building. In limited cases, this may be a hand to hand exchange due to the passenger’s limited capabilities.

Drivers may NOT enter a residence and must keep the vehicle in sight at all times

1. Manifest: A manifest is defined as a list of passenger trips provided to the driver. The manifest includes at the minimum the following: passenger name, pick up and drop off addresses and times, mobility devices used by the passenger, whether the passenger has a guest or an attendant, payment status and any other information specific to the passenger.
2. No Show: A No Show occurs when the LIFT vehicle arrives at the correct location within the pick-up window, and the passenger does not board the vehicle within five minutes of the vehicle’s arrival; the passenger is not there, the passenger no longer desires to take the scheduled trip and cancels at the door.
3. Late Cancel: A late cancel of a scheduled trip constitutes a No Show. A late cancel is a trip that is canceled within two hours of the scheduled pick up.
4. On‐Time Performance: On‐time performance is measured by the status of pick‐ups made within 10 minutes before until 20 minutes after the allotted pick up time.
5. Passenger Trip: One person making a one-way trip origin to a destination. One round trip equals two passenger trips.
6. Pick Up Window: The Pickup window is the 30-minute span of time which determines if LIFT is on time. This window is 10 minutes before until 20 minutes after a scheduled pick up time.
7. Subscription Service: A subscription trip is a trip that is scheduled for the same time and same day each week. A rider is not required to call in advance for each trip but must call to cancel one or more days in advance. Subscription service may be capped at 50% of total passengers carried if it is deemed that additional subscription trips will impair the ability of LIFT to provide occasional trips, resulting in denials
8. Vehicle Revenue Hour: The hours a vehicle travels from the time it arrives at the first pick up, even if that pick up is a no show, until the last drop off or release from service by dispatch, minus time for lunch and breaks.
9. Vehicle Revenue Miles: The miles a vehicle travels from the time it arrives at the first pick up until the last passenger is dropped off.
10. Vehicle Service Hour: The hours a vehicle travels from the time it leaves the yard at 254 Oregon Way, Longview, for a scheduled reservation each day until it returns to the yard, minus lunch and breaks.
11. Vehicle Service Miles: The miles a vehicle travels from the time it pulls out from the yard at 254 Oregon Way, Longview, to go into revenue service to the time it pulls into the yard on return from revenue service.