

**ATTACHMENT 1 – PUBLIC TRANSPORTATION OPERATIONS
SCOPE OF SERVICES**

Public Transportation Operations - Scope of Services

Introduction

Heritage Community Initiatives (HERITAGE) is accepting proposals from qualified and experienced firms for the provision of Heritage Community Transportation's public transportation services. Currently services are operated as fixed route. Heritage's transportation services are planned to be evaluated in fiscal year 2021 and, based on the evaluation, some or all of the service delivery method may change from fixed route to demand response or a combination of both.

The Public Transportation Services Agreement will be for three (3) years, beginning on or about August 1, 2021 with two (2) additional one-year options upon mutual agreement of the parties.

Prices provided in the Proposer's submission need to include the hourly revenue hour rate for each of the three years and rates for fixed route, demand response and demand response/fixed route combinations.

Additional rate increases may be considered based on significant increase in prices for such essential commodities as fuel or insurance. Rate increase requests must be submitted in writing and approved in writing by HERITAGE.

The Agreement will have a clause allowing for the cancellation by either party with a 90-day written notice. All the requirements of the Contractor described in the RFP and Scope of Work will be incorporated as contractual requirements by reference.

The successful Contractor will be required to provide the appropriate number, type and size of vehicles to operate the service as well as related equipment such as communication devices, electronic data recorders and cameras. The Contractor will be responsible for all maintenance, cleaning, sanitizing and fueling as well as fare collection, data reporting and managing delivery of the service. Operating and maintaining vehicles and equipment must be consistent with all laws and regulations as well guidelines from the Center for Disease Control and Federal Transit Administration (FTA). In addition, the Contractor will hire and train the drivers and provide direct dispatch and supervision of those drivers in the provision of this service.

The Public Transportation Services Agreement resulting from selection of the Contractor is funded by state and local grants and/or financial contributions. As such, the selected Contractor will be required to comply with all applicable laws and regulations, including those imposed by the funding sources, throughout the term of the Agreement.

This is a proposal and not a bid. While price is important, it is by no means the only measurement in determining an award. Proposals will be evaluated in terms of the Proposer's commitment to HERITAGE and the ability to provide quality service to Heritage Community Transportation riders.

Scope of Services

As indicated above, at the onset of this Agreement, the successful Proposer will operate fixed route service (or potentially other delivery mode as described previously.) Current service is operated on Weekdays and Saturdays. Due to the Coronavirus Virus (COVID-19) impact on HERITAGE's ridership as

well as budgetary constraints, HERITAGE reduced its service on March 8, 2021. HERITAGE expects service to continue at a reduced rate through fiscal year 2021. The table below shows the daily revenue hours and vehicle hours by route.

Table 1: March 2021 Daily Revenue and Total Vehicle Hours by Route

Route	Revenue Hours	Revenue Hours	Total Vehicle Hours	Total Vehicle Hours
	Weekday	Saturday	Weekday	Saturday
East Pittsburgh	11.53	5.07	12.00	5.25
McKeesport	15.65	5.37	16.75	5.75
Monroeville	13.78	4.80	14.75	5.00
Total	40.96	15.24	43.50	16.00

The following table summarizes Heritage Community Transportation’s current span of service by route.

Table 2: Current Span of Service

Route	Weekday	Saturday
East Pittsburgh	7:46 a.m. to 8:28 p.m.	9:44 a.m. to 3:23 p.m.
McKeesport	5:15 a.m. to 10:00 p.m.	9:00 a.m. to 2:55 p.m.
Monroeville	7:01 a.m. to 9:58 p.m.	9:05 a.m. to 2:58 p.m.

HERITAGE reserves the right to increase or decrease the level of transit service throughout the term of this Agreement and does not guarantee the current hours of service. Currently, the service does not operate on Sundays or the following major holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas. On other holidays, consisting of Martin Luther King, Jr. Day, Day after Thanksgiving, Christmas Eve and New Year’s Eve, Heritage Community Transportation operates a Saturday level schedule.

Heritage Community Transportation’s public timetables and route maps illustrating current service are available at www.heritageserves.org and attached as Appendix A.

Table 3 depicts Heritage Community Transportation’s historical service and ridership statistics for August 2019 through January 2021.

Table 3: August 2019 – January 2021 Service and Ridership Statistics

Month	Revenue Hours	Total Vehicle Hours	Revenue Miles	Total Vehicle Miles	Passenger Miles	Total Passengers
Aug-19	1,220	1,256	17,134	18,099	49,209	8,873
Sep-19	1,091	1,123	15,318	16,128	40,585	7,568
Oct-19	1,233	1,270	17,331	18,711	44,771	7,847
Nov-19	1,110	1,143	15,595	16,807	41,709	7,203
Dec-19	1,104	1,137	15,507	16,737	44,041	7,368
Jan-20	1,172	1,207	16,463	17,611	43,892	8,028

Feb-20	1,124	1,158	15,792	16,987	41,253	7,337
Mar-20	1,186	1,221	16,660	17,035	31,018	5,603
Apr-20	1,187	1,222	16,660	16,996	18,392	3,463
May-20	1,124	1,158	15,792	16,362	20,019	3,465
Jun-20	1,187	1,222	16,660	17,424	23,675	4,155
Jul-20	1,199	1,234	15,627	17,335	22,630	4,253
Aug-20	1,172	1,207	15,840	16,867	18,352	3,739
Sep-20	1,139	1,172	15,365	16,400	18,645	3,517
Oct-20	1,215	1,252	17,108	17,466	19,481	3,759
Nov-20	1,076	1,104	15,121	15,235	16,397	2,940
Dec-20	1,153	1,182	16,207	16,500	15,894	3,106
Jan-21	1,108	1,136	15,568	16,072	15,567	2,972

Service Requirements

The successful Contractor shall perform all transportation services and on occasion be required to provide special service as required by HERITAGE. Service shall be provided as requested or according to any adjusted schedule established by HERITAGE, including route changes, service delivery method changes and stop changes. Services are subject to change and modification as specified by HERITAGE. For fixed route services, HERITAGE will provide the headway, routing, service frequency, and bus stops to the successful Contractor. The Contractor is responsible for operator meal time, operator breaks (excluding recovery time) and operator reliefs, and for developing operator daily assignments. For alternative service delivery methods, HERITAGE will continue to provide the base information detailed above. For demand response, HERITAGE will provide the span of service, service area and parameters.

HERITAGE encourages the Contractor to make recommendations to improve service design and changes; however, the final decision for service implementation rests with HERITAGE.

Service changes will be discussed with and communicated with the Contractor prior to implementation. Service changes can affect hours of operation, route change and/or service delivery method.

The Contractor is expected to operate service courteously, on-time, safely and according to the service design. Vehicles must be clean, sanitized and safe. On-time performance of 95% or above is required. (On-time is defined as leaving zero minutes early and no more than 5-minutes past the scheduled time at all identified time points.)

Vehicles

HERITAGE does not currently own nor plan to procure vehicles to provide its Heritage Community Transportation service. It will be the responsibility of the Contractor to provide a sufficient number of appropriately sized vehicles for the services. All vehicles must be properly licensed, inspected and meet all local, state and federal regulations to perform the required transportation services outlined in the RFP and Scope of Services.

All vehicles must meet the FTA’s Buy American provisions and Americans with Disability Act (ADA) accessible features. The Contractor will be required to maintain all accessibility equipment/features on the vehicle to ensure they are operable and safe to use at all times. If a vehicle must be put into service with inoperable accessibility equipment, Contractor must notify and receive confirmation from HERITAGE

immediately. If any passenger needs to use accessibility equipment to board the vehicle and cannot make his/her trip due to the inoperability of the equipment, Contractor will be responsible for providing an appropriate alternate means of transporting the customer within 60 minutes of original attempt to board the vehicle.

Contractor is responsible for storing, maintaining, sanitizing and fueling the vehicles. Vehicles are required to be painted according to HERITAGE's branding, which includes advertising wraps. Vehicles must have a number affixed on the exterior for the purpose of on-street and equipment identification.

Vehicles must be kept clean, inside and out. On a daily basis, trash must be removed, seats wiped and vehicle swept. Exteriors of vehicles must be washed at least weekly or, in times of COVID-19, according to appropriate protocols

Vehicles must be equipped with radio or cellular telephone for communication to the dispatch location, electronic equipment to record riders' method of fare payment, cameras, Automatic Vehicle Locators (AVL) as well as electronic data collection for capturing ridership by stop.

Vehicles must be equipped with security cameras and at least one camera must record passenger payments. The Contractor will be required to maintain the tapes for a minimum of 60-days. HERITAGE randomly selects tapes to review and therefore must be of a quality that HERITAGE can count the number of passengers and seniors by viewing the tape.

Vehicles are required to be equipped with fareboxes. HERITAGE owns 6 Diamond fareboxes and 12 internal cash boxes. The Contractor can install HERITAGE's fareboxes or with the approval from HERITAGE, the Contractor can use its own fareboxes. Contractor will be required to track fareboxes and internal cash vaults by vehicle.

Maintenance/Service

The Contractor must provide HERITAGE with a written plan for vehicle maintenance specifically including preventive maintenance. All records related to the maintenance of any vehicle used in the provision of service for Heritage Community Transportation must be submitted to HERITAGE every month and available for review and inspection upon request.

Safety and Security

The Contractor must provide HERITAGE with a written comprehensive safety and security plan.

Personnel

Contractor is responsible for providing adequately trained personnel to operate, maintain and manage the service delivery. The Contractor must keep its staffing plan up-to-date and identify key functions and responsibilities. The Contractor is responsible for the employment and compensation of all personnel who shall be employees of the Contractor and the Contractor shall indemnify and hold HERITAGE harmless for all claims of federal, state, and local governments for taxes and payroll.

All personnel shall be adequately trained for their jobs as well as HERITAGE's policies and procedures.

Hiring and Training

Contractor must provide proof to HERITAGE of its' Driver Hiring Procedures and Training Plan, which must include:

- Reasonable hiring standards to include checks of Motor Vehicle Record (MVR), criminal record, and Child Abuse Registry. It is also expected that the Contractor will provide HERITAGE with updated MVR's annually for drivers assigned to the contracted service.
- Drug and Alcohol Program consistent with United States Department of Transportation/FTA requirements and covering all drivers and other safety-sensitive employees, including volunteers and casual or occasional employees. This includes passing pre-employment drug and alcohol test as well as participate in random and for cause drug and alcohol testing during time of employment.
- Operators must be properly licensed in the Commonwealth of Pennsylvania to provide this type of service and Contractor must have a driver's license policy and procedure to ensure operators have a valid driver's license.
- A minimum of 40 hours of training for new drivers to include National Safety Council Defensive Driving or other nationally-recognized safe-driving courses of similar duration such as the Smith System, Passenger Assistance and Sensitivity (PASS), and familiarization with the street names of Heritage Community Transportation's service area.
- Training plan must include a description of what training is provided now to its drivers, and an outline of the training program proposed for this contract. The staff person or outside person who actually does or will do the training should be identified.
- All personnel shall have safety and security training including suspicious activities training.
- Operator training must include bus routes, service policies, safety policies, security policies, passenger assistance and relationships, sensitivity training, diversity training, safe operation of vehicle and equipment, ADA, and data and fare collection.

Fare Collection

HERITAGE will set the fare structure for all transit services provided under this Agreement. The Contractor will be required to collect and record fares in accordance with Heritage Community Transportation's Fare Policy and Procedures. The Contractor is required to submit its plan to collect and record fares. The Contractor is responsible for collecting fares and recording passenger counts by fare type. At a minimum, the following passenger categories must be recorded: Full Fare, Half-Fare, Children 6 to 11, Seniors, Free Fare/No Fare, Senior Rider Cards as well as Heritage Community Transportation Courtesy Cards.

Each farebox contains an internal cash vault that requires a separate key to open. HERITAGE has additional cash vaults to enable the vaults to be swapped out to be emptied and reconciled by HERITAGE. The Contractor will be required to securely store the cash vaults and deliver them to HERITAGE.

The Contractor is required daily to monitor the collection of fares, which includes tracking cash vaults and recording information by vehicle number. The procedure for removing and tracking the cash vaults must

be done to enable reconciliation of the monies to the vehicle. The cash vault report must be sent to HERITAGE weekly and contain at a minimum the following:

- Vehicle number.
- Date, day type and time cash vault/cash box removed.
- Cash vault/cash box number removed from vehicle.
- Cash vault/cash box number replaced in each vehicle.
- Employee who removed cash vault/cash box.
- Employee who replaced cash vault/cash box.
- Any pertinent additional information or comments.

HERITAGE or its representative reserves the right to audit the fare collection process and all financial reports related to that process.

Reports and Reporting

The Contractor is required to maintain records for all aspects of operations, maintenance and administration associated with providing Heritage Community Transportation service. The records must be made available to HERITAGE or its representative upon request. All records must be maintained for a minimum of five (5) years following final contract payment.

All records, reports and invoices must be provided to HERITAGE in an electronic standard format using Microsoft Word or Excel. The Contractor is also permitted to furnish additional copies of the reports and/or invoices in a pdf format.

The Contractor will establish and maintain its relevant financial documents in accordance with Generally Accepted Accounting Principles.

The Contractor will provide service data and reporting consistent with the National Transit Data Base and the Pennsylvania Department of Transportation Bureau of Public Transportation.

The Contractor will submit detailed invoices that, at minimum, describe all charges and information by day and day type including vehicle number, cash box number, route number, scheduled hours, actual vehicle hours, vehicle revenue hours, total pay hours, actual vehicle miles and revenue miles. The invoice will also list by day the amount of time and miles associated with detours, service interruptions, deviations and/or out-of-service as well as a description. Mileage must be in tenths of a mile.

All invoices and related records are subject to audit by HERITAGE or its representatives including funding partners.

Data Integrity

The Contractor will provide HERITAGE with a detailed plan to ensure the integrity of its data.

Operational Records

HERITAGE requires that the Contractor provide a weekly report of the following daily data by route and vehicle:

- Beginning and ending odometer reading
- Stop Time
- Location
- Address of Stop
- Latitude
- Longitude
- Stop ID
- Number of Passengers Boarding
- Number of Passengers Disembarking
- Number of Passengers on Van after Stop
- Distance to previous stop
- Passenger Miles
- First Pick Up Time
- Last Drop off Time
- Rider ID
- Card Expiration Date
- Status
- Fare Code

HERITAGE requires that the Contractor provide a monthly summary of its operation, which will include at minimum the following:

- Description and hours and miles associated with service interruptions, detours, delays, deviations, missed trips, out-of-service, etc.
- Actual vehicle hours
- Scheduled miles and hours
- Revenue hours
- Actual vehicle miles
- Revenue vehicle miles
- Deadhead hours and miles
- Pay hours
- Road calls
- Accidents/Incidents

- Vehicle issues
- Operational issues
- Passenger issues including any passenger denied service
- Complaints and resolutions
- Compliments
- Daily ridership by fare instrument
- Ridership by day and by stop
- Ridership by route, by day, by fare type
- Cash vault/cash box by day, by vehicle and routes

In addition, HERITAGE reserves the right to request other reasonable information in a format acceptable to HERITAGE.

Management

The Contractor will be expected to manage service delivery in a thorough manner by adhering to the following minimum elements:

- Have a comprehensive safety and security plan and processes to ensure plan is executed
- Keep a current updated staffing table and/or Organizational Chart
- A contact person for daily operations for days and hours of service
- A supervisor/dispatcher available during the hours of operation of the service
- Daily contact person
- Key workplace policies to include sexual harassment and discrimination
- Process to handle customer complaints
- Process for accidents and incidents including review and analysis
 - The process must include reporting all accidents involving personal injury or property damage to HERITAGE immediately, with a written report by the end of the next business day.
- Process for operational issues
- Process to handle vehicle breakdowns
- Process to handle emergency detours and unscheduled route changes
- Process to handle emergencies
- Assist HERITAGE with data validation
- Operator dress code
- Process for complaints including time period for resolution
 - The process must be recorded and provided weekly to HERITAGE

Other Operational Requirements

- Contractor must have an employee handbook or rules for staff providing and managing the service as well as a mechanism to enforce the rules.
- Operators are required to wear a professional uniform supplied by the Contractor and they must be properly groomed and otherwise present a professional appearance.
- Operators are required to have a visible employee photo identification card/badge that must be displayed when they are operating the vehicle.
- Smoking and using smokeless tobacco is prohibited while providing the service.
- Operators must drive the vehicle in a safe manner, adhere to routing and schedule and comply with HERITAGE policies.
- Operators must adhere to ADA regulations including vehicle destination signage, stop announcements and wheelchair securements.
- Operators are required to provide excellent customer service.
- Comply with the rules and regulations of HERITAGE.
- Contractor’s employees shall be required to assist in distributing information to the riders.
- Contractor’s employees shall be required to collect data and report data as required by HERITAGE.
- Contractor is responsible to report any instances of consumer or driver fraud immediately to HERITAGE.
- Occasionally, Contractor will be required to attend meetings to discuss operational issues and service delivery.
- Cooperation with HERITAGE in meeting audit and other requirements of HERITAGE stakeholders and funding partners.

Miscellaneous

- The Contractor will be required to assist HERITAGE in disseminating surveys and materials on-board vehicles.
- The Contractor will be required to make its drivers available a few times to talk with HERITAGE.

Contractual Provisions

In addition to the previous requirements, the Public Transportation Services Agreement will include additional provisions as follows:

- A requirement that failure of the Contractor to meet the specifications of the Agreement or failure to provide the required reports will result in an assessment of damages.
- A requirement that HERITAGE will have the right to review and audit the Contractor’s books and records as they relate to the performance of this Agreement, including both financial and operating information and especially regarding rates/prices quoted and rate/price increases.

Insurance Requirements

- At minimum, the successful Proposer must have the following insurance requirement:
 - Workers’ Compensation Insurance as required by law.

- Auto Liability coverage of no less than \$2,000,000 Combined Single Limit (CLS) or \$2,000,000/\$2,000,000 bodily injury and \$2,000,000 property damage Split Limit Policy (SLP), hired and non-owned coverage, uninsured/underinsured motorist coverage of no less than \$2,000,000/\$2,000,000 unstacked, and Pennsylvania Basic First Party Benefit (PA Act 6) of no less than \$5,000 medical payments;
 - Heritage Community Initiatives is named as additional insured
- General Liability coverage including employer's liability, of no less than \$2,000,000 Combined Single Limit (CLS) or \$2,000,000/\$2,000,000 bodily injury and \$2,000,000 property damage Split Limit Policy (SLP);
 - Heritage Community Initiatives is named as additional insured
- Follow Form Umbrella Liability insurance of no less than \$5,000,000 per occurrence or \$5,000,000 aggregate;
- Uninsured Motorist Insurance of no less than \$35,000.00;

Additional Certifications and Forms

In addition to the forms and certifications in the RFP, Contractors proposing on Public Transportation Operations must complete the additional Certifications and Forms in Appendix C of this document. Failure to complete and submit all required Certifications and Forms will result in the Proposer being considered non-responsive.

Appendix A

Map and Public Timetable

SERVING
 Braddock
 East McKeesport
 East Pittsburgh
 Liberty
 McKeesport
 Monroeville
 North Braddock
 North Versailles
 Pitcairn
 Port Vue
 Swissvale
 Turtle Creek
 Wall
 White Oak
 Wilkins
 Wilmerding

HOURS OF OPERATION
EAST PITTSBURGH ROUTE
 Monday-Friday 7:46am - 8:28pm
 Saturday 9:44am - 3:23pm
 Sunday No Service

MCKEESPORT ROUTE
 Monday-Friday 5:15am - 10:00pm
 Saturday 9:00am - 2:55pm
 Sunday No Service

MONROEVILLE ROUTE
 Monday-Friday 7:01am - 9:58pm
 Saturday 9:05am - 2:28pm
 Sunday No Service

HOLIDAYS
No Service -
 New Year's Day (observed)
 Memorial Day (observed)
 Fourth of July (observed)
 Labor Day
 Thanksgiving
 Christmas (observed)

Saturday Schedule -
 Martin Luther King Jr. Day
 Day after Thanksgiving
 Christmas Eve
 New Year's Eve

IMPORTANT
 See our website at www.heritageserves.org for alerts, services changes and important updates.

REAL TIME VAN LOCATION
 Conveniently access real time vehicle location at www.myheritageride.com

GET CONNECTED
 Heritage Community Transportation is designed to connect communities and residents to employment, retail centers and the greater transportation network.

To learn more about Heritage Community Initiatives please visit our website at www.heritageserves.org.

FAIR FARES

- \$0.25 – Adults 12 years and older
- \$0.10 – Children 6-11 years and Persons with Disabilities
- FREE – Children 5 years and under ride free but must be with a fare paying adult. Adults 65 and older displaying a Medicare ID or State issued transit card ride free

ADULTS 65+ – GET THE BLUE CARD
 If you are an adult 65 or older, you can apply for a free Blue Card. With this pass, you can ride free and do not have to display a Medicare ID or State issued transit card. Call the Heritage office at 412.351.2200 to have an application mailed to you. Applications are also available at Heritage's administrative office.

ADMINISTRATIVE OFFICE HOURS & PHONE
 Monday - Friday, 8:30 am to 4:30 pm
Transportation Phone: 412.351.2200
Email: ride@heritageserves.org

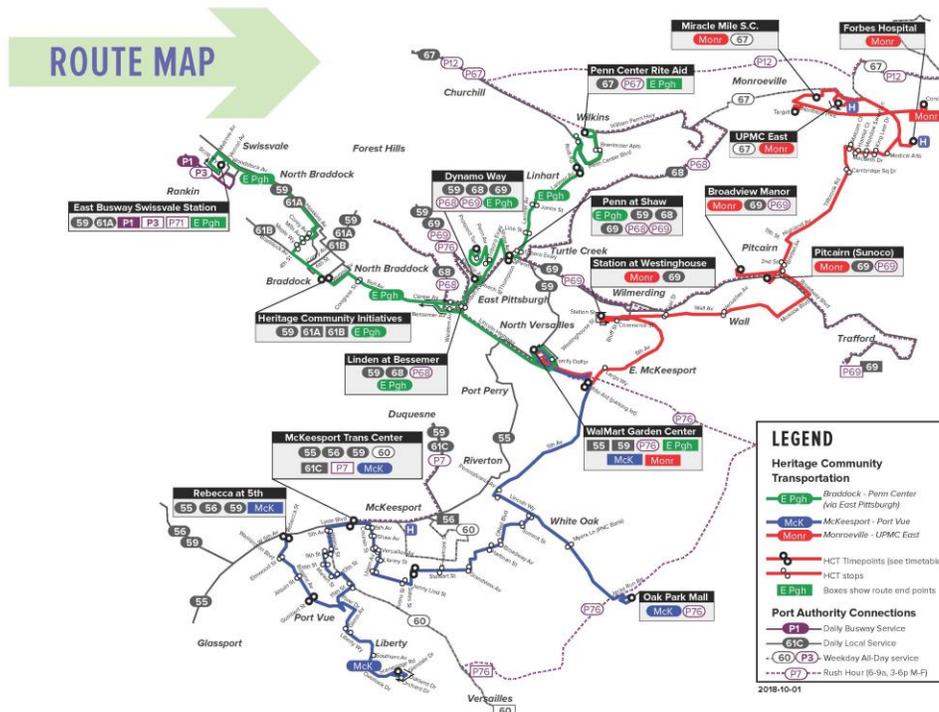
Heritage
 COMMUNITY INITIATIVES
 820 Braddock Avenue | Braddock, PA 15104
www.heritageserves.org

ROUTE MAP AND SCHEDULE



Heritage
 COMMUNITY TRANSPORTATION
 A Service of Heritage Community Initiatives

EFFECTIVE 3/8/2021
 PRINTED 2/18/2021



SCHEDULE

EAST PITTSBURGH ROUTE – WEEKDAY SWISSVALE STATION → PENN CENTER

Swissvale Station	820 Braddock Ave	Wal-Mart	Dynamo Way	Prospect Terrace	Penn and Shaw	Larimer and Rodi	Penn Center
			7:46 AM	7:53 AM	7:59 AM	8:04 AM	8:09 AM
9:18 AM	9:33 AM	9:48 AM	9:57 AM	10:04 AM	10:10 AM	10:15 AM	10:20 AM
11:59 AM	12:14 PM	12:29 PM	12:38 PM	12:45 PM	12:51 PM	12:56 PM	1:01 PM
2:10 PM	2:25 PM	2:40 PM	2:49 PM	2:56 PM	3:02 PM	3:07 PM	3:12 PM
4:51 PM	5:06 PM	5:21 PM	5:30 PM	5:37 PM	5:43 PM	5:48 PM	5:53 PM
7:02 PM	7:17 PM	7:32 PM	7:41 PM	7:48 PM	7:54 PM	7:59 PM	8:04 PM

PENN CENTER → SWISSVALE STATION

Penn Center	Rodi and Larimer	Penn and Shaw	Prospect Terrace	Dynamo Way	Wal-Mart	820 Braddock Ave	Swissvale Station
8:11 AM	8:16 AM	8:21 AM	8:26 AM	8:33 AM	8:41 AM	8:58 AM	9:13 AM
10:22 AM	10:27 AM	10:32 AM	10:37 AM	10:44 AM	10:52 AM	11:09 AM	11:24 AM
1:03 PM	1:08 PM	1:13 PM	1:18 PM	1:25 PM	1:33 PM	1:50 PM	2:05 PM
3:14 PM	3:19 PM	3:24 PM	3:29 PM	3:36 PM	3:44 PM	4:01 PM	4:16 PM
5:55 PM	6:00 PM	6:05 PM	6:10 PM	6:17 PM	6:25 PM	6:42 PM	6:57 PM
8:06 PM	8:11 PM	8:16 PM	8:21 PM	8:28 PM			

EAST PITTSBURGH ROUTE – SATURDAY SWISSVALE STATION → PENN CENTER

Swissvale Station	820 Braddock Ave	Wal-Mart	Dynamo Way	Prospect Terrace	Penn and Shaw	Larimer and Rodi	Penn Center
			9:44 AM	9:51 AM	9:57 AM	10:02 AM	10:07 AM
11:16 AM	11:31 AM	11:46 AM	11:55 AM	12:02 PM	12:08 PM	12:13 PM	12:18 PM
1:57 PM	2:12 PM	2:27 PM	2:36 PM	2:43 PM	2:49 PM	2:54 PM	2:59 PM

PENN CENTER → SWISSVALE STATION

Penn Center	Rodi and Larimer	Penn and Shaw	Prospect Terrace	Dynamo Way	Wal-Mart	820 Braddock Ave	Swissvale Station
10:09 AM	10:14 AM	10:19 AM	10:24 AM	10:31 AM	10:39 AM	10:56 AM	11:11 AM
12:20 PM	12:25 PM	12:30 PM	12:35 PM	12:42 PM	12:50 PM	1:07 PM	1:22 PM
3:01 PM	3:06 PM	3:11 PM	3:16 PM	3:23 PM			

MCKEESPORT ROUTE – WEEKDAY NORTH VERSAILLES WALMART → MCKEESPORT

Wal-Mart Garden Ctr	Rite Aid 5th @ Lincoln Hwy	Oak Park Mall @ Giant Eagle	Stewart @ Soles	Lysle opp. Transportation Center	Scoreridge @ Oakland	Romine @ Gumbort	Rebecca @ 5th
			6:20 AM	6:28 AM	6:37 AM	6:44 AM	6:48 AM
6:55 AM	6:10 AM		8:31 AM	8:39 AM	8:48 AM	8:55 AM	8:59 AM
7:57 AM	8:05 AM	8:15 AM	11:20 AM	11:29 AM	11:36 AM	11:40 AM	
10:38 AM	10:46 AM	10:56 AM	1:23 PM	1:31 PM	1:40 PM	1:47 PM	1:51 PM
12:49 PM	12:57 PM	1:07 PM	3:34 PM	3:42 PM	3:51 PM	3:58 PM	4:02 PM
3:00 PM	3:08 PM	3:18 PM	6:23 PM	6:32 PM	6:39 PM	6:43 PM	
5:41 PM	5:49 PM	5:59 PM	8:34 PM	8:43 PM	8:50 PM	8:54 PM	
7:52 PM	8:00 PM	8:10 PM					

MCKEESPORT → NORTH VERSAILLES WALMART

Rebecca @ 5th	Romine @ Gumbort	Scoreridge @ Oakland	Lysle opp. Transportation Center	Soles @ Stewart	Oak Park Mall @ Giant Eagle	Rite Aid 5th @ Lincoln Hwy	Wal-Mart Garden Ctr
5:15 AM	5:19 AM	5:26 AM	5:37 AM	5:46 AM		5:54 AM	6:02 AM
6:51 AM	6:55 AM	7:02 AM	7:13 AM	7:22 AM	7:38 AM	7:46 AM	7:54 AM
9:02 AM	9:06 AM	9:13 AM	9:24 AM	9:33 AM	9:49 AM	9:57 AM	10:05 AM
11:43 AM	11:47 AM	11:54 AM	12:05 PM	12:14 PM	12:30 PM	12:38 PM	12:46 PM
1:54 PM	1:58 PM	2:05 PM	2:16 PM	2:25 PM	2:41 PM	2:49 PM	2:57 PM
4:05 PM	4:09 PM	4:16 PM	4:27 PM	4:36 PM	4:52 PM	5:00 PM	5:08 PM
6:46 PM	6:50 PM	6:57 PM	7:08 PM	7:17 PM	7:33 PM	7:41 PM	7:49 PM
8:57 PM	9:01 PM	9:08 PM	9:19 PM	9:28 PM	9:44 PM	9:52 PM	10:00 PM

MCKEESPORT ROUTE – SATURDAY NORTH VERSAILLES WALMART → MCKEESPORT

Wal-Mart Garden Ctr	Rite Aid 5th @ Lincoln Hwy	Oak Park Mall @ Giant Eagle	Stewart @ Soles	Lysle opp. Transportation Center	Scoreridge @ Oakland	Romine @ Gumbort	Rebecca @ 5th
			10:40 AM	10:48 AM	10:57 AM	11:04 AM	11:08 AM
10:06 AM	10:14 AM	10:24 AM	1:29 PM	1:38 PM	1:45 PM	1:49 PM	
12:47 PM	12:55 PM	1:05 PM					

MCKEESPORT → NORTH VERSAILLES WALMART

Rebecca @ 5th	Romine @ Gumbort	Scoreridge @ Oakland	Lysle opp. Transportation Center	Soles @ Stewart	Oak Park Mall @ Giant Eagle	Rite Aid 5th @ Lincoln Hwy	Wal-Mart Garden Ctr
9:00 AM	9:04 AM	9:11 AM	9:22 AM	9:31 AM	9:47 AM	9:55 AM	10:03 AM
11:11 AM	11:15 AM	11:22 AM	11:33 AM	11:42 AM	11:58 AM	12:06 PM	12:14 PM
1:52 PM	1:56 PM	2:03 PM	2:14 PM	2:23 PM	2:39 PM	2:47 PM	2:55 PM

MONROEVILLE ROUTE – WEEKDAY NORTH VERSAILLES WALMART → MONROEVILLE

Wal-Mart Garden Ctr	Station @ Westinghouse	Broadview Manor	Broadway @ Senoco on Center	Tillbrook @ Cambridge Square Dr	Forbes Regional	Target	Miracle Mile Scrubs & Beyond	UPMC East	Concordia
			8:22 AM	8:34 AM	8:38 AM	8:45 AM	8:48 AM	8:51 AM	8:56 AM
10:27 AM	10:37 AM	10:49 AM	11:04 AM	11:08 AM	11:15 AM	11:18 AM	11:22 AM	11:27 AM	
12:28 PM	12:38 PM	12:50 PM	1:05 PM	1:09 PM	1:16 PM	1:19 PM	1:23 PM	1:28 PM	
2:29 PM	2:39 PM	2:51 PM	3:06 PM	3:10 PM	3:17 PM	3:20 PM	3:24 PM	3:29 PM	
4:30 PM	4:40 PM	4:52 PM	5:07 PM	5:11 PM	5:18 PM	5:21 PM	5:25 PM	5:30 PM	
7:01 PM	7:11 PM	7:23 PM	7:38 PM	7:42 PM	7:49 PM	7:52 PM	7:56 PM	8:01 PM	
9:02 PM	9:12 PM	9:24 PM	9:39 PM	9:43 PM			9:53 PM	9:58 PM	

NO SERVICE TO TARGET OR MIRACLE MILE - VAN GOES DIRECTLY TO UPMC FROM FORBES REGIONAL

MONROEVILLE → NORTH VERSAILLES WALMART

Concordia	UPMC East	Forbes Regional	Tillbrook opp. Cambridge Square Dr	Broadview Manor	Broadway @ Senoco on Center	Station @ Westinghouse	Wal-Mart Garden Ctr
7:01 AM	7:06 AM	7:12 AM	7:20 AM	7:29 AM	7:32 AM	7:42 AM	7:52 AM
9:01 AM	9:06 AM	9:12 AM	9:20 AM	9:29 AM	9:32 AM	9:42 AM	9:52 AM
11:32 AM	11:37 AM	11:43 AM	11:51 AM	12:00 PM	12:03 PM	12:13 PM	12:23 PM
1:33 PM	1:38 PM	1:44 PM	1:52 PM	2:01 PM	2:04 PM	2:14 PM	2:24 PM
3:34 PM	3:39 PM	3:45 PM	3:53 PM	4:02 PM	4:05 PM	4:15 PM	4:25 PM
5:35 PM	5:40 PM	5:46 PM	5:54 PM	6:03 PM	6:06 PM	6:16 PM	6:26 PM
8:06 PM	8:11 PM	8:17 PM	8:25 PM	8:34 PM	8:37 PM	8:47 PM	8:57 PM

MONROEVILLE ROUTE – SATURDAY NORTH VERSAILLES WALMART → MONROEVILLE

Wal-Mart Garden Ctr	Station @ Westinghouse	Broadview Manor	Broadway @ Senoco on Center	Tillbrook @ Cambridge Square Dr	Forbes Regional	Target	Miracle Mile Scrubs & Beyond	UPMC East	Concordia
			10:38 AM	10:42 AM	10:49 AM	10:52 AM	10:56 AM	11:01 AM	
10:01 AM	10:11 AM	10:23 AM	1:09 PM	1:13 PM	1:20 PM	1:23 PM	1:27 PM	1:32 PM	
12:32 PM	12:42 PM	12:54 PM							

MONROEVILLE → NORTH VERSAILLES WALMART

Concordia	UPMC East	Forbes Regional	Tillbrook opp. Cambridge Square Dr	Broadview Manor	Broadway @ Senoco on Center	Station @ Westinghouse	Wal-Mart Garden Ctr
9:05 AM	9:10 AM	9:16 AM	9:24 AM	9:33 AM	9:36 AM	9:46 AM	9:56 AM
11:06 AM	11:11 AM	11:17 AM	11:25 AM	11:34 AM	11:37 AM	11:47 AM	11:57 AM
1:37 PM	1:42 PM	1:48 PM	1:56 PM	2:05 PM	2:08 PM	2:18 PM	2:28 PM

Appendix B

Heritage Community Initiatives Price Proposal Form

Hourly Cost per Revenue Vehicle Hour			
	Year 1	Year 2	Year 3
Fixed Route			
Demand Response			
Combination of fixed route and demand response including deviated fixed route, flex route, etc.			

Revenue Vehicle Hour Costs need to take into consideration all administrative, maintenance, fuel, dispatching and reservation costs associated with the provision of Heritage's transportation services.

Describe and list any miscellaneous costs (if any):

Print Name of Authorized Official

Title of Authorized Official

Appendix C

Certifications and Forms

Drug and Alcohol Testing
Substance Abuse Certification
Americans with Disabilities – Access, Accessibility and Nondiscrimination
Civil Rights (EEO, Title VI & ADA)
Compliance with Laws and Regulations

Substance Abuse Certification

The undersigned hereby agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Part 655, produce any documentation necessary to establish its compliance with Part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Pennsylvania, or the Agency, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Part 655 and review the testing process.

Signature of Authorized Official of Firm:

Title of Authorized Official:

Date:

Americans with Disabilities – Access, Accessibility and Nondiscrimination

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, supplier, or grantee, who will furnish or perform or seeks to furnish or perform, goods, supplies, services, construction, or other activity, under a purchase order, contract, or grant with Heritage Community Initiatives.

Access Requirements for Persons with Disabilities - The contractor shall comply with 49 USC 5301(d), stating Federal policy that the elderly and persons with disabilities have the same rights as other persons to use mass transportation services and facilities and that special efforts shall be made in planning and designing those services and facilities to implement that policy. Contractor shall also comply with all applicable requirements of Sec. 504 of the Rehabilitation Act (1973), as amended, 29 USC 794, which prohibits discrimination on the basis of handicaps, and the Americans with Disabilities Act of 1990 (ADA), as amended, 42 USC 12101 et seq., which requires that accessible facilities and services be made available to persons with disabilities, including any subsequent amendments thereto.

The undersigned further agrees to comply with, and assure that any third party contractor under this Project complies with all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 USC && 12101 et seq. and 49 USC & 322; Section 504 of the Rehabilitation Act of 1973, as amended, 29 USC & 794; Section 16 of the Federal Transit Act, as amended, 49 USC app. & 1612; and the following regulations and any amendments thereto:

- 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) U.S. DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 49 C.F.R. Part 38;
- 4) Department of Justice (DOJ) regulations, "Nondiscrimination on the Basis of Disability in State and
- 5) Local Government Services," 28 C.F.R. Part 35;
- 6) DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;
- 7) General Services Administration regulations, "Construction and Alteration of Public Buildings,"
- 8) "Accommodations for the Physically Handicapped," 41 C.F.R. Part 101-19;
- 9) Equal Employment Opportunity Commission (EEOC) "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
- 10) 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;
- 11) U.S. ATBCB regulations, "Electronic and Information Technology Accessibility Standards," 36 C.F.R. Part 1194; and
- 12) FTA regulations, "Transportation for Elderly and Handicapped Persons," 49 C.F.R. Part 609.

Print Name of Authorized Official of Firm

Title of Authorized Official of Firm

Signature of Authorized Official of Firm

Date

Civil Rights (EEO, Title VI & ADA)

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, supplier, or grantee, who will furnish or perform or seeks to furnish or perform, goods, supplies, services, construction, or other activity, under a purchase order, contract, or grant with Heritage Community Initiatives.

The following requirements apply to the underlying Contract:

- 1) **Nondiscrimination** – In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- 2) **Equal Employment Opportunity** – The following equal employment opportunity requirements apply to the underlying contract:
 - a. Race, Color, Creed, National Origin, Sex – In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor,” 41 CFR Parts 60 et seq., (which implement Executive Order No. 11246, “Equal Employment Opportunity,” as amended by Executive Order No. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. 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, creed, national origin, sex, or age. 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. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
 - b. Age – In accordance with Section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
 - c. Disabilities – In accordance with Section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Provisions of the Americans with Disabilities Act,” 29 CFR Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

- 3) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

- 4) Access Requirements for Persons with Disabilities - Contractor shall comply with 49 USC 5301(d), stating Federal policy that the elderly and persons with disabilities have the same rights as other persons to use mass transportation services and facilities and that special efforts shall be made in planning and designing those services and facilities to implement that policy. Contractor shall also comply with all applicable requirements of Sec. 504 of the Rehabilitation Act (1973), as amended, 29 USC 794, which prohibits discrimination on the basis of handicaps, and the Americans with Disabilities Act of 1990 (ADA), as amended, 42 USC 12101 et seq., which requires that accessible facilities and services be made available to persons with disabilities, including any subsequent amendments thereto.

Print Name of Authorized Official of Firm

Signature of Authorized Official of Firm

Title of Authorized Official of Firm

Date

Compliance with Laws and Regulations

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, supplier, or grantee, who will furnish or perform or seeks to furnish or perform, goods, supplies, services, construction, or other activity, under a purchase order, contract, or grant with Heritage Community Initiatives.

The Contractor agrees to comply with all laws and rules, and regulations of the United States, the Commonwealth of Pennsylvania, Allegheny County and local municipalities relating directly or indirectly to the transportation services provided under this Contract.

Print Name of Authorized Official of Firm

Title of Authorized Official of Firm

Signature of Authorized Official of Firm

Date