

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

DEPARTMENT: Mass Transit (Sun Metro)
AGENDA DATE: October 29, 2019
CONTACT PERSON/PHONE: Ted Marquez, Deputy City Manager of Public Works and Transportation
(915) 212-1831
Bruce D. Collins, Director of Purchasing & Strategic Sourcing
(915) 212-1181
DISTRICT(S) AFFECTED: All
STRATEGIC GOAL: NO. 7: Enhance and Sustain El Paso's Infrastructure Network

SUBJECT:

Discussion and action on the award of Solicitation No. 2019-607R Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit – Option 2: Contracted Service for Lift Paratransit to MV Contract Transportation, Inc. for a five (5) year initial term estimated award of \$46,324,357.72. The award is to include a three (3) year optional amount of \$34,017,075.67 and a two (2) year optional amount of \$24,673,583.20 for a total ten (10) year estimated award of \$105,015,016.59.

BACKGROUND / DISCUSSION:

This contract will provide qualified personnel required to operate LIFT service as required by the Americans with Disabilities Act (ADA) and conduct ADA eligibility certification for LIFT applicants. Contractor must meet and exceed performance standards for service quality, safety, responsiveness, customer satisfaction and vehicle reliability while using innovative strategies to reduce the cost of providing paratransit, including subcontracting service. MV Transportation, Inc. must also provide monthly, quarterly, and annually management reports.

SELECTION SUMMARY:

Solicitation was advertised on December 18, 2018 and December 25, 2018. The solicitation was posted on City website on December 18, 2018. The email (Purmail) notification was sent out on December 20, 2018. Item had a total number of sixty (60) views online. Twenty-eight (28) proposers were solicited; six (6) local vendors. Two (2) proposals were received for Option 1 and three (3) proposals were received for Option 2, none local vendors.

CONTRACT VARIANCE:

For this contract to operate LIFT paratransit services, the total cost (fixed and variable) per ADA-eligible passenger trip performed in 2020 is estimated to be at least 7.7% lower than the actual total cost per ADA-eligible passenger trip performed in FY2018, and at least 5.2% lower than actual total cost per ADA-eligible passenger trip performed in FY2019 Year to Date.

PROTEST

- ☒ There was no protest received for this requirement.
☐ Protest received.

COUNCIL REPRESENTATIVE BRIEFING:

Was a briefing provided? ☐ Yes or ☐ No
If yes, select the applicable districts.

- ☐ District 1
- ☐ District 2
- ☐ District 3
- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ All Districts

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

Funding Source: 5307 Formula Funding Grant and Sun Metro Operating Fund
3210-522070-60020-P60FTA117-P6008-G60195307
3200-522070-60020-P6008

BOARD / COMMISSION ACTION:

N/A

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD:

Ted Marquez, Deputy City Manager of Public Works and Transportation

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the City Manager be authorized to sign a Service Agreement to perform Lift Paratransit Services (RFP No. 2019-607R) by and between the City of el Paso ("City") and MV Contract Transportation, Inc., ("MV") for a five (5) year initial term estimated award of \$46,324,357.72. The award is to include a three (3) year optional amount of \$34,017,075.67 and a two (2) year optional amount of \$24,673,583.20 for a total ten (10) year estimated award of \$105,015,016.59. The City Manager or designee may approve each extension period administratively, provided that the funds for the extended terms are appropriated and an operating budget is approved the Mass Transit Board and MV has established a satisfactory record of performance solely as determined by the City and the Mass Transit Board.

In addition, it is requested that the City Attorney's Office review and that the City Manager be authorized to execute any related contract documents and agreements necessary to effectuate this award.

APPROVED THIS _____ DAY OF _____ 2019.

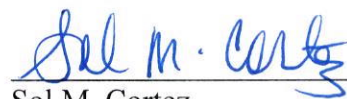
CITY OF EL PASO:

Dee Margo
Mayor

ATTEST:

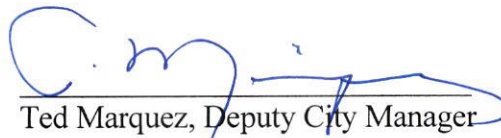
Laura Prine
City Clerk

APPROVED AS TO FORM:



Sol M. Cortez
Senior Assistant City Attorney

APPROVED AS TO CONTENT



Ted Marquez, Deputy City Manager
Public Works and Transportation

**COUNCIL PROJECT FORM
(RFP)**

*******POSTING LANGUAGE BELOW*******

Please place the following item on the **REGULAR** agenda for the City Council and Mass Transit Board Meetings of **OCTOBER 29, 2019**.

Strategic Goal: No. 7: Enhance and Sustain El Paso's Infrastructure Network

Discussion and action on the award of Solicitation No. 2019-607R Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit – Option 2: Contracted Service for Lift Paratransit to MV Contract Transportation, Inc. for a five (5) year initial term estimated award of \$46,324,357.72. The award is to include a three (3) year optional amount of \$34,017,075.67 and a two (2) year optional amount of \$24,673,583.20 for a total ten (10) year estimated award of \$105,015,016.59. This contract will provide qualified personnel required to operate LIFT service as required by the Americans with Disabilities Act (ADA) and conduct ADA eligibility certification for LIFT applicants. Contractor must meet and exceed performance standards for service quality, safety, responsiveness, customer satisfaction and vehicle reliability while using innovative strategies to reduce the cost of providing paratransit, including subcontracting service. MV Contract Transportation, Inc. must also provide monthly, quarterly, and annually management reports.

Contract Variance:

For this contract to operate LIFT paratransit services, the total cost (fixed and variable) per ADA-eligible passenger trip performed in 2020 is estimated to be at least 7.7% lower than the actual total cost per ADA-eligible passenger trip performed in FY2018, and at least 5.2% lower than actual total cost per ADA-eligible passenger trip performed in FY2019 Year to Date.

Department:	Mass Transit (Sun Metro)
Award to:	MV Contract Transportation, Inc. Dallas, TX
Item(s):	Option 2: Contracted Service for Lift Paratransit
Initial Term:	5 years
Option to Extend:	5 years
Initial Term Estimated Award:	\$ 46,324,357.72 (5 years)
Option 1 Term Estimated Award:	\$ 34,017,075.67 (3 years)
Option 2 Term Estimated Award:	\$ 24,673,583.20 (2 years)
Total Estimated Award:	\$105,015,016.59 (10 years)
Account No.:	3210-522070-60020-P60FTA117-P6008-G60195307 3200-522070-60020-P6008
Funding Source:	5307 Formula Funding Grant and Sun Metro Operating Fund
District(s):	All

This is a Request for Proposals, service contract.

The Purchasing & Strategic Sourcing and Mass Transit (Sun Metro) Departments recommend award as indicated to MV Contract Transportation, Inc., the highest ranked proposer based on evaluation factors established for this procurement.

In addition, it is requested that the City Attorney's Office review and that the City Manager be authorize to execute and related contract documents and agreements necessary to effectuate this award. In accordance with this award, the City Manager or designee is authorized to exercise future options if needed.

*******ADDITIONAL INFO BELOW*******

Scoresheet					
City of El Paso Request for Proposals (Option 2 - LIFT Paratransit) - BAFO					
PROJECT:	2019-607R Management of Fixed Route Transit Services and Contracted Service for Lift Paratransit				
		MAX POINTS	MV	Ride Right	First Transit
Price		30	30.00	25.00	27.00
Corporate Support		20	18.42	17.36	17.22
Conditional Trip-by-Trip Eligibility Strategy		25	21.62	21.9	19.76
Staffing		25	22.76	21.36	21.14
TOTAL SCORE		100	92.8	85.62	85.12
Rank			1	2	3



CITY OF EL PASO
REQUEST FOR PROPOSALS TABULATION FORM



Bid Opening Date: APRIL 3, 2019


Solicitation #: 2019-607R

**Project Name: MANAGEMENT OF FIXED-ROUTE TRANSIT SERVICES AND
CONTRACTED SERVICE FOR LIFT PARATRANSIT**

Department: MASS TRANSIT (SUN METRO)

BIDDER'S NAME:	LOCATION:	AMENDMENT(S) ACKNOWLEDGED:
FIRST TRANSIT, INC.	CINCINNATI, OHIO	YES
MV CONTRACT TRANSPORTATION, INC.	DALLAS, TX	YES
RIDE RIGHT, LLC	ST. LOUIS, MO	YES
RFPs SOLICITED: 28 LOCAL RFPs SOLICITED: 7 RFPs RECEIVED: 3 LOCAL RFPs RECEIVED: 0 NO BIDS: 0		

NOTE: The information contained in this RFP tabulation is for information only and does not constitute actual award/execution of contract.

Approved: 
Date: 4/18/19

2019-607R MANAGEMENT OF FIXED-ROUTE TRANSIT SERVICES AND CONTRACTED SERVICE FOR LIFT PARATRANSIT

2019-607R Bidder's List

ALL ABOARD AMERICA
CORPORATE OFFICE
230 S. COUNTRY CLUB, DR.
MESA, AZ 85210

ALL ABOARD AMERICA
BRANCH OFFICE, EL PASO
4601 TITANIC, EL PASO, TX 79904
(915) 751-4220
sales@allaboardamerica.com

AMISTAD
3210 DYER
EL PASO, TEXAS 79930

BIG STAR TRANSIT, LLC
1409 S. LAMAR, #406
DALLAS, TX 75215
214 227 7400
starsride@bigstartransit.com

ECHO TRANSPORTATION
9314 W JEFFERSON BLVD, #295
DALLAS, TX 75211

ECOLANE
940 W. VALLEY RD., SUITE 1400
WAYNE, PA 19087
(844) ECO-LANE
info@ecolane.com

EL PASO-LA LIMOUSINE
720 S. OREGON
EL PASO TX 79901
866-691-9732
eplasales@gmail.com

FIRST TRANSIT
600 VINE ST, STE 1400
CINCINNATI, OH 45202

GOODWILL STAFFING SOLUTIONS
9611 ACER AVENUE
EL PASO, TX 79925

GREYHOUND LINES, INC
P.O. BOX 660362
DALLAS, TX 75266 (800)454-2487
charters@greyhound.com
commercial.sales@greyhound.com

GREYHOUND LINES
200 W SAN ANTONIO
EL PASO TX 79901

KEOLIS NORTH AMERICA
CORPORATE OFFICE
470 ATLANTIC AVENUE
BOSTON, MA 02110 USA

KEOLIS TRANSIT AMERICA
6053 W. CENTURY BLVD. 9TH
FLOOR
LOS ANGELES, CA 90045

KERRVILLE BUS COMPANY
1430 E. HOUSTON STREET
SAN ANTONIO, TX 78202
(210) 226-7371

MOBILITYTRANS
42000 KOPPERNICK STE A-3
CANTON, MI 48187
(800) 496-4280

Weiderman, Greta
MTM, INC.
635 MARYVILLE CENTRE DRIVE
ST. LOUIS, MISSOURI 63141

MV TRANSPORTATION, INC
2711 N HASKELL AVE, STE 1500, LB-2
DALLAS, TX 75204

MVTRANSIT
479 MASON ST
VACAVILLE CA 95688

NATIONAL EXPRESS
405 N SPRUCE ST
MONTEBELLO, CA 90640

NATIONAL EXPRESS TRANSIT
2601 NAVISTAR DRIVE
LISLE, IL 60532

RATP DEV
3800 SANDSHELL DR, SUITE 185
FORT WORTH, TX 76137
Returned to sender.

RIDE RIGHT
16 HAWK RIDGE DR
LAKE ST. LOUIS, MO 63367

TOTAL TRANSIT, INC.
4600 WEST CAMELBACK ROAD
GLENDALE, AZ 85301-7609

TRAILWAYS BUS SYSTEMS
200 W. SAN ANTONIO
EL PASO TX 79901

TRANSDEV NORTH AMERICA
720 E. BUTTERFIELD RD., SUITE 300
LOMBARD, IL 60148
(800) 225-8880
infoUS@transdev.com

VEYO
HEADQUARTERS
4875 EASTGATE MALL, SUITE 200
SAN DIEGO, CA, 92121

VIA MOBILITY SERVICES
6500 FRANKLIN STREET UNIT D
DENVER, CO 80229

WORKFORCE SOLUTIONS-UPPER
RIO GRANDE WORKFORCE
DEVELOPMENT BOARD
221 N KANSAS1 STE 1000
EL PASO. TX 79901

STATE OF TEXAS)
)
)
)
COUNTY OF EL PASO)

**LIFT PARATRANSIT
SERVICE AGREEMENT**

This Services Agreement for Lift Paratransit Services (this “**Agreement**”) is entered into this _____ day of _____, 2019 by and between the **City of El Paso** (“**City**”) and **MV Contract Transportation, Inc.** a Delaware Corporation (the “**Company**” or “**Contractor**”).

R E C I T A L S

WHEREAS, the City solicited proposals for the Sun Metro: Management of Fixed-Route Transit Services and Contracted Service for LIFT Paratransit through a request for proposal (“**RFP**”) No. 2019-607R; and

WHEREAS, the City desires to engage the Company to perform the services related to the scope of work of Option 2- Contracted Service for Lift Paratransit of RFP 2019-607R; and

WHEREAS, the City has awarded Option 1-Management for Fixed Route Transit of RFP 2019-607R, to a separate company. The Companies will work in partnership to ensure consistent policies and practices in the best interest of the Sun Metro and to provide for seamless service to the customer; and

WHEREAS, LIFT is the Americans with Disabilities Act (**ADA**) complementary paratransit service to the City’s fixed route system, as required by the Federal Transit Administration rules implementing ADA.

WHEREAS, the Company possesses the credentials, experience, and expertise to perform said LIFT paratransit services for Sun Metro.

A G R E E M E N T

NOW, THEREFORE, in consideration of the mutual promises set forth in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

SECTION I. OTHER DOCUMENTS; CONFLICT. The following documents comprise this Agreement:

A. City’s Request for Proposal No. 2019-607R (“**RFP**”) and Amendments (“**Solicitation**”)

B. Company's Contracted Service for LIFT Paratransit and Company's Contracted Service for LIFT Technical Proposal and Price Proposal and Company's Technical and Cost Best and Final Offer ("**Proposal**").

C. This Supplemental Service Agreement.

The Solicitation and the Proposal are incorporated and made part of this Agreement; provided, however, that in case of conflict in the language of the Solicitation, the Proposal, and this Agreement, the terms and conditions of this Agreement shall control. Where the language of the Solicitation and Proposal conflict, the terms and conditions of the Solicitation shall control.

Furthermore, each party agrees that it shall comply with the rights and obligations of such party set forth in the Facility License Agreement ("**License**"), attached herein as Section XI as if the language of the respective agreement was set forth herein.

SECTION II. SCOPE OF SERVICES. The Company hereby agrees to perform the requested professional LIFT paratransit services beginning on the Service Commencement Date as described in **Exhibit "A"**. The scope of services identified in **Exhibit "A"** and clarified by this Agreement shall be referred to collectively as the ("**Services**"). The Company shall be responsible for providing supplemental service when needed to meet peak demands, late night service or back up service.

SECTION III. COMPENSATION AND METHOD OF PAYMENT. Company shall be paid in accordance with the proposal terms set forth in **Exhibit "B"**. The Company hereby agrees that at no time will the Company make a claim against the City for more than the rates provided under the terms of this Agreement. The City shall receive a properly prepared monthly invoice by the Company according to the *Solicitation*.

SECTION IV. TERM. This Agreement commences on or about December 1, 2019, ("Commencement Date") and remains in effect thereafter for the next five (5) City fiscal years through August 31, 2024. The first fiscal year will be nine (9) months from December 1, 2019 through August 31, 2020. The term of this Agreement may be extended for two (2) additional extension terms under the same terms and conditions. The first extension term will be for three (3) fiscal years from September 1, 2024 through August 31, 2027. The second extension term will be for two (2) fiscal years from September 1, 2027 through August 31, 2029.

The City Manager or designee may approve each extension period administratively, provided that the funds for the extended terms are appropriated and an operating budget is approved by Mass Transit Board and the Company has established a satisfactory record of performance solely as determined by the City and the Mass Transit Department Board.

SECTION V. MV PERSONNEL. At the effective date of this Agreement, the Company shall employ the following key management personnel: (1) LIFT General Manager, (2) Operations/Safety Manager, (3) Call Center/Dispatch Manager and a (4) Maintenance Manager (collectively, the "**MV Key Personnel**"). The job descriptions and responsibilities of all of Contractor's personnel are set forth in the Section 7.0 of **Exhibit A**. MV's Organizational

Structure is attached hereto as **Attachment A-1 of Exhibit A**. Additionally, Company will comply with the requirements described in Section 7.0 of **Exhibit A** related to changes to MV Personnel.

SECTION VI. SUBCONTRACTORS. The Company may subcontract with other competent entities to supplement service when needed to meet peak demands, late night service, or back up service and to provide special services required to be performed under this Agreement. The City Manager or designee may review the scope of services for any work or services that will be subcontracted by Company. The Company shall identify and provide qualifications of any subcontractor who will perform services under this Agreement and provide a written scope of services to the City Manager or designee at least fifteen (15) days prior to the effective date of the proposed subcontract.

The Company will subcontract only by written agreement that is subject to the terms of this Agreement. Compliance by subcontractors with this Agreement shall be the Company's responsibility. Despite the City Manager's or designee's review of the scope of work of a subcontract, City shall in no event be obligated to any third party, including any subcontract of the Company, for performance of work or services.

SECTION VII. COORDINATION WITH Management of Fixed-Route Transit Services. MV will work with the company that provides management of the fixed-route transit services to ensure coordination for fixed route and paratransit services. The scope of coordination will include but is not limited to:

- A. Coordination of fixed-route and ADA complementary paratransit services to ensure safe, convenient and comfortable transit for all passengers while also complying with the ADA and related FTA regulations.
- B. Monitoring transit services to ensure at all times the safety and security of Sun Metro passengers regardless of the type of service.
- C. Assistance with any vehicle or passenger incident if requested.
- D. Coordination of communications about transit services via the dispatch centers for fixed-route and LIFT.
- E. Other duties as requested by City Manager or his designee.

MV Contract Transportation, Inc. will also cooperate with the company providing management of the fixed-route transit services to facilitate the following management company's responsibilities:

- A. Capital project planning and implementation.
- B. Grants management and administration.

- C. Procurement for technology upgrades including software, hardware, and consultant services when required.
- D. Procurement of revenue vehicles including the planning, budgeting and timing of the purchases.

SECTION VIII. PERFORMANCE REQUIREMENTS. The Company shall at all times render safe, on-time, and courteous LIFT services in accordance with all applicable laws, ordinances, regulations, and the Performance Standards set forth in Section 6 of **Exhibit A**. The City will be responsible for monitoring the Company's performance based on these standards. The Company shall follow the Performance Requirements set forth in **Exhibit A**.

LIFT Paratransit Services provided by the Company are to be operated in a manner which maximizes service delivery quality while also maximizing productivity. Productivity must be balanced with service quality and reduced patron travel times and reasonable schedules that drivers can achieve safely. As such, the performance measures establish a range of performance for service delivery that rewards high achievement with incentives and deducts money for substandard performance with disincentives. The Company's performance will be determined on a monthly basis and incentives or disincentives shall be compensated monthly as an adjustment to the monthly compensation payment pursuant to Section 6.0 of **Exhibit A**. The City and the Company shall evaluate the performance requirements annually and agree to any necessary adjustments to the performance standards.

Additionally, Company will submit to City the following reports ("Dashboard Reports") that will serve as key performance measures by the City of the Company's performance pursuant to this Agreement:

1. Quarterly Plan for hiring, training and retaining employees
2. Quarterly Plan for the integration of emergent technology into operations
3. Annual submission of a budget that includes a capital investment plan for City's review
4. Annual Capital Forecast for capital assets and the financial impact on recommended implementation
5. Financial Oversight for New Projects comprehensive financial analysis on all new or recommended projects or initiatives recommended by the City.
6. Annual Operations Comprehensive Plan will include a route analysis on efficiencies, deficiencies and events or circumstance which impact any or all of the operational performance measures.
7. Quarterly Operations Report will include but not be limited to financial analysis, identification and implementation of route efficiencies and passenger reports per stop.

City will have access to all Dashboard reports upon request. The City and the Company evaluate the Dashboard reports and agree to any necessary adjustments to the performance standards.

Company will perform the scope of work in accordance with the City and Mass Transit Board policies and standards. Additionally, Company will emulate the City of El Paso's Mission, Vision and Values. Company will work to achieve the City of El Paso Strategic Plan by creating action

plans that work to improving the performance standards as well as achieve the strategic initiatives as defined by the Plan.

Company will be involved in the performance improvement system as defined by the City of El Paso. This system includes, but is not limited to, lean six sigma methods and tools to deliver improved services departmentally and throughout the organization. If a process is identified for improvement then Company will be the team leader as a green belt or be included in the team, where applicable.

SECTION IX. REPRESENTATIONS OF THE COMPANY. The Company represents, warrants, and agrees as follows:

- A. It will comply with all applicable federal, state, and local governmental laws, rules, regulations and all provisions of the City of El Paso Charter and the El Paso City Code, now existing or as may be amended, in the performance of its duties under this Agreement. Specifically, the Company will comply with the American with Disability Act (**ADA**) and the Federal Transit Administration (**FTA**) regulations which are incorporated to this Agreement as **Exhibit "C"**. The Company understands some or all services may be paid using FTA funds. The Company represents and warrants that it is familiar with FTA regulations and specifically agrees to comply with all FTA regulations in delivery of patron services and in expenditures which will be reimbursed by the City.
- B. Company shall obtain and pay for all licenses, permits and certificates required by any applicable statute, ordinance, rule or regulation of any regulatory body having jurisdiction over the conduct of its operations hereunder. The Company warrants that it is duly authorized and licensed to perform its duties hereunder in each jurisdiction in which it will act. It further warrants that its employees, agents and subcontractors shall maintain all required professional licenses during the term of this Agreement. If the Company receives notice from a licensing authority of a suspension or revocation of a license of the Company's employee(s), agent(s) or subcontractor(s), the Company shall immediately remove such employee, agent or subcontractor from performing any further services under this Agreement until such license is reinstated and in good standing and within 72 hours, notify Sun Metro of such actions. If the Company fails to maintain such licenses or fails to remove any employee, agent or subcontractor who performs services under this Agreement whose license has expired or been revoked or suspended, the City shall be immediately notified and Sun Metro shall be entitled, at its sole discretion, to immediately terminate this Agreement upon written notice to the Company.
- C. Company warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for commission, percentage, brokerage, or contingent fee except bona fide employees of bona fide established commercial or selling agencies maintained by the Company for the purpose of securing business. For breach or violation of this warranty, Sun Metro shall have the right, in addition to any other right or rights, to terminate this Agreement without liability and to deduct from the Agreement price, or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

SECTION X. CITY PROPERTY AND RESPONSIBILITIES

- A. **TITLE TO PROPERTY.** LIFT facilities licensed for the Company to use and all equipment and motor vehicles provided by the City for the operation of LIFT services shall remain the property of the City. All property of any type either real, personal, or mixed hereinafter acquired and reasonably necessary for performance of operations shall be acquired at Sun Metro's or the City's expense and shall become the property of the City.
- B. **EQUIPMENT AND SERVICES.** The City shall provide furniture, major shop equipment, telephone numbers and telephone system, and scheduling and dispatching software and hardware as listed in the inventory lists in **Attachments B-1, B-3 and B-18** of **Exhibit A**. Company is the custodian of the City property provided and shall appoint a primary and back up individuals from MV Personnel to be responsible for following the City's "Capital Management Asset Manual". The LIFT Facility shall be properly maintained by the Company through regular inspection schedules and preventive maintenance. **Attachments B-14, 15, and 17** of **Exhibit A** provide a vehicle inspection schedule, preventative maintenance inspection form, and LIFT facility maintenance inspection schedule. Any damages shall be reported to the City at the time they occur, as described in Section 21.3 of **Exhibit A**.
- C. **VEHICLES.** The City shall provide the "Revenue Vehicles" for customer LIFT services as described in **Attachment B-1** of **Exhibit A**. These furnished Revenue Vehicles shall be operated and maintained in a clean, safe, and reliable condition at all times in accordance to the Vehicle Acceptance Agreement Standards, of all applicable Federal, State, Original Equipment Manufacturers (OEM), and standards indicated in Section 11.0 of **Exhibit A**. The City will provide to the Company the fuel required for the Revenue Vehicles to provide the LIFT services. The Company shall be responsible for providing fuel consumption records as requested by the City for all Revenue Vehicles. The Company shall provide and maintain street supervisor vehicles and maintenance trucks (non-revenue vehicles) to meet the street supervisor and vehicle maintenance responsibilities describe in **Attachment B-15** of **Exhibit A**. Inspection of Revenue Vehicles prior to the Service Commencement Date and upon termination of this Agreement shall follow the City revised Vehicle Acceptance Agreement Standards.
- Upon termination of this Agreement, the Company shall be responsible for returning all City vehicles. The returned vehicles shall be in fully serviceable conditions, normal wear and tear excepted. Company's failure to take preventive measures, misuse, or neglect will not be considered as reasonable wear and tear. In the event a final inspection of the vehicles reveals defects beyond normal wear and tear, Company will be responsible for repairs or will authorize the City to repair the vehicles at the applicable rate per hour labor, plus parts and materials.
- D. **DOCUMENTS.** All documents, records, reports, and data, whether in hard copies or in electronic form, related to the performance of services, (the "Documents") under this Agreement shall remain at all times the property of the City, subject to Company's right

of possession and use during the term of the Agreement. The City shall retain all ownership and property interests in any and all Documents, performed by the Company under this Agreement, including any copyright or other interest that may vest in the Company for work performed under this Agreement and such interest will be immediately transferred to the City. All materials created pursuant to this Agreement shall become the property of, and be delivered to, the City upon the termination of this Agreement, whether terminated by cancellation, expiration or otherwise. The Company shall retain no rights to any of the work performed by the Company for any purpose.

- E. REVENUES. The Company shall be responsible for ensuring all fares are collected and properly accounted for and adhere to all corresponding City guidelines, to include but limited to record retention policies. The Company shall follow the collection process as set forth in Section 14.0 of **Exhibit A**. The Company will be responsible for ensuring that correct fares are paid utilizing City approved fare media such as passes and cash. The Company shall also be responsible for insuring fare/tickets are collected and properly processed.

SECTION XI. LICENSE FOR USE OF CITY FACILITIES

- A. The City hereby grants Company, a non-exclusive license to enter City property to occupy City Facility for the sole purpose of providing the LIFT paratransit services which include but are not limited to the LIFT transit operation, LIFT facility and vehicle maintenance, and call center services. Licensee is also granted the right to the non-exclusive use of the bus parking lot and bus yard for the LIFT revenue and non-revenue vehicles. The City reserves an office in City Facility for Sun Metro's use as set forth in the License.
- B. The use of the City Facility constitutes a public transportation facility within the scope of Texas Tax Code Section 25.07(b)(3) and will ensure the safe and efficient operation of the LIFT paratransit transportation services. City Facility is the property of the City of El Paso and will be used for the public purpose of providing mass transit and paratransit services for the citizens of the municipality.
- C. The Licensee shall be responsible for all public utilities and building services of the City Facility for the operation of the LIFT paratransit services, including but not limited to, water, electricity, telephone, and gas, heating, air conditioning, and janitorial and security services. The City shall provide furniture, major shop equipment, telephone numbers and telephone system, and scheduling and dispatching software and hardware. Company shall perform all facility maintenance except for major repairs that exceed six thousand dollars (\$6,000.00) as described in Section 22.1 of **Exhibit A**.
- D. The Company and subcontractors shall comply with all applicable procurement laws of the State of Texas, including, but not limited to, the Texas Local Government Code Chapter 252, Municipal Purchasing Act for any subcontracts for Services, Goods, Equipment or Material, or Professional Services over \$50,000 and any applicable state or federal laws or regulations. The Company shall coordinate with the City's Purchasing

Manager to ensure that selection of any such subcontractor complies with all statutory requirements.

- E. The City Facility will be subject to inspections as set forth in Section XVI of this Agreement.

SECTION XII. OPERATING EXPENSES. Company shall be responsible to pay for all of the operating expenses associated with the operation of the LIFT services. As used herein, the term "operating expenses" of the LIFT Paratransit Services shall mean and include, but not be limited to:

- A. MV Personnel Operating Expenses: all wages, fringe benefits, and pension benefits.
- B. Taxes: all payroll, social security, any real property, and all other taxes pertaining to the operation of the LIFT services.
- C. Insurance: insurance premiums and deductibles as required in Section XVI of this Agreement.
- D. LIFT Facility Expenses: utilities, facility maintenance expenses, security for LIFT facility by providing at minimum one security guard to be present 24/7 at the main entrance for vehicle access, janitorial services, office equipment and supplies.
- E. Vehicle Expenses: the Company will also be responsible for the tools, equipment, parts, services, and repairs necessary to perform daily, routine, preventative and major maintenance of the City's vehicles.
- F. Other Expenses: the Company shall also be responsible for uninsured losses, judgments, settlements, awards and all other charges, costs and expenses pertaining to the operation of the LIFT Paratransit Services. All operating expenses shall be an obligation of, and paid by the Company.

SECTION XIII. CONFIDENTIAL WORK. The Company recognizes that all materials to be prepared hereunder and all data received by the Company shall be kept in strictest confidence. The Company shall not divulge such confidential information.

The Company has or shall establish a method to secure the confidentiality of records or information that the Company may have access to in accordance with the applicable federal, state, and local laws and regulations. This provision shall not be construed as limiting City's right of access to records or other information under this Agreement.

If the Company receives inquiries regarding documents within its possession, pursuant to this Agreement, the Company shall immediately forward such request to the City. The City will handle all release of information obtained under this Agreement as required under the Texas Public Information Act. This clause survives the completion or termination of this Agreement.

SECTION XIV. INSPECTIONS & AUDITS. City has the right to perform, or cause to be performed: (1) audits of the books and records of the Company; and (2) inspections of all places where work is undertaken in connection with this Agreement. The Company shall be required to keep such books and records available for such purpose in accordance with the City's record retention schedule.

SECTION XV. INSURANCE REQUIREMENTS. With no intent to limit the Company's liability or the indemnification provisions set forth hereinafter, the Company shall provide and maintain the following insurance in full force and effect at all times during the term of this Agreement and any extensions thereto.

Commercial General Liability:

Written on an occurrence form. (There may be situations where a "claims-made" form may be our only option but it is best we require an occurrence form including all the usual coverage known as:

- Premises/operations liability
- Products/completed operations
- Personal/advertising injury
- Contractual liability
- Broad-form property damage
- Independent contractor liability
- Explosion, Collapse and Underground (XCU)
- Cyber Liability/Data/Breach/Ransom

Minimum Limits of Liability

\$1,000,000 Bodily Injury/\$1,000,000 Property Damage per occurrence

Commercial General Liability Exclusion Removed/Railroad Protective Liability/Contractual Liability-Railroads

\$1,000,000 Bodily Injury/\$1,000,000 Property Damage Liability per occurrence

Required when a contractor is going to work within 50 feet of any "railroad property"

Automobile Liability;

\$1,000,000 Bodily Injury/\$500,000 Property Damage Liability per occurrence

Workers' Compensation

Statutory Coverage

\$500,000 Employers Liability

Professional (Errors & Omissions) Liability (if required)

\$1,000,000 per occurrence

Excess Liability Insurance (if required)

\$5,000,000 per occurrence

The City, its officials, employees, agents and contractors shall be named as additional insureds and contain a “blanket waiver of subrogation” clause in favor of the City.

The Company and their subcontractors’ insurance coverage shall be primary insurance as respects the City, its officials, employees, agents and contractors. Any insurance or self-insurance maintained by the City, its officials, employees, agents and contractors shall be in excess of the Company’s or Company’s subcontractor’s insurance and shall not contribute to the Company’s or Company’s subcontractor’s insurance.

Prior to undertaking any work under this Agreement, the Company, at no expense to the City, shall furnish to the City a certificate of insurance with original endorsements affecting coverage for each of the insurance policies provided in this exhibit. Any deductibles or self-insured retentions must be declared to, and approved by the City.

SECTION. XVI. INDEMNIFICATION. Company or its insurer will INDEMNIFY, DEFEND AND HOLD the City, its officers, agents and employees, HARMLESS FOR AND AGAINST ANY AND ALL CLAIMS, CAUSES OF ACTION, LIABILITY, DAMAGES OR EXPENSE, (INCLUDING BUT NOT LIMITED TO ATTORNEY FEES AND COSTS) FOR ANY DAMAGE TO OR LOSS OF ANY PROPERTY, OR ANY ILLNESS, INJURY, PHYSICAL OR MENTAL IMPAIRMENT, LOSS OF SERVICES, OR DEATH TO ANY PERSON ARISING OUT OF OR RELATED TO THIS AGREEMENT. Without modifying the conditions of preserving, asserting or enforcing any legal liability against the City as required by the City Charter or any law, the City will promptly forward to Consultant every demand, notice, summons or other process received by the City in any claim or legal proceeding contemplated herein. Consultant will 1) investigate or cause the investigation of accidents or occurrences involving such injuries or damages; 2) negotiate or cause to be negotiated the claim as the Consultant may deem expedient; and 3) defend or cause to be defended on behalf of the City all suits for damages even if groundless, false or fraudulent, brought because of such injuries or damages. Consultant will pay all judgments finally establishing liability of the City in actions defended by Consultant pursuant to this section along with all attorneys' fees and costs incurred by the City including interest accruing to the date of payment by Consultant, and premiums on any appeal bonds. The City, at its election, will have the right to participate in any such negotiations or legal proceedings to the extent of its interest. The City will not be responsible for any loss of or damage to the Consultant's property from any cause.

SECTION XVII. LEGAL COUNSEL. The Company shall be responsible for handling all claims, demands, and law suits for any losses, damages, liability, and expenses (including without limitation personal injury and property damage claims) arising out of the operation LIFT services and maintenance of the LIFT equipment, whether or not such Claims are covered by insurance. The Company shall also be responsible for employment-related matters of MV Personnel.

SECTION XVIII. LETTER OF CREDIT/PERFORMANCE BOND. The Company shall be required to furnish an annual Performance Bond or a Letter of Credit acceptable to the City in the amount equal to the annual value of the Agreement. The initial Performance Bond shall be submitted to the City within fifteen (15) days after Notice of Award. Thereafter, the Performance Bond shall be due ninety (90) calendar days prior to the start of each year of this Agreement. The Notice to Proceed will not be issued until a properly executed bond is received and accepted by the City. Such sureties or guarantors must be satisfactory to Sun Metro and authorized to do business in the State of Texas and requires the appointment of a Texas Resident Agent. This Performance Bond or Letter of Credit shall be executed to secure fulfillment of all of the Company's obligations. The issuance of such guarantee for each subsequent term of the Agreement shall be subject to negotiations.

SECTION XIX. DISPUTE RESOLUTION. The parties hereto agree that reasonable efforts will be made to aid and assist the other in accomplishing the objectives of this Agreement. In the event of any dispute, claim, question, or disagreement arising from or relating to this Agreement or any breach thereof, the parties shall use their best efforts to meet regularly and resolve the dispute, claim, question, or disagreement. To this effect, the parties hereby agree to consult and negotiate with each other in good faith. The parties further agree that should their efforts to resolve a dispute, claim, questions, or disagreement arising from this Agreement fail, that before either party files suit against the other to enforce, or otherwise relating to, the terms of this Agreement, it shall notify the other party of its intent to sue. Upon delivery and receipt of such notice, the parties agree to submit the matter to be litigated to mediation before a mutually-agreed upon mediator and to diligently pursue a mediated settlement until such time as the parties mutually agree to terminate such mediation or the mediator declares an impasse. No lawsuit under this Agreement by one party against the other may be filed until mediation of the issue has ended in accordance with the terms hereof.

SECTION XX. TERMINATION OF AGREEMENT. In addition to those termination provisions otherwise provided herein, this Agreement may be terminated under any one of the following circumstances:

- A. **TERMINATION FOR CONVENIENCE:** This Agreement may be terminated by City upon written notice, provided such notice specifies an effective date for cancellation of not less than thirty (30) calendar days from the date such notice is received. The Company will be paid its costs, including the contract close out costs, and profit on work performed up to the time of termination. If the Company has any property in its possession belonging to Mass Transit Department or the City, the Company will account for the same, and dispose of it in the manner the City directs.
- B. **TERMINATION FOR DEFAULT:** Either party may terminate this Agreement in whole or in part for cause. Such a termination may be made for failure of one party to fulfill its contractual obligations, pursuant to this Agreement, and through no fault of the other party. Prior to termination under this provision, the terminating party will: a) provide written notice of intent to terminate enumerating the failures for which the termination is being sought; and b) provide

a minimum of 30 consecutive calendar days to the non-terminating party to cure such failure. The City may immediately terminate this Agreement for default if the Contractor violates any local, state, or federal laws, rules or regulations that relate to the performance of this Agreement. In the event of termination by the City pursuant to this subsection, the City may withhold payments to the Contractor for the purpose of setoff until such time as the exact amount due the Contractor from the City is determined.

- C. **ADDITIONAL REMEDIES.** If City terminates this Agreement for default, the City has the right to obtain like services from another vendor in substitution for those due from the Company. The cost of substitute services shall be determined by informal or formal procurement procedures as required by Federal, State, and Local Law. The City may recover the difference between the cost of the substitute services and the contract price from Company as damages. City may deduct the damages from Company's account for services rendered prior to the termination or services rendered by Company pursuant to a different contract or pursue any other lawful means of recovery. The failure of the City to obtain substitute services and charge the Company under this clause is not a bar to any other remedy available for default.
- D. **NON-APPROPRIATION OF FUNDS.** If funds are not appropriated by the City to cover payment obligation(s) under this Agreement, then the City may terminate this Agreement. If the City terminates this Agreement under this provision, then the City is not obligated to make any payments described in this Agreement.
- E. **EFFECTS OF TERMINATION:** All duties and obligations of City and the Company shall cease upon termination or expiration of this Agreement, except that:
 - 1. All files are property of the City and at Sun Metro's request will be delivered at no cost to Sun Metro or its designated recipient at the effective date of termination. Any Sun Metro funds held in any escrow account(s) shall be returned to Sun Metro within thirty (30) calendar days after the effective date of termination or expiration.
 - 2. The Company shall release and make available to Sun Metro all records owned by the City, and shall cooperate fully to effect an orderly transfer of services and claim files.
 - 3. All provisions of this Agreement that expressly or impliedly contemplate or require payment or performance after the expiration or termination of this Agreement, shall survive such expiration or termination. Any unpaid obligation due and owing, by either party, as of the date of termination, shall continue to be due and payable. The Company will refund the City any and all profits made by the Company resulting from this Agreement during the final twelve (12) months during the period prior to the termination.

4. Upon termination or expiration of this Agreement, Sun Metro shall have option to:

1. Assume responsibility of all claims pending as of the effective date of the termination; or
2. Require the Company to continue administering all pending claims as provided herein at the compensation provided in this Agreement. If Sun Metro or the City assumes responsibility for all claims, the Company agrees to do all things necessary to transfer administration of all claims to Sun Metro or the City.

F. **TERMINATION NOT A RELEASE.** Termination by either party is not a release of any claims that the terminating party may be lawfully entitled to assert against the terminated party. Further, the terminated party is not relieved of any liability for damages sustained by the terminating party by virtue of any breach of this Agreement.

SECTION XXI. CONTINUITY OF SERVICES. The Company recognizes that the services under this Agreement are vital to the City and must be continued without interruption and that upon Contact expiration, a successor, either the City or another Contractor, may continue them. The Company agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor. LIFT Paratransit Services shall continue as set forth in Section 24.0 of **Exhibit A.**

SECTION XXII. GENERAL PROVISIONS

A. TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, 78 STAT. 252, 42 U.S.C. 2000D TO 2000D-4 AND TITLE 49, CODE OF FEDERAL REGULATIONS, DEPARTMENT OF TRANSPORTATION.

During the performance of this Agreement, Contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “Contractor”) agrees as follows:

- (1) **Compliance with Regulations:** The Contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter, “DOT”) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (the “Regulations”), which are incorporated by reference and made a part of this Agreement.
- (2) **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor will not participate either directly or indirectly in the discrimination prohibited by the Acts and the

Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of the 49 CFR Part 21.

- (3) Solicitations for Subcontractors, Including Procurements of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier must be notified by Contractor of Contractor's obligations under this Agreement and the Acts and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- (4) Information and Reports: Contractor will provide all information and reports required by the Acts, the Regulations or directives issued pursuant to the Regulations, and will permit access to its books, records, accounts other sources of information, and its facilities as may be determined by City to be pertinent to ascertain compliance with such Acts, Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to City, as appropriate, and will set forth what efforts it has made to obtain the information.
- (5) Sanctions for Noncompliance: In the event of Contractor's noncompliance with the nondiscrimination provisions of this Agreement, the City will impose such contract sanctions as it may determine to be appropriate, including but not limited to:
 - a. Withholding of payments to the Contractor under the contract until the Contractor complies, and / or
 - b. Cancellation, termination or suspension of the contract in whole or in part.
- (6) Incorporation of Provisions: The Contractor will include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, or directive issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as City may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that in the event a Contractor becomes involved in, or is threatened with litigation with a subcontractor or supplier as a result of such direction, the Contractor may request City to enter into such litigation to protect the interests of City and in addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

B. INDEPENDENT CONTRACTOR RELATIONSHIP. Nothing in this Agreement creates an employer employee relationship between the parties. The City is not subject to any obligations or liabilities of the Contractor incurred in the performance of this Agreement.

- J. NO THIRD PARTY BENEFICIARIES.** This Agreement is entered for the benefit of the City and the Contractor only. No third party has any rights to enforce any obligations or rights under this Agreement.
- K. GOVERNMENTAL FUNCTION.** The parties agree that the City is entering this Agreement in the exercise of its governmental functions under the Texas Tort Claims Act. The parties also agree that the City is entering into this Agreement as a governmental entity performing a governmental function.
- L. ENTIRE AGREEMENT.** This Agreement constitutes the entire agreement by the parties.

[Signature page to follow]

STATE OF TEXAS)
)
)
)
COUNTY OF EL PASO)

**LIFT PARATRANSIT
SERVICE AGREEMENT**

(Signature page)

IN WITNESS WHEREOF, the parties have hereunto set their hands this _____ day of _____, 2019.

CITY OF EL PASO:

Tomás González
City Manager

APPROVED AS TO FORM:



Sol M. Cortez
Senior Assistant City Attorney

APPROVED AS TO CONTENT:

Ted Marquez, Deputy City Manager
City of El Paso

**MV CONTRACT
TRANSPORTATION INC.**

Name: _____
Title: _____

CITY CLERK DEPT
2019 OCT 29 PM 10:11

STATE OF TEXAS)
)
)
)
COUNTY OF EL PASO)

**LIFT PARATRANSIT
SERVICE AGREEMENT**

(Signature page)

IN WITNESS WHEREOF, the parties have hereunto set their hands this _____ day of _____, 2019.

CITY OF EL PASO:

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Senior Assistant City Attorney

APPROVED AS TO CONTENT:

Ted Marquez, Deputy City Manager
City of El Paso

**MV CONTRACT
TRANSPORTATION INC.**

Name: THOMAS A EGAN
Title: 10-28-2019

EXHIBIT A

SCOPE OF SERVICES

EXHIBIT B as Amended: SCOPE OF SERVICES FOR OPTION 2—CONTRACTED SERVICE FOR LIFT PARATRANSIT

1.0 GENERAL CONDITIONS

- 1.1 The Mass Transit Department of the City of El Paso (City) is responsible for providing Sun Metro public transit service within the city limits of El Paso.
- 1.2 Sun Metro public transit includes complementary paratransit service according to the requirements of the Americans with Disabilities Act (ADA) of 1990, as amended in 2008, and regulations issued by the Federal Transit Administration. LIFT is the ADA complementary paratransit service for individuals who have a disability or medical condition which limits or prevents them from independently using accessible bus service some or all the time.
- 1.3 LIFT provides demand-responsive transportation using accessible vans and small buses. LIFT offers a door-to-door service to all ADA-eligible passengers. LIFT subcontracts with private and non-profit transportation providers that may use smaller passenger vehicles to provide passenger trips that do not require larger, accessible vehicles.
- 1.4 LIFT service complements the days and hours of operation offered by Sun Metro's local fixed-route bus service. The LIFT service area includes all of the area within the City of El Paso city limits and within $\frac{3}{4}$ -mile of each fixed route (if that area goes beyond city limits).
- 1.5 The City expects comparable levels of performance across all hours of LIFT service. The Contractor shall ensure that qualified, capable and experienced staff and supervision are available to ensure the delivery of safe, professional, and high-quality service at all hours, including weekends and holidays.

2.0 GENERAL RESPONSIBILITIES OF THE CONTRACTOR

- 2.1 The Contractor shall deliver the City a fully functional ADA paratransit operation as outlined in this RFP. Unless explicitly stated as a City responsibility, the Contractor shall be responsible for all equipment, supplies, passenger materials, staff, effort, and management services necessary to operate a high-quality LIFT service. The Contractor shall provide all personnel necessary to perform the Scope of Services as outlined herein.
- 2.2 The LIFT Contractor shall operate the City-owned LIFT operations and maintenance facility located at 5081 Fred Wilson, El Paso, TX 79906. The facility requirements and details are contained herein. The facility will house revenue vehicles provided by the City, non-revenue vehicles provided by the Contractor, administration, on-site staff, vehicle maintenance, and any other resources needed to deliver LIFT service in the safest, most courteous, and efficient manner possible.
- 2.3 The City will provide the revenue vehicles to operate LIFT service that requires accessible small buses. The Contractor shall take possession of the revenue vehicles in accordance with the terms and conditions outlined in this RFP. The Contractor shall perform maintenance on LIFT fleet vehicles and on-board vehicle equipment to standards established by the City. The City shall provide in-vehicle GPS enabled tablets tied into the LIFT city-owned scheduling and operations systems. The Contractor is responsible for any maintenance of the GPS enabled tablets including any monthly over-the-air cellular charges. The vehicle and

technology requirements are further described herein. The Contractor shall provide supervisor vehicles as specified.

- 2.4 The City will consistently refine the service delivery process to ensure that the highest possible quality of customer service is provided, while also delivering cost-effective service using an appropriate mix of contractor-operated and subcontracted transportation services. The City is seeking a Contractor that will bring significant paratransit management expertise and a flexible, innovative approach to the LIFT program to achieve the City's goals to provide the highest quality customer service and more cost-effective service.
 - 2.4.1 The project may undergo revisions and modifications to operating and administrative requirements as it is implemented and developed. The City is looking for a firm that will work cooperatively with the City and the fixed route management team on these changes. The Contractor shall make recommendations to the City's designated LIFT Contract Manager about operational or process changes as they become apparent. The Contractor is expected to work with the City in the ongoing development of policies and procedures which will establish and maintain operating methods, procedures, and protocols for all to follow.
 - 2.4.2 The Contractor shall be open to change, development and flexibility to achieve an integrated, smoothly operating transportation service. It will not be acceptable for the Contractor to react to suggestions for change or modification of its procedures with resistance. The Contractor should view this project as a team effort and strive for decisions which result in a mutually beneficial outcome.
- 2.5 Quality customer service is of paramount importance. The Contractor shall transport passengers within a safe, comfortable, clean, and secure environment during all phases of their trips. The Contractor shall endeavor to provide the systematic approach necessary to provide reliable service with compassion and understanding, and provide the support services in maintenance, operations, and administration to meet passenger needs. The Contractor shall ensure that its employees respond to passenger inquiries, requests for information, and complaints in a positive, prompt, and appropriate manner.
- 2.6 The Contractor will have the responsibility for management of Contractor-operated and subcontracted paratransit service; call center operation, including reservations, scheduling and dispatch; maintenance of City-provided vehicles; LIFT facility maintenance; operations, and certification of ADA-eligible customers.
- 2.7 The Contractor will work with the City's LIFT Contract Manager to develop annual goals and measurable objectives for continuous improvement in the quality and cost-effectiveness of LIFT paratransit service. The goals shall advance ideas for innovative operational improvements to improve service quality, reduce costs, and improve cost-effectiveness for LIFT. The Contractor will identify measurable objectives in addition to Section 6.0 Performance Standards so that operational and financial changes can be tracked, managed, and improved upon. The Contractor is expected to analyze trends to address any negative indicators to avoid disincentives. The Contractor will prepare a monthly LIFT Compliance Report on the services provided, quality of performance according to Section 6.0 Performance Standards, and additional measures identified to document continuous improvement in the quality and cost-effectiveness of LIFT

paratransit services. The monthly LIFT Compliance Report is required to be submitted with each monthly invoice to support payment for services rendered.

- 2.8 The Contractor shall comply with all applicable federal, state and local regulations. The Contractor shall be responsible for all fees, licenses, and permits, and/or fines and penalties because of the operation of LIFT transportation services of this Contract.
- 2.9 The Contractor will be responsible for delivery of all passenger trips. Provider may not refuse to perform any service (ADA-eligible passenger trip) under this contract or refuse to provide the service (or any portion thereof) without authorization by the City. In the event of a vehicle road call, equipment failure, or other service interruption, the Contractor will be responsible to arrange for the deployment of a spare vehicle and/or alternative transportation. A passenger trip not delivered due to a vehicle road call equipment failure, or other service interruption will be treated as a missed trip. If the Contractor operates any other transportation service other than LIFT paratransit, the Contractor is required to give priority to LIFT paratransit services over any other services which the Contractor operates.
- 2.10 The Contractor is responsible for the key functions of operations including driver hiring, training, and supervision; dedicated vehicle maintenance; LIFT facility maintenance; the call center including reservations, scheduling, dispatching all services; on-road supervision of all services; ADA-eligibility certification; and subcontracting service to other providers to ensure the most cost-efficient service. This will include the performance of supervisory (including on-road supervision of drivers) and administrative duties (such as training program deployment, payment of salaries, wages and benefits, etc.). The Contractor shall describe in detail how it will ensure adequate staffing, satisfactory and professional performance of all responsibilities associated with this project. All full-time and part-time equivalent positions shall be enumerated and shall describe how it will staff for start-up and through maturation of the project, including managing of staffing needs. The Contractor shall be responsible for managing or work where supplemental service is needed to meet peak demands, late night service or backup service. The Contractor shall provide general management of the paratransit service and operations concerned therewith.
 - 2.10.1 Provide qualified personnel having the transit management, paratransit operation (including reservations, scheduling, dispatch, and service delivery), safety/security training, and facility/vehicle maintenance experience necessary to successfully perform this contract in accordance with all requirements.
 - 2.10.2 Provide management personnel whose responsibilities include hiring and training of staff, administering policies and procedures.
 - 2.10.3 Provide demand-responsive transportation to passengers in accordance with all contract requirements, and in accordance with all federal, state and local requirements.
 - 2.10.4 Design and implement a conditional, trip-by-trip eligibility, process that complies with ADA and FTA requirements and is approved by the City. In conditional eligibility, the Contractor shall assess an individual's functional ability to use the fixed-route transit system. In trip eligibility, the Contractor shall apply the individual's conditions to specific trips, one by one. The Contractor shall conduct an in-person interview with every ADA applicant and conduct a functional assessment for at least

25 percent of all applicants. The in-person interview must be conducted by personnel that are trained on all ADA eligibility requirements. The functional assessment must be performed by a certified physical or occupational therapist.

- 2.10.5 Input eligible rider information into the paratransit scheduling software and/or databases.
- 2.10.6 Receive calls and reservations from passengers.
- 2.10.7 Schedule trips in the most efficient manner possible.
- 2.10.8 Manage subcontractor to ensure delivery of the highest quality and lowest cost paratransit service. The Contractor is required to ensure that all subcontractors meet all FTA and City requirements through audits conducted at least quarterly for each subcontractor. Each audit must be followed by a written report to the City's designated LIFT Contract Manager of the audit findings and corrective actions, as required.
- 2.10.9 Maintain and utilize the City-owned operations and maintenance facility in accordance with all requirements.
- 2.10.10 Follow the City's complaint system and procedures.
- 2.10.11 Manage customer service functions, including: handling all customer comments and complaints, investigating complaints; tracking and resolving complaints;
- 2.10.12 Respond promptly and precisely to City requests for information.
- 2.10.13 Maintain City-provided scheduling software.
- 2.10.14 Comply with all current and applicable federal and state Drug and Alcohol Testing requirements for all safety sensitive employees.
- 2.10.15 Gather, maintain, and provide vehicle manifests, reports, daily fare reconciliation, documentation and data in accordance with all City requirements.
- 2.10.16 Provide fiscal management, including budget preparation and control, cash flow, disbursements, collections and payroll.
- 2.10.17 Provide all operating, financial and performance reports in a timely manner in order to allow the City to review their content or incorporate the data into reports and plans as appropriate for timely delivery to the final user. All invoices will be due on the twentieth (20th) calendar day of the succeeding month.
- 2.10.18 Maintain written and verbal communication with the City to the satisfaction of City staff.
- 2.10.19 Attend regularly scheduled and special meetings with City staff or at the request of the City.
- 2.10.20 Develop methods to maximize service effectiveness and efficiency.

- 2.10.21 Ensure that all Contractor personnel and all subcontractor personnel undergo ADA sensitivity training and customer service training, and any training appropriate to job specifications that may be required by the City to ensure a safe, reliable, and customer friendly paratransit service.
- 2.10.22 Collect and report National Transit Database (NTD) data information.
- 2.10.23 Support FTA Triennial Review as needed including but not limited to collection of data, preparation of reports, participation in interviews and on-site data reviews, and investigation and preparation of responses to Review findings.

3.0 GENERAL RESPONSIBILITIES OF THE CITY OF EL PASO

- 3.1 The City will have management oversight of this Agreement and provide the revenue vehicles and paratransit facility, and other items to meet the needs of the program. During the term of this agreement, the City will provide the following:
 - 3.1.1 Provide the revenue vehicles in accordance with Attachment B-1 City of El Paso Furnished LIFT Revenue Vehicle Inventory and General Specifications;
 - 3.1.2 Provide the LIFT paratransit facility in accordance with Attachment B-2 City of El Paso Furnished LIFT Facility Specifications and Site Plan at 5081 Fred Wilson, El Paso;
 - 3.1.3 Provide telephone numbers, and telephone system for LIFT in accordance with Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems;
 - 3.1.4 Provide paratransit scheduling software and equipment in accordance with Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems;
 - 3.1.5 Furnish the provider with sufficient licensed copies of the reservations, scheduling and dispatching software system to allow for efficient service operation;
 - 3.1.6 Purchase annual support and maintenance services for the scheduling software;
 - 3.1.7 Purchase periodic technical services from software vendor to evaluate and refine parameter settings within the scheduling and dispatch system;
 - 3.1.8 Review unscheduled trips and “overflow” runs to determine if additional service is needed to meet all eligible ADA-passenger trip requests;
 - 3.1.9 Review the run structure and vehicle productivity to ensure that resources are used efficiently before additional service is authorized;
 - 3.1.10 Review and approve parameters for the deployment, scheduling and manifest development of paratransit services in cooperation with the contractor;

- 3.2 The City's LIFT Contract Manager will provide contract oversight. Staff functions include (but are not limited to) administration of contract monitoring plans, operations and vehicle maintenance quality assurance audits (remote, records and in-service), preparing observation reports to document contract compliance, assessing incentives/disincentives (effective February 2020) and reviewing Contractor invoices to accurately compensate for work performed:
- 3.2.1 Administer and monitor the contract, and inspect and monitor performance of the Contractor;
 - 3.2.2 Determine compliance with contractual requirements;
 - 3.2.3 Monitor the overall performance of the Contractor and all subcontractors (City representatives may ride in the Contractor operated vehicles with or without prior notice to the Contractor to monitor compliance with the Contract).
 - 3.2.4 Audit Contractor's invoices prior to reimbursement;
 - 3.2.5 Review performance measures and make the determination of any incentives or disincentives for performance.
 - 3.2.6 Investigate unsafe practices;
 - 3.2.7 Inspect and approve any vehicles added to the service;
 - 3.2.8 Preparation and submission of the National Transit Database (NTD) report;
 - 3.2.9 Oversee any Federal Transit Administration review, including but not limited to the FTA Triennial Review.
 - 3.2.10 Authorize any subcontractor and the subcontractor's proposed rate for an ADA-eligible passenger trip performed.

4.0 SERVICE GUIDELINES

- 4.1 The City has established service guidelines and performance standards for operation of LIFT service and these are included as part of this Contract. The City will be responsible for monitoring the Contractor's performance based on these service guidelines and performance standards. The Contractor shall render transportation in accordance with the following service guidelines. Additional LIFT Paratransit program rules are detailed in Attachment B-4 Sun Metro LIFT Rider's Guide.
- 4.1.1 The Contractor shall provide door-to-door, demand-responsive LIFT service in accordance with guidance provided by the City. The Contractor is required to use the highest degree of care in the operation of equipment and assistance of passengers. Drivers are expected to offer assistance into and out of the vehicle. Drivers must also offer ambulatory passengers a steadying arm to assist them in walking. Each driver is expected to assist passengers from or to the entrance of any dwelling or building. If there is risk of the driver losing sight of his/her occupied vehicle, no assistance is to be provided beyond which the driver will

lose sight of the vehicle or the entrance at either the place of origin or destination.

- 4.1.2 In addition, when requested, drivers must assist passengers by carrying up to four small grocery bags or parcels between the vehicle and the entrance of a dwelling or building at the place of origin or destination. As a LIFT guideline, bags/parcels may weigh up to 10 pounds total.
 - 4.1.3 Contractor shall at all times render safe, courteous service in accordance with all applicable laws, ordinances and regulations.
 - 4.1.4 Contractor may use shared-rides whenever feasible to increase service efficiency.
- 4.2 Passengers are to be picked up within the thirty (30) minute pick-up window stated to the customer at the time of the reservation under normal operating conditions. Normal operating conditions shall be defined as those operating conditions, including weather and traffic patterns for time of year and time of day normally encountered and reasonably expected. Repeated failure to comply with this standard without reasonable cause shall be grounds for termination of the contract. The Contractor can expect monitoring of on-time performance to occur through a combination of methods, including but not limited to, review of daily drive manifests for trips performed, random field checks conducted by City staff, complete and accurate reporting by driver, random rider surveys, observations reported by social service agency staff, formal complaints filed by riders, and other methods. On-time performance is the measure of the provider's actual arrival at a reservation pick-up location as promised. For LIFT service, vehicle arrivals within the thirty (30) minute "window" are considered "on time." For purpose of this provision, "promised" time shall be the time negotiated by the Contractor with the passenger in accordance with the ADA standards for trip time negotiation and shall be that trip time given to the passenger by the Contractor at the time of the reservation prior to any schedule optimizing performed by the Contractor later in the day. Once agreed to, the promised time may not be changed without notifying the passenger.
- 4.2.1 At all times, the Contractor shall be mindful of drop-off or appointment time if one is given. For many passenger trips, the timeliness of the drop-off is more to the utility of the service. Such trips are those with an appointment time such as trips to work, school, medical appointments, recreational events, etc. Early drop-offs at a destination should not be earlier than one-half hour prior to the appointment. For LIFT service, the "drop-off window" should not be earlier than one-half hour before appointment time and never late. The drop-off window should not exceed from thirty (30) minutes before the appointment time, to the appointment time.
 - 4.2.2 Persons served by paratransit consistently rank on-time service as the single most important aspect of service quality. The City thus expects contractors to schedule and operate vehicles with the intent to operate all trips on-time. Because there will inevitably be operational issues beyond Contractor control (due, for example, to unanticipated congestion or road construction, or poor weather), the City has defined performance standards for on-time performance. Incentives and disincentives and threshold standards for on-time performance in window are detailed in Section 6.0 Performance Standards.

- 4.3 LIFT one-way passenger trips should meet the ride time requirements of the ADA. Ride time on LIFT is the period of time a passenger spends onboard the vehicle, measured as the elapsed time between pick-up and drop-off. Ride times on LIFT should not take longer than the same ride on the Sun Metro fixed route system—including the additional time that would be needed on the fixed route system to go to and wait for the bus or streetcar, time required for a transfer if required, and to go from the final bus or streetcar stop to the destination.
- 4.4 The service will be provided only for those ADA-eligible customers and services specifically indicated on the manifest or service authorized or required by the City. The Contractor shall ensure that no unauthorized passengers are transported while engaged in providing LIFT service without the City's express permission. The use of any vehicle for any other purpose than for transporting authorized ADA-eligible customers while in service to the City is expressly prohibited. At no time shall vehicles furnished by the Contractor or supplied by the City be used in any capacity beyond the scope of LIFT services.
- 4.4.1 The Contractor shall inform the City of any difficulties experienced in transporting a rider, whether related to safety, behavior, or other reason. The Contractor shall never take unauthorized disciplinary action against any LIFT rider. The City shall notify the Contractor of any actions to take.
- 4.4.2 The Contractor may refuse to transport any person or persons who are a threat to the health, safety, or welfare of the Contractor's employees or other passengers due to the customer's violent, seriously disruptive or illegal conduct. The Contractor must consult with the City prior to any refusal of service to any customer or in the case of severe urgency, immediately after the refusal as is practical.
- 4.5 All LIFT ADA-eligible passengers are responsible for being at the designated pick-up location, ready to travel, at their promised pick-up time. Passengers shall be allowed five (5) minutes to board or to assent immediate intent to board the paratransit vehicle measured from the time the vehicle was promised to arrive at the pick-up address or actually arrived, whichever occurred later, and the driver notifies passenger of the vehicle's arrival. Assent to board shall mean the rider has acknowledged arrival of the paratransit vehicle and has begun moving toward the vehicle. Driver must allow for and wait sufficient dwell time to accommodate any disability of the passenger that requires additional time for passenger to complete the boarding process. If the passenger is not visible to the driver, the driver must first make a reasonable attempt to contact the passenger, and then obtain dispatcher approval before moving on. Driver may not move on without dispatcher's approval. Dispatcher may not approve a driver to "no show" a passenger and move on until the dispatcher has, together with the driver, reviewed the steps taken to locate the passenger. Examples of these steps include telephone communication with the passenger (or attempts), checking the residence or building entrance, verifying the address, speaking with a security guard, etc. Under no circumstances may a driver register a rider as a no show if the driver arrived early unless driver has waited for the promised pick-up time to pass plus the five (5) minutes to board or to assent immediate intent to board the paratransit vehicle.
- 4.5.1 Passengers not present to board the vehicle by the promised pick-up time are considered to be a "no show," providing the vehicle is on time. If the vehicle arrives so late that the passenger cancels because they cannot get to their

appointment on time, or they make other arrangements for a ride, the passenger will not be counted as a “no show.” The Contractor shall ensure that during the trip check-in process, each active trip record is properly coded as completed, cancelled, late cancelled, or no-showed and if completed, the proper fare was collected. Only performed trips will be paid by the City. No shows and late cancels will not be paid by the City.

- 4.5.2 The Contractor is expected to complete a minimum of one hundred percent (100%) of all trips reserved and scheduled. A missed trip is a trip performed 45 minutes or later, not performed at all, or when the vehicle arrives after the 30-minute window and the passenger decides to cancel or take other transportation. The City will not pay for a missed trip, and the Contractor will be subject to a disincentive of \$100 per missed trip.
- 4.5.3 The Contractor shall manage the number of vehicles placed into service to comply with the City's intent that there be no denials of ADA service requests. The Contractor may use subcontractors where supplemental service is needed to meet peak demands, late night service, protection and backup service. The Contractor may also use subcontractors to improve the quality of LIFT service for the customer and to reduce the cost of LIFT service to the City.

5.0 BASIS FOR PAYMENT

- 5.1 The City will pay the Contractor as reflected in the Price, based on:
 - 5.1.1 Fixed costs per month.
 - 5.1.2 Variable costs according to a price per ADA-eligible passenger trip performed.
 - 5.1.3 Direct cost of a Subcontractor per ADA-eligible passenger trip performed.
 - 5.1.4 Variable costs according to a price per service hour for supplemental service as requested by the City.
- 5.2 The Contractor shall ensure that each driver has sufficient time to pre-trip, inspect each vehicle, sign-on to the radio system, download the manifest and travel to the first pick-up address on the manifest on time. Since the first pick-up address can be located anywhere within the service area representing the beginning of revenue service hours, the driver shall leave the garage in time to arrive on-time at the first scheduled pick-up.
- 5.3 The City may request reduced service due to severe weather, seasonal holidays, other service disruptions (phone outages, power outages, etc.), and/or any other City declared emergency. If the City determines a safety concern to continue LIFT service, the City will communicate with the Contractor to determine if service should be halted for the day. The decision to halt service will be at the City's discretion. If service is halted, the City will pay the Contractor for passenger trips scheduled through one (1) hour after service is halted to allow time for the passenger trips in progress to be performed. Passenger trips scheduled after service is halted will not be compensated by the City
- 5.4 The Contractor shall be prepared to provide all resources necessary to schedule, dispatch, operate and maintain the estimated passenger trips in the range specified in Attachment B-5 Projected LIFT ADA-Eligible Passenger Trips.

- 5.5 The Contractor shall provide pricing for the base term and two extension terms according to the estimated ADA-eligible passenger trips each year, separated by fixed and variable pricing. The Contractor will also provide pricing should the estimate for ADA-eligible passenger trips for any year change by +/- 10%. This pricing is required for any future significant fluctuations in the estimated passenger trips.
- 5.6 The Contractor shall provide pricing for the base term years and the years in each extension term to provide Supplemental Services requested by the City as a Variable Cost per Service Hour. Supplemental Services may include, but are not limited to, community events, shuttles, special transport of individuals or groups, and emergency back-up transportation. A service hour includes time in service plus time for deadhead. Prior approval is required if the Contractor intends to subcontract the Supplemental Service. The cost to the City will be the Direct Cost of the Subcontract, plus the Contractor's administrative fee, or the Variable Cost per Service Hour, whichever is less.
- 5.7 The City will share the savings achieved through subcontracted services (70% City and 30% Contractor). The savings will be calculated per ADA passenger trip performed: Contractor's variable cost per ADA-eligible passenger trip performed less the direct cost of a subcontractor per ADA-eligible passenger trip performed.

6.0 PERFORMANCE STANDARDS

- 6.1 To ensure the quality of LIFT service, the City has set specific operational goals, measurable objectives, and performance standards to monitor Contractor performance. The goals target the key values for LIFT service.
- Service Quality
 - On-time performance
 - Ride-time performance
 - Call Center and Dispatch Responsiveness
 - Call answer time within two minutes
 - Customer Satisfaction
 - Complaints per 10,000 ADA-eligible passenger trips
 - Customer trip rating
 - Vehicle Reliability
 - Service miles between road calls
 - Preventive maintenance inspections on time
 - Safety
 - Collisions per 100,000 service miles
 - Passenger incidents per 10,000 ADA-eligible passenger trips
- 6.2 The City expects the Contractor to provide services to achieve the highest level of each of these objectives to earn incentive payments. Disincentives apply when Contractor performance falls below expected standards. Performance data are reported per calendar month.

6.3 Performance Indicator Overview

- 6.3.1 The Contractor is expected to meet or exceed the performance standards as outlined in this Scope of Services monthly unless otherwise specified in this Contract. See Attachment B-6 Historical Performance Measures as a reference for the past two fiscal years of performance. The Contractor exceed or fall short of acceptable standards, payments to the Contractor shall be adjusted from the total costs of the original monthly invoice.
- 6.3.2 Adjustments are based on the incentive or disincentive percentage indicated below.
- 6.3.3 The Contractor shall be required to submit detailed Action Plans to address any performance measures that fall short of the standard for two or more months in succession. The Action Plans shall be included in the Contractor's monthly LIFT Compliance Report.
- 6.3.4 City will periodically meet with the Contractor to consider its input on performance standard adjustments. Operational measures may include on time performance, length of trip, passenger complaints, customer service rating, vehicle and passenger incidents, miles between road calls and preventive maintenance inspections. City shall have the final say in the setting of performance indicator goals.
- 6.3.5 From time to time, situations may arise wherein a factor outside of the control of the Contractor may impede performance. When such a situation arises, the Contractor may be eligible for an exception or extension, consistent with the provisions set forth in the Contract. Such requests must be submitted in writing to the City's Contract Manager and should fully explain the circumstances being faced; the specific contractual requirement or deadline for which an exception or extension is being requested; an explanation of efforts undertaken to mitigate the impacts of the exception or extension; and the specific relief being requested. If the Contractor is dissatisfied with the Contract Manager's determination, the Contractor may request that the City Purchasing Director or his designee, review the request. City retains sole discretion in approving all exceptions or extensions.

- 6.4 On-Time performance is defined as the percent of ADA-eligible passenger trips by the Contractor and all subcontractors that the passenger is picked up or dropped off within the operating window. The passenger will be informed of the operating window when the reservation is made. For a pick-up, the operating window is within the thirty (30) minute pick-up window. For the drop-off, the operating window is within thirty (30) minutes before the scheduled drop-off time at the destination of the trip.

On-Time Performance	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
>95%	+0.50%
93–94.9%	+0.25%
90–92.9%	0%
88–89.9%	–0.25%
<88%	–0.50%

- 6.5 Ride Time is the time a passenger spends onboard the vehicle, measured as the elapsed time between pick-up and drop-off. The Ride Time performance measure is the percent of trips on LIFT that the Ride Time is not less than the same trip on Sun Metro fixed route, including the time that would be needed to go to and wait for the bus (or streetcar), time required to make a transfer if required, and to go from the final bus or streetcar stop to the destination. The Contractor is responsible for recommending a methodology to evaluate Ride Time for every ADA-eligible passenger trip performed by the Contractor and all subcontractors. The methodology must be transparent and replicable. The methodology is subject to approval by the City’s designated LIFT Contract Manager.

Ride-Time Performance	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
>99%	+0.25%
97–98.9%	0%
<97%	–0.25%

- 6.6 Call Center and Dispatch Responsiveness is defined as the percent of calls to the Call Center (for any reason including customer information, reservations, and/or “where’s my ride?”) that are answered in person within 2 minutes.

Call Center and Dispatch Responsiveness	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
>95%	+0.50%
93–94.9%	+0.25%
90–92.9%	0%
88–89.9%	–0.25%
<88%	–0.50%

- 6.7 Customer Complaints from all media will be recorded in the City’s Sun Metro customer complaint system to monitor customer service. The Customer Complaint performance measure is calculated as the number of complaints per 10,000 ADA-eligible passenger trips performed by the Contractor and all subcontractors. The measure is calculated as total reported complaints divided by the number of ADA-eligible passenger trips performed by the Contractor and all subcontractors, multiplied by 10,000.

Customer Complaints per 10,000 ADA-eligible Passenger Trips	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
<7	+0.50%
7–9.9	+0.25%
10–12.9	0%
13–15.9	–0.25%
>16	–0.50%

- 6.8 Customer Trip Rating shall be based on a survey of customers about the LIFT trip for 400 randomly selected ADA-eligible passenger trips by the Contractor and all subcontractors per month (approximately 15 surveys per day). The City’s LIFT Contract Manager will make the random selection of trips. The same customer will not be selected for more than one survey per month. The Contractor’s Call Center reservationists will survey the customers for the selected trips by telephone. The survey will include questions specified by the City and recorded by the Call Center reservationist for review by the City’s LIFT Contract Manager. The Contractor may offer the opportunity for all customers to respond to the same survey by multiple media (call-in, smartphone app, LIFT website, U.S. mail, etc.); however, only the 400 randomly selected ADA-eligible passenger trips will be included in the evaluation of this performance objective and standard for an incentive/disincentive payment.

Customer Trip Rating	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
>4.8	+0.50%
4.6–4.8	+0.25%
4.0–4.5	0%
3.7–3.9	–0.25%
<3.7	–0.50%

- 6.9 Service Miles between Road Calls measures the reliability of the LIFT revenue vehicles maintained and operated by the Contractor and is a measure of maintenance effectiveness. Service miles for LIFT revenue vehicles include miles in revenue service (first passenger pick-up to last passenger drop-off) plus deadhead miles (from garage to first passenger pick-up and from last passenger drop-off to garage) plus any miles incurred during driver breaks. Road calls are defined as a mechanical failure of a bus in service that necessitates removing the bus from service until repairs are made. A road call is counted where the vehicle does not complete its scheduled revenue trip, or the vehicle cannot perform its next scheduled revenue trip on time due to a mechanical failure. Vehicle mechanical failures include major mechanical and other mechanical failures. Major mechanical failures are failures of a mechanical element that prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns. Other mechanical failures are failures of a mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. The City includes wheelchair lift failures as an “other” mechanical failure. The performance measure is calculated by dividing total service miles for LIFT service using vehicles dedicated to LIFT service divided by all road calls for that service.

Service Miles Between Road Calls	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
>100,000	+0.50%
90,000–99,999	+0.25%
75,000–89,999	0%
65,000–74,999	–0.25%
<65,000	–0.50%

- 6.10 Preventive Maintenance Inspections are key to maintenance effectiveness. Preventive maintenance inspections for LIFT revenue vehicles maintained by the Contractor must be completed within +/- 10% of the scheduled mileage interval. Example: A 6,000-mile inspection must be completed between 5,400 miles and 6,600 miles. The performance measure is calculated as the percent of scheduled inspections completed within the +/- 10% window.

Preventive Maintenance Inspections Conducted On Time	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
100%	+0.25%
99–99.9%	0%
<98%	-0.5%

- 6.11 Collisions are a measure of safety. A collision is a LIFT revenue vehicle that comes into contact with any other vehicle, fixed object, person, or animal, without regard to injury or the value of physical damage. The performance measure is calculated as the total of all collisions involving any LIFT revenue vehicle divided by total vehicle miles multiplied times 100,000.

Collisions per 100,000 Vehicle Miles	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
<0.6	+0.50%
0.6–0.9	+0.25%
1.0–1.3	0%
1.4–1.7	–0.25%
>1.7	–0.50%

- 6.12 Passenger Incidents are a measure of safety. A passenger incident is any incident that may involve injury to a passenger boarding, alighting, or on-board a transit vehicle; failure to properly secure a mobility device; or other incident involving a passenger that interrupts service. The Contractor is responsible for reporting passenger incidents. The measure is calculated as total reported passenger incidents, including passenger incidents for subcontractors reported by the subcontractor or the passenger, divided by the number of

ADA-eligible passenger trips performed by the Contractor and all subcontractors, multiplied by 10,000.

Passenger Incidents per 10,000 ADA-eligible Passenger Trips	Incentive/Disincentive % of the Monthly Invoice for Fixed Costs and ADA-Passenger Trips Performed
<0.4	+0.50%
0.4–0.5	+0.25%
0.6–0.9	0%
1.0–1.1	–0.25%
>1.1	–0.50%

7.0 CONTRACTOR PERSONNEL

7.1 Key Personnel

- 7.1.1 At a minimum, the Contractor shall employ Key Personnel in the positions of LIFT General Manager, an Operations/Safety Manager, Call Center/Dispatch Manager, and a Maintenance Manager who are dedicated solely to this Contract throughout the term of the Contract. The Operations/Safety, Call Center/Dispatch, and Maintenance Managers shall report directly to the LIFT General Manager, who will be responsible for 1) the quality of service delivery , 2) the quality of customer service, and 3) the quality of vehicle and facility maintenance. The LIFT General Manager shall have a reporting relationship to the City's designated LIFT Contract Manager to ensure continuity in service performance. The Key Personnel must meet the minimum qualifications and experience as identified in Attachment B-7 Contractor Key Personnel Minimum Qualifications.
- 7.1.2 The Contractor shall notify the City of the intent to change key personnel assigned to this Contract. Changes in key personnel in the positions of LIFT General Manager, Operations/Safety Manager, Call Center/Dispatch Manager, and Maintenance Manager must be approved in writing by the City's LIFT Contract Manager. The City reserves the right to review applicants' credentials and conduct interviews as needed. The Operations/Safety Manager shall also have reporting relationships with the City and Sun Metro Drug and Alcohol Programs and the Sun Metro Safety Division.
- 7.1.3 The LIFT General Manager, Operations/Safety Manager, and Call Center/Dispatch Manager should have at least conversational skills in Spanish to ensure effective communication with the LIFT customers.
- 7.1.4 The LIFT General Manager will be the person in charge of overall management and supervision of all staff and full compliance with the terms of the contract.

The LIFT General Manager must maintain consistent and sufficient contact and communications with the City's designated LIFT Contract Manager to ensure a smooth operation of services. The LIFT General Manager must have a minimum of five years supervisory experience in paratransit operations. The LIFT General Manager must spend 100% of their time assigned to this LIFT project and must be on-site full-time.

- 7.1.5 The Contractor may propose additional Key Personnel to the Contract. The City reserves the right to approve such additions. The Contractor's Key Personnel shall participate in all City /LIFT community outreach events including LIFT's Advisory Committee meetings.

7.2 Reservations and Dispatch Personnel (also labeled as Safety Sensitive Personnel)

- 7.2.1 The Contractor is required to provide trip reservation, "Where Is My Ride" and Dispatch services using the furnished software as described in Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems.
- 7.2.2 The Contractor will enter all reservations and produce drivers' manifests, listing next-day trip orders for each run or route to be operated by service provider daily. The Contractor shall ensure that its call center can accept trip reservations from 6 a.m. to 8 p.m. Monday through Friday and from 7 a.m. to 7 p.m. weekends and holidays. Customers can schedule a trip by calling (915) 212-0100. Dispatch and a "Where Is My Ride" telephone line shall be staffed during all hours that the Contractor has service on the street (first pick-up to last drop-off). The Contractor is responsible for and maintaining adequate staff to take and process calls during all times when they are operating paratransit service and during those hours which the Contractor is required to accept LIFT reservations.
- 7.2.3 The City shall provide the Contractor an Automated Call Distribution (ACD) telephone system as specified in Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems. The Contractor's call center shall either directly record all calls – reservations and "where's my ride." The Contractor will use the currently publicized call center phone numbers as publicly advertised by the City. All calls must be recorded for service quality purposes. In addition, the Contractor shall maintain ACD system reports and report to the City call statistics as requested. The Contractor layout of the call center shall be capable of adequately displaying for dispatchers and where's my ride call takers relevant Automated Vehicle Location maps and traffic reports concerning major highways and arterial streets.
- 7.2.4 The Contractor will be responsible for the creation and operation of a fully functioning paratransit call center with staffing sufficient to accommodate the performance standards outlined in this Scope of Services. Performance standards will be measured on a calendar month basis.
- 7.2.5 The passenger's first point of contact with the service is usually the reservations agent, and the City expects reservationists to present a polished and professional image at all times. The Contractor must ensure that during the hours of operation, agents fluent in Spanish are available to communicate with

passengers. At a minimum the performance standards for the trip reservation call center and dispatch group are:

- 7.2.5.1 At the time of reservation, each agent shall greet the caller with their first or last name. Agent shall read back the trip reservation before saving the reservation.
- 7.2.5.2 All calls will be promptly and courteously answered and handled by trained personnel.
- 7.2.5.3 Any call answered and immediately placed on hold will not be considered answered.
- 7.2.5.4 On-hold time is measured from the time the ACD answers a call until a live reservationist answers the call.
 - Answer in person 95% of all calls within 2 minutes.
 - Answer in person 98% of all calls within 3 minutes.
 - Answer in person 100% of all calls within 4 minutes.
 - Any call that is answered after 4 minutes shall be assessed a disincentive of \$50.
- 7.2.5.5 Dropped or abandoned calls shall not exceed 5% of all phone calls.
- 7.2.5.6 To the maximum extent possible, all trips should be scheduled and confirmed during the initial phone call.
- 7.2.5.7 The “where’s my ride” performance standards extend from the time of the first scheduled pick-up of the day through the time that the last daily passenger scheduled for pick-up is dropped off at the appointed destination.
- 7.2.6 “Standing orders” or subscription trips are accepted by the service provider. Generally, subscription service is available for riders traveling to/from the same place, at the same time(s) on the same day(s) of the week for at least 30 days. Same day requests for service or changes are provided on an “as available” basis only and are not a requirement of service.
- 7.2.7 Cancellations or changes in trip reservations are also made exclusively through the Contractor’s office. Cancellations must be accepted at any time. Customers are asked to provide no less than one (1) hour notice of a cancellation.
- 7.2.8 Any change requested by a rider to his or her trip destination or origin on the day of service shall construe the trip as a “same-day” and will be honored only if honoring the requested change does not materially alter the route. If honoring the change would materially alter the route, the trip shall be performed as a “same day” request and shall be scheduled only as space and time permit.

- 7.2.9 The automated call distribution system shall be set to direct cancellations of one (1) hours or less to a “live” dispatcher and all other calls to either a live person or an automated system.
- 7.2.10 The City requires that the Contractor’s call center be located within the City-furnished LIFT operations facility
- 7.2.11 The LIFT dispatch operation is the heart of LIFT services. Without effective daily oversight to prevent lateness and correct service interruptions, LIFT performance diminishes, and costs would increase from ineffective use of service hours. Dispatch staff are responsible for supervising the on-time delivery of LIFT services and ensuring productivity of service delivery. The dispatchers shall handle customer inquiries, driver inquiries, cover for service interruptions and reschedule trips due to lateness, ready early or other schedule change requests. The Contractor shall have adequate staff to check each hour for cancellations or other changes and update driver and dispatcher rosters accordingly. Adjustment to vehicle schedules due to cancellations will be the Contractor’s responsibility. Dispatching should be carried out in a manner which maximizes the productivity of drivers and vehicles utilizing industry-recognized techniques, while meeting the standards for service quality established by the City (see Section 6.0 Performance Standards).
- 7.2.12 The Contractor may sub-contract service to meet days where supplemental service is needed to meet peak demands, late night service, backup service, or where the use of subcontractors may improve the quality of LIFT service for the customer or reduce the cost of LIFT service to the City.
- 7.2.13 To provide proper command and control, Contractor’s dispatch center shall be equipped with effective communications systems. The City shall provide the dispatch center with radio console(s) or base system(s) capable of communication with all revenue service, supervisory, and maintenance vehicles. Contractor shall equip dispatch with sufficient computers meeting the technical requirements set forth in Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems.
- 7.2.14 The City shall also equip the dispatch center with a telephone line available and disseminated to drivers for maintaining communication in the event of radio system failure or for off-duty drivers to report in the event of a major emergency or disaster. The Contractor will be required to have adequate staff available for telephone communication with the City office during all service hours.
- 7.2.15 The Contractor is required to have a trained dispatcher on duty, reachable by drivers on the road during all hours of service operation from the LIFT headquarters. The Contractor will employ a sufficient number of dispatchers to ensure timely processing of same day schedule changes and cancellations while maintaining continuous communication with all vehicles on this project.
- 7.2.16 The Contractor is required to have a Transit Supervisor capable of addressing service incidents and customer concerns on duty and on-site anytime service is in operation.

- 7.2.17 The Contractor must require vehicle drivers and dispatchers to accurately complete and submit the required completed manifests (whether manual or automated) and all other data requested by the City and within the timeframe specified by the City. The Contractor must maintain all records of its reservationists, dispatchers and schedulers for inspection as the City may require.
- 7.2.18 The Dispatchers duties include, continually scanning the routes for trouble; monitoring for drivers running late; assisting lost drivers; processing and documenting no-show requests and cancellations, vehicle breakdowns, service interruptions to ensure productivity, on-time performance and quality of service standards are met.

7.3 Schedulers

- 7.3.1 Schedulers must be formally changed and proficient in the use of the scheduling software as described in Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems and must have a minimum of two (2) years' experience. The schedulers must have a complete knowledge of the service area and traffic patterns, and they must schedule and recombine trips as necessary to conserve revenue hours and fuel expense and to promote increased productivity, as measured in passengers per revenue hour.
- 7.3.2 The Scheduler is responsible for optimizing the schedules for next day passenger trips and throughout the same day to improve service. The scheduler responsibilities include checking for and providing solutions to multiple vans going to one address, double bookings, excessive ride-times, reservation mistakes, map code errors, and un-booked trips.

7.4 ADA-Eligibility Certification Staff

- 7.4.1 The City is looking for a recommendation to strengthen its existing ADA-eligibility process and recommend best practices for a passenger eligibility certification process to include unconditional eligibility (all trips) and conditional, trip-by-trip eligibility (some trips). The City's current eligibility process is described in Attachment B-8 ADA Eligibility Certification Policies and Procedures.
- 7.4.2 Eligibility certification (and if applicable recertification) for all paratransit passengers with disabilities meeting the requirements of the Americans with Disabilities Act and FTA guidelines will be the responsibility of the Contractor. Any passenger that has been certified as eligible by the Contractor will be entitled to use this service. In addition, personal care attendants (PCA), companions, and visitors with ADA certification from other jurisdictions are eligible to use the service in accordance with FTA guidelines.
- 7.4.3 The eligibility certification staff shall conduct eligibility screening according the proposed and approved certification process. The Contractor shall conduct an in-person interview with every ADA applicant and conduct a functional assessment for at least 25 percent of all applicants. The in-person interview must be conducted by personnel that are trained on all ADA eligibility

requirements. The functional assessment must be performed by a certified physical or occupational therapist.

- 7.4.4 Passenger and community engagement to implement the conditional, trip-by-trip eligibility certification process is expected to begin in 2020 and be fully implemented by the start of fiscal year 2024 (September 1, 2023). The City recommends the Contractor start with new applicants and slowly progress to existing passengers as the 3-year ADA-eligibility expires. The intent of this measured approach is to provide time for passenger and community outreach and education for new processes.
- 7.4.5 Upon certification of an individual as ADA-eligible, the contractor shall add the customer in the Trapeze system.
- 7.4.6 LIFT also provides ADA paratransit service to visitors from outside the City area who provide documentation of having been certified as ADA-eligible by another agency.

7.5 Travel Training

The Contractor shall provide Travel Training to use Sun Metro fixed route for any applicant found ineligible or conditionally eligible for LIFT. Travel Training is the professional practice of teaching people to travel independently on public transportation. Travel Training may be offered one-to-one or as part of designed instruction for a group. Travel Training should include all of the following approaches:

- 7.5.1 System orientation — a presentation of Sun Metro's transit services and how to use them;
- 7.5.2 Familiarization — an individual or group trip on Sun Metro accompanied by a travel trainer;
- 7.5.3 One-to-one training in the field — the travel trainer walks the trainee through the steps of taking a trip; and
- 7.5.4 Train-the-trainer — provide travel training to the staff from various local human service organizations to provide travel training to their consumers.

7.6 Safety and Training Staff (also labeled as Safety Sensitive Personnel)

The Contractor shall provide qualified Safety and Training Staff as needed to meet the requirements of the Contract. The Contractor's Safety and Training staff shall be trained and certified to conduct the training courses specified herein and shall be trained in accident investigation procedures. The Contractor shall maintain a Safety and Training staff at an adequate level to hire and train drivers, conduct on-going driver safety reviews, monitor safety sensitive personnel and shall be trained and responsible for the on-site investigation of all revenue vehicle accidents. The Contractor's Safety and Training Staff shall perform safety administration and enforcement.

7.7 Transit Supervisors (also labeled as Safety Sensitive Personnel)

- 7.7.1 The Contractor shall provide Transit Supervisors with Contractor provided and marked Transit Supervisor vehicles during all hours of service as directed by LIFT Dispatch Personnel throughout their entire shift.
- 7.7.2 The Transit Supervisor's primary function shall be to resolve service quality situations as designated by LIFT Dispatchers such as passenger problems, road call verification, and assisting late/lost drivers.
- 7.7.3 The Transit Supervisors shall be required by the City to transport passengers, if required, to more quickly resolve service issues in Contractor provided wheelchair accessible vehicle.
- 7.7.4 The Transit Supervisors shall be required to login with the Dispatcher at the beginning of each shift and must request Dispatcher's approval to change assignments throughout the day, indicating their current location during each radio contact. The Contractor must provide for on-road supervision to respond and take corrective action when necessary including: incidents, in-service failures, breakdowns, accidents and passenger incidents. The Contractor must have assigned at least one person to road supervision duty whenever any vehicle is in revenue service.

7.8 Driver Requirements and Responsibilities

- 7.8.1 The contractor will maintain an adequate pool of drivers and scheduled extra board drivers to ensure that all scheduled runs are covered and pullout on time.
- 7.8.2 The City prefers that drivers have at least basic conversational skills in Spanish to be able to effectively communicate with passengers.
- 7.8.3 The driver is responsible for documenting trip problems on the day of service to include all required. The drivers shall use the coding system when reporting the activities throughout the day. The contractor shall develop and implement a defined coding system as approved by City designated staff. If the City elects to operate with paper manifests, all drivers shall complete, in a clear and legible manner, at a minimum the trip manifest and daily vehicle mileage log for each shift worked, a log of all trip numbers, the time arrived, time departed, mileage from the garage and each stop thereafter and fare collections.
- 7.8.4 Upon the beginning of the manifest shift, the login process includes, calling the Dispatcher on the designated radio channel to provide the driver's full name, vehicle number and the login location. The driver shall proceed to key in the driver ID number into the Mobile Data Computer (MDC) unit for vehicle system login. The driver shall travel to destinations in accordance with the MDC unit read-out. Drivers are not permitted to pick-up or drop-off out of order unless authorized by a Dispatcher and/or Transit Supervisor. Upon arrival of a manifest location, the driver shall depress the "Arrive" button on the MDC unit. After the driver secures the passenger on the vehicle but prior to the driver leaving the manifest location, the driver shall depress the "Perform" button on the MDC unit. Likewise, after the passenger is properly de-boarded, the driver shall depress

the "Perform" button on the MDC unit prior to the driver leaving the manifest location. This process of depressing the "Arrive" and "Perform" buttons at the proper time is called "Performing the Manifest." The driver shall also contact Dispatch for a No-Show approval prior to departing a manifest location. It is important that drivers perform their manifest properly so that same day scheduling decisions will be based on correct information. The Contractor shall be responsible for any driver who shows a pattern of failing to perform the manifest as documented in the dispatch system.

- 7.8.5 If the passenger at an assigned location cannot be located, the Dispatcher shall be notified of the "No Show/Ride" by the driver prior to leaving the location. The driver must stay at the location until the Dispatcher gives clearance for the no show. LIFT provides curb to curb transportation. Due to physical and cognitive disabilities of some passengers, drivers are required to assist passengers to and from the door if requested. If a passenger fails to meet the vehicle, the driver is required to go to the door, or if not a home, inside the building on the first floor only near the main entrance door to announce their arrival before calling the Dispatcher for a no-show clearance. Drivers should not leave sight of the vehicle if there are passengers inside the vehicle. Under these circumstances the driver should park as close to the entrance as possible, so they can check on passengers and keep the vehicle in sight. Our goal is to link the driver and passenger as fast as possible to avoid delays. If the driver cannot find the passenger, the driver can request a "call-out" whereby the Dispatcher attempts to phone the passenger and request them to meet the vehicle. However, this usually works at home location only.
- 7.8.6 LIFT provides door-to-door services for passengers. Due to physical and cognitive disabilities of some passengers, the driver shall be responsible to ensure that passengers with physical and/or cognitive disabilities are appropriately handed over to proper care takers at all destinations. The drivers shall not leave these passengers unattended. Communications with Dispatch is critical for these passengers. Failure to communicate and operate the services safely and/or in the passengers' best interest may result in disincentives and/or the removal of personnel from revenue service.
 - 7.8.6.1 Drivers shall operate on designated manifest and make only designated stops as communicated by the Dispatch Office.
 - 7.8.6.2 Drivers shall be sensitive to a customer's needs and must be able to handle customer complaints, rudeness and problems as required.
 - 7.8.6.3 Drivers shall, when requested by the City, distribute notices to passengers or otherwise render assistance in monitoring and supervising operations.
 - 7.8.6.4 Drivers shall be required to have a complete understanding of the City's fare policy. Each driver shall honor and record passes, verify, and collect tickets as directed by the City's fare policy. The Contractor is responsible and accountable for 100% of all fares due for LIFT.

7.8.6.5 Drivers are prohibited from soliciting and/or accepting gratuities from LIFT passengers.

7.8.6.6 Drivers shall be re-trained by the Contractor as required by City and/or for excessive customer complaints and/or as requested by City.

8.0 SAFETY SENSITIVE EMPLOYEE REQUIREMENTS

8.1 Personnel that perform safety-sensitive functions are defined by the Federal Transit Administration regulations, DOT, Department of Transportation. The Contractor shall ensure that the safety sensitive positions (at a minimum to include drivers, Transit Supervisors, Behind-the-Wheel Trainer(s) and Maintenance personnel) meet the following standards and are qualified and remain qualified throughout the term of the Contract to perform the service. These standards and qualifications are subject to change based on changes in the City's hiring standards and employment qualifications. The Contractor is required to follow the City policy set forth in Attachment B-9 Sun Metro Substance Abuse Policy Revised 4-01-18. All safety-sensitive personnel shall maintain the following standards during the term of the Contract.

8.2 The Contractor shall verify to the City and submit documentation, for each new hire considered safety sensitive, in compliance with the following minimum employee requirements:

8.2.1 The Contractor shall conduct a local, county, State-wide and federal background check on all safety sensitive personnel prior to employment; and every six-months thereafter. The background check shall include an examination of criminal history from any county and State in which the applicant resided within the past seven (7) years.

8.2.2 All safety sensitive applicants/employees shall be screened prior to and during employment to ensure that they do not have a criminal conviction that would make the employee a danger to passenger safety or threaten the loss of City property. A conviction record will not necessarily be a bar to employment and factors such as age and time of offense, seriousness and nature of the violation and rehabilitation will be considered. All criminal convictions will be reviewed on a case by case basis by the Contractor and the City's LIFT Contract Manager prior to commencing LIFT service. Felony criminal convictions or prior "Driving While Intoxicated" or "Driving Under the Influence (DWI/DUI) convictions shall be taken into serious consideration prior to employment. The City's participation in the criminal review process only pertains to a review of the applicant's past criminal history. The Contractor shall be solely responsible for the decision to hire any applicant.

8.2.3 All safety sensitive applicants/employees must have a Motor Vehicle Record (MVR) not more than ninety (90) days old from the Texas Department of Public Safety prior to employment; and every six-months thereafter. The MVR check shall include a record of the applicant's driving history from any state in which the applicant resided for a minimum of the past three (3) years. The applicant's MVR must not have more than one (1) traffic citation for a moving violation in the past one (1) year.

- 8.2.4 All safety sensitive applicants/employees expected to operate or maintain a vehicle in City service, including Transit Supervisors and Mechanics, must have continuous possession of a valid Driver's License in the United States for the past three (3) years and current possession of valid Texas Class C license or approved equivalent.
- 8.2.5 All safety sensitive applicants/employees must be able to pass the Department of Transportation (DOT) physical (as required), drug and alcohol testing, and background investigation. Applicants terminated from the City, or from a previous employer, due to drug or alcohol usage shall not be eligible for hire.
- 8.2.6 All safety sensitive applicants/employees must be able to determine the location of any address and arrive on time by use of a key map or the electronic MDC unit.
- 8.2.7 All safety sensitive applicants/employees must have the ability to read, write and speak the English language fluently.
- 8.2.8 All safety sensitive applicants/operators/transit supervisors physical must verify that they can lift and push fifty (50) pounds.
- 8.2.9 All safety sensitive applicants/drivers/transit supervisors must be sensitive to passengers' needs and must be able to handle customer complaints, rudeness and problems as required.
- 8.3 LIFT I.D. cards shall be issued upon receipt and successful review of all required documents and upon receipt of two (2) applicant identification photos (1¼" x 1"). All safety sensitive personnel drivers shall renew their LIFT I.D. cards every two (2) years, at which time they must present a current (within ninety (90) days) copy of their MVR from the Texas Department of Public Safety, a current (within ninety (90) days) county and state-wide background check.
- 8.4 The Contractor shall not place driver into revenue service until:
 - 8.4.1 Completion and documentation of all training.
 - 8.4.2 The City's issuance of a LIFT I.D. card.
 - 8.4.3 The City's activation of the driver's radio identification number in the City's Trapeze System.
- 8.5 The City reserves the right to randomly audit Contractor Employee files for compliance for safety sensitive personnel. Contract employee(s) found to be out of compliance shall be removed from all service until verification of compliance by City staff. Safety sensitive personnel files shall be maintained to include at a minimum background checks, MVRs, complaints/comments, training received, date of ID card issuance, copy of physical and drug and alcohol test results.

9.0 DRIVER TURNOVER

- 9.1 The City recognizes the expense and negative effect of driver turnover. Therefore, the contractor is responsible for an acceptable recruitment and hiring program to minimize driver turnover and retain a high-quality driver work force.
- 9.2 The contractor must offer a reasonable wage and compensation package, coupled with a supportive work environment.

10.0 DRIVER TRAINING

10.1 General

- 10.1.1 The Contractor shall be responsible for all training and shall ensure all personnel understand and use safe and efficient driving and passenger assistance practices while performing LIFT services. Each driver trainee shall be trained to safely operate each vehicle type included within this Contract prior to its operation.
- 10.1.2 The Contractor shall monitor all personnel to ensure Contract performance and the Contractor shall schedule a refresher course as needed.
- 10.1.3 Upon the City's request, all safety sensitive personnel records, including MVR's and background checks, shall be made available to the City. The City reserves the right to review all training materials and coursework and participate in any safety or training activity.

10.2 Training

- 10.2.1 Each driver trainee shall have a minimum of one hundred twenty (120) hours of participation in the Contractor's training program. The Contractor shall test each driver trainee at the end of the training to determine competency and shall monitor performance throughout employment to ensure each driver follows all procedures introduced in training. The following addresses primarily drivers of LIFT transportation services. The same training knowledge applies to any Contract personnel involved in service delivery. This at a minimum includes Transit Supervisors. At a minimum, training shall include the following:
 - 10.2.1.1 The Defensive Driving (DDC) session must be conducted by a certified instructor. Each trainee and/or driver shall successfully complete a DDC course every two (2) years by a certified instructor. Minimum of six (6) hours approved course.
 - 10.2.1.2 The Service Procedures/City Map/Radio session shall train the driver trainee in the use of a City Map, completion of their schedule manifest, LIFT procedures, the operation of communication equipment and communication codes, vehicle location devices, and mobile data terminals. Minimum of fourteen (14) hours.
 - 10.2.1.3 Pre-Trip Inspection Procedures - The Contractor shall ensure that the driver trainee fully understands and practices pre-trip vehicle

inspection procedures to include at a minimum wheelchair lift cycling, and radio systems.

- 10.2.1.4 Radio Communication - The Contractor shall ensure that the driver trainee fully understands and practices proper radio communication procedures. Vehicles operated under this Contract shall be dispatched by radio from LIFT's Headquarters located at 5081 Fred Wilson, El Paso, TX 79906.
- 10.2.1.5 The Passenger Assistance Training (PAT) session must be conducted by a certified instructor. Each driver trainee must successfully complete a PAT course. Minimum of sixteen (16) hours.
- 10.2.2 All drivers shall be required to attend a four (4) hour refresher training course if the driver receives more than two (2) verifiable service complaints regarding passenger relations or safety within a six (6) month period. The Contractor shall provide documentation and verification of the refresher training and the records shall be retained in the driver's file.
- 10.2.3 The Driving Competency/Behind the Wheel session shall be offered to all driver trainees prior to successful completion of training. Each driver trainee shall be accompanied by a training instructor at all times. Each driver trainee shall be given opportunities to perform all tasks required of a fully trained driver, gradually increasing in responsibility as indicated by the trainee's performance. Upon completion of the behind-the-wheel training, the Training Supervisor shall be responsible for testing each trainee driver's overall knowledge, driving skills and ability to maneuver the vehicle through an obstacle course. Minimum of sixty (60) hours.
- 10.2.4 Conflict Resolution/Customer Relations Training - All driver trainees are required to complete a City approved Conflict Resolution Training Program and a City approved Customer Relations Program. This shall be renewed every two (2) years.
- 10.2.5 Accident Prevention/Reporting - The Contractor shall ensure that drivers practice safe driving methods and fully understand the City's accident reporting procedures.
- 10.2.6 Emergency Notification Procedures - The Contractor shall ensure that driver trainees fully understand flood and other emergency procedures.
- 10.2.7 Fare Collection Training – The Contractor shall ensure that all driver trainees fully understand all fare collection procedures and are knowledgeable of the City's fare media process.
- 10.2.8 Contractor training orientation is not obligatory, but strongly recommended. It is encouraged that a training/ LIFT service overview occur the day prior to the actual training to determine if the driver trainee is interested in driving a vehicle for the Contractor.

- 10.2.9 ADA Sensitivity training. All contractor staff shall receive at least four (4) hours of training on ADA law and how it affects interacting with passengers with disabilities. An additional 2 (two) hours on FTA's ADA guidelines regarding paratransit service.

10.3 Experience Substituted for Training during a Contract Transition

During the initial driver transition to the new Contract, all drivers who are currently driving for LIFT in revenue service and have successfully completed a LIFT required training course may be considered by the Contractor without further required training. It is the Contractor's responsibility to determine the driving qualifications, abilities and driving history for all drivers. All drivers, regardless of previous status, must meet the same hiring criteria as a new applicant/driver. All experienced drivers must receive a new LIFT furnished ID card with the driver's picture and driver number prior to operating revenue service.

10.4 Post-Hire Requirements and Removal

The City may require the Contractor to immediately remove any safety sensitive person from LIFT service for any one of, but not necessarily limited to, the following:

- 10.4.1 Committing unsafe or inappropriate acts while providing LIFT service as documented by a Transit Supervisor or Management Staff reports or from driver complaint history.
- 10.4.2 Operating a cell phone while operating a LIFT vehicle regardless of whether the vehicle is City owned/furnished or Contractor owned. This includes the use of ear pieces or ear cords or text features and applies at any time the driver is in the driver's seat.
- 10.4.3 Revocation or non-renewal of a valid Texas Driver's License for employees who operate a revenue vehicle.
- 10.4.4 More than one (1) moving violation or chargeable accident on the MVR in any one (1) year period.
- 10.4.5 More than one complaint on average per month for a six-month period.
- 10.4.6 Distributing any unauthorized materials, i.e. religious, political or solicitations while representing the City.
- 10.4.7 Failure to notify the Contractor of an arrest or conviction of a criminal offense of a Class A or Class B misdemeanor, or felony; or placement on probation or deferred adjudication for a Class A or Class B misdemeanor, or felony; or DWI, before the end of the business day following the day the employee receives notice of such action(s).
- 10.4.8 The Contractor shall immediately remove any driver from City service until disposition of the DWI/DUI charge by the courts. A driver who has a conviction of DWI/DUI, regardless of whether the conviction stems from operation of a City vehicle or a privately-owned vehicle, will be removed from service. Upon notice

of an arrest or conviction, the Contractor in conjunction with the City's LIFT Contract Manager, will determine whether any personnel action is required. Employees may be immediately removed from City service for convictions that would cause concern for the safety of themselves, other employees, passengers and/or City property (e.g.: violent crimes, firearm or drug related convictions).

- 10.4.9 Failure to comply with all applicable federal and state Drug and Alcohol Testing requirements.

10.5 Uniform Specifications and Appearance Standards

- 10.5.1 The Contractor's Drivers and Transit Supervisors shall be required to wear a City approved uniform at all times while on duty as described in Attachment B-10 LIFT Operator, Supervisor, and Maintenance Uniform Requirements. All Operators and Transit Supervisors shall wear identifying name tags. Uniforms shall be clean, pressed, and free of wrinkles and without tears or other signs of excessive wear. The Operators and Transit Supervisors shall be neat in appearance, well groomed, and practicing good hygiene methods. Large flashy jewelry or items referencing political views shall not be worn while in uniform. The City will inform the Contractor in writing of any required driver uniform changes. Uniforms shall be approved by the City. If off duty, any LIFT Operator or Transit Supervisor who chooses to wear the uniform must wear a complete uniform as prescribed in this Scope of Services. The uniform may not be worn in parts or for separate purposes, except as approved by the City.

10.5.2 Appearance Standards:

- 10.5.2.1 Hair shall be clean, neatly and evenly trimmed or combed, well groomed, and the length in keeping with a professional image. At no time shall hair be worn in such a manner that it obscures vision or creates a safety hazard.
- 10.5.2.2 Mustaches shall be clean and neatly trimmed and shall not extend more than one-half (1/2) inch horizontally beyond the corners of the mouth.
- 10.5.2.3 Beards and goatees are permitted, but the beard or goatee must not be over one-half (1/2) inch in length, clean and neatly trimmed.
- 10.5.2.4 If cosmetics are used, they shall be applied conservatively so that the outward appearance of wearing make-up is lessened.
- 10.5.2.5 Ornaments, jewelry or similar devices will not be worn if they depict any association, individual, occupation groups, religion, race, creed, color, nationality, or sex in any way, especially in a favorable or unfavorable light. Earrings should be small so that they do not pose an accident risk or create a safety hazard.
- 10.5.2.6 Fingernails should be worn at an acceptable business or active length to ensure safety and job-related efficiency.

- 10.5.2.7 Display of tattoos and body piercings (other than earrings) is prohibited while on duty.

11.0 VEHICLES

- 11.1 The City shall provide CNG vehicles as described in Attachment B-1 City of El Paso Furnished LIFT Revenue Vehicle Inventory and General Specifications. All Contractor furnished vehicles shall be maintained in a clean, safe and reliable condition at all times in accordance with the maintenance provisions, of all applicable Federal, State, original equipment manufacturers (OEM) and City standards set forth within this Scope of Services. The Contractor shall perform all routine preventive maintenance necessary to keep City owned vehicles in a clean, safe, and well-maintained condition, assuring that all on board systems from bumper to bumper are fully functional and operational as per OEM design.
- 11.2 The Contractor will provide transit supervisor vehicles to meet the transit supervisor responsibilities according to the specification described in Attachment B-11 Contractor Furnished Transit Supervisor Vehicle Specifications. The Contractor shall not use the LIFT vehicles for any other purpose other than City services unless authorized in writing by the City's LIFT Contract Manager.
- 11.3 Current vehicle markings and paint schemes are described in Attachment B-12 Sun Metro Vehicle Markings and Paint Schematic. The provider must meet state and federal regulations regarding vehicle markings.
- 11.4 Maintenance Personnel
- 11.4.1 The Contractor shall provide maintenance, personnel, tools, supplies, equipment, parts, services, etc. to perform daily, routine, preventive and major maintenance of the vehicles. Upon receipt of each vehicle, the Contractor shall be responsible for maintaining the vehicles in accordance with this Scope of Service, applicable Federal, State, original equipment manufacturers (OEM) and City standards.
- 11.4.2 At a minimum, the Contractor shall be required to provide a dedicated Maintenance Manager who reports directly to the LIFT Manager. The Maintenance Manager shall be a certified Automotive Service Excellence (ASE) Mechanic throughout the entire term of the Contract. ASE certification requirements are described in Attachment B-13 Maintenance Manager, Technician and Fueler Requirements. The Maintenance Manager shall supervise all personnel maintaining or cleaning a LIFT vehicle.
- 11.4.3 All first line floor supervisory staff and technicians used in the repair of LIFT vehicles shall be certified as described in Attachment B-13. The Manager and Technicians must be capable of utilizing diagnostic equipment specifically designed for use on all Contract required vehicles.
- 11.4.4 Only certified Manager and Technicians as described in Attachment B-13 shall repair vehicles required by this Contract. The Manager and all Technicians must keep their certifications current and up to date. The Contractor is responsible for providing evidence of certification for the Manager and Technicians to the

City's LIFT Contract Manager semi-annually by September 1 and March 1. The Manager and Technicians with certifications that expire during their employment with the Contractor, will have one (1) year from the date of expiration of their certification(s) in which to acquire re-certification up to the required rating level. If a Manager or Technician fails to get the necessary certifications within the one (1) year period, the Contractor shall be subject to a disincentive of \$100 per day past one (1) year per individual.

- 11.4.5 The Manager or Technicians shall not have more than one (1) helper/trainee under their direction at any one time. A helper/trainee shall not be used in the repair or diagnosing of LIFT vehicles by him/her while under this Contract. A helper can be used for non-repair work such as cleaning engines and transmission components, changing tires, shop cleaning or assisting a certified Technician.

11.5 Cleaning

- 11.5.1 The Contractor shall ensure that all vehicles are clean. As a minimum, vehicles shall have exteriors washed and cleaned of all dirt and accumulated grime, and interiors cleaned of all dirt and trash prior to the start of each day. Wheelchair tie-downs shall be washed daily. All vehicles shall be free of outer body and interior damages (i.e. accident damage, paint damage, dings or dents, damaged or faded decals, torn upholstery, damaged interior panels, cracked glass, etc.). Each vehicle shall be thoroughly cleaned, waxed and polished every year. In addition, the Contractor is required to incorporate a wash/wax solution into the daily washing of vehicles. The Contractor may make substitutions of this product when it is submitted and received for the City's approval. Any vehicle not conforming to this provision is subject to removal from service prior to, during, or upon completion of the shift, until such time that the City's LIFT Contract Manager has determined that City standards are met. The Contractor is subject to a disincentive of \$100 per vehicle per day that the vehicle does not meet standards for cleanliness.
- 11.5.2 The Contractor shall assure that all vehicle fluids (i.e. fuel, fluid, hydraulic oil, motor oil, coolant, power steering fluid, and brake fluid) emitting/spilled on public streets, Park and Ride lots, Transit Centers, or the other properties from City vehicles operated under the Contractor's jurisdiction shall be quickly attended to by the Contractor. All spills shall be appropriately responded to and supervised by the Contractor's personnel in accordance to the Texas Administrative Code, Title 30 Environmental Quality, Part 1, Chapter 327 – Spill Prevention and Control (30 TAC 327). The affected area of spillage shall be cleaned, and all waste materials shall be stored using approved methods and equipment specifically designed and regulated for spill response and waste disposal activities. Failure to respond to a spill in a timely manner and where City staff may be required to be involved shall be cause for reimbursement to the City by the Contractor at the fully burdened rate of all labor and materials utilized by the City.
- 11.5.3 The Contractor shall assure that spill response personnel wear proper personal protective equipment (PPE) including but not limited to bump caps, safety vests, chemical resistant gloves and boots, and safety eyewear. For any spill that

exceeds a reportable quantity (RQ) as defined in 30 TAC 327.4(b) (2), the Contractor shall be responsible for the required agency notifications and notify appropriate City personnel immediately. For large spills or spills that enter the storm sewer system that are beyond the Contractor's spill response capabilities, the Contractor shall hire an emergency response sub-contractor to conduct necessary clean-up activities

11.6 Contractor's Equipment/Supplies

- 11.6.1 At any time during the Contract period, other than when a vehicle is needed to perform service, the City may inspect vehicles at the LIFT facility, or at another site chosen by the City management personnel. All LIFT required vehicles will reside at the LIFT facility while not in scheduled service or at an authorized repair center, unless authorized in writing by the City.
- 11.6.2 The Contractor shall possess the diagnostic test equipment and tools required to check, repair, and maintain all vehicles required by this Contract. Diagnostic test equipment software must be kept up to date throughout the term of the Contract. At its own discretion the City's Quality Assurance Department will audit the diagnostic equipment for compliance. All diagnostic test equipment shall also be available to the City's technical personnel for auditing repairs and PMI checks.
- 11.6.3 The City will provide fuel to the Contractor for City provided LIFT revenue vehicles for fuel required for LIFT service. The Contractor shall be responsible for providing fuel consumption records as requested by the City for all vehicles. The Contractor shall be fully responsible for the Maintenance, permits, and licenses associated with the operation of the fuel to included CNG certification requirements.
- 11.6.4 The Contractor shall provide for the duration of the Contract all non-revenue vehicle fluids, OEM recommended oil and lubricants, tires, OEM spare parts (or City approved equivalent), OEM materials and supplies necessary to perform regular repair and preventive maintenance (PM) to maintain an uninterrupted continuity of service. Regular repairs shall include, but are not limited to, repair and/or replacement of all mechanical, electrical, air conditioning, engines, transmissions, radiator or drive train assemblies or parts as needed to repair the vehicles throughout the term of the Contract. Fuel shall be provided for non-revenue vehicles by the City.

11.7 Maintenance Work

- 11.7.1 All items inspected shall be serviced, repaired or replaced in accordance with the original manufacturer's service manual, OEM Technical Service Bulletins (TSB), and the Contract. Vehicle inspections shall be completed within a 500-mile window, 250 miles before or 250 miles after the required PMI inspection mileage. Example: A 6,000-mile inspection can be completed between 5,750 miles and 6,250 miles.
- 11.7.2 The Contractor shall be responsible for keeping a vehicle file, by vehicle number, documenting all vehicle maintenance to include Daily Inspection

Forms, warranty repairs, PM scheduled inspections, parts usage, fuel and oil usage, scheduled and unscheduled maintenance, and labor expended on each vehicle. The Contractor shall keep active hard copy files of at least six (6) months of documentation on-site, easily accessible to City technicians. The Contractor shall be responsible for keeping a permanent vehicle file current throughout the term of the Contract and shall remit a complete set of all vehicle files to the City at the end of the Contract. Copies of all work orders must become a permanent part of the vehicle maintenance file. The Contractor's professionalism is to be used during the inspection to locate and repair defects that may exist but are not documented on the pre-set forms.

- 11.7.3 The Contractor shall complete a City approved defect card daily or each time the vehicle is used in service or per daily manifest. See Attachment B-14 LIFT Vehicle Inspection Form. The cards are used to assist the Contractor in reporting defects or problems to the maintenance department that may have occurred during the in-service period. The Contractor shall ensure that each card, including the pre-pullout and post-service copies, shall be filed chronologically by vehicle number throughout the term of the Contract. The Contractor shall perform scheduled inspections and service in accordance with Attachment B-15 LIFT Vehicle Preventive Maintenance Requirements.
- 11.7.4 The contractor shall perform the following preventive maintenance for the vehicle HVAC system on each PM inspection:
 - 11.7.4.1 Clean the condenser and evaporator coils using chemicals specifically designed for cleaning the coils. Waterless coil cleaners are approved provided they are not caustic.
 - 11.7.4.2 Comb the fins of the coils if they are bent – this is especially critical on the condenser coil fins in front of the radiator. Ensure the correct comb design is used when straightening the bent fins.
 - 11.7.4.3 Check the condition of HVAC air flow seals. Replace any missing, dried out or worn out seals.
 - 11.7.4.4 Test all the HVAC vent diffusers. If they don't stay in a set position, have missing parts, or are worn out they must be replaced. Operators will road call a vehicle if the HVAC does not blow where required – especially at temps above 95 degrees.
 - 11.7.4.5 With the HVAC system in maximum cooling mode, measure the temperature at the selected vent outlets (Contractor's choice which vents are used for measurements provided the same vents are used for each test) – any deviation of more than 10 degrees from the base line measurements when the HVAC system is working properly requires HVAC servicing. The same process is required in the heating mode of the HVAC.
 - 11.7.4.6 Each time the HVAC system is refilled with refrigerant. A thermistor gauge is to be used and shall meet the requirements of the OEM for microns of moisture in the system before recharging.

- 11.7.4.7 Replace HVAC filters on each PM inspection (the El Paso environment is very dusty).
- 11.7.4.8 Measure the RPM's of the electric fans on high speed and compare to new fan speeds. Replace the slower fans before they fail on the road.
- 11.7.4.9 Each of these items shall be incorporated into the PM checkoff sheets for each bus fleet with areas for recording of the respective measurements.
- 11.7.4.10 Technician initials to be required on each line item of the PM checkoff sheets when each item is completed.
- 11.7.5 The Vehicle PM Inspection Form shall be used as a guide when performing actual PM inspections. In the event the vehicle or component manufacturer requires regular inspection of an item or system that is not identified by the City Vehicle PM Form, the Contractor shall be responsible for regular review and repair of the item(s). With the City's approval, the Contractor may use its own work order form for scheduled and unscheduled maintenance repairs to standardize its own administrative procedure. Copies of all work orders shall become a permanent part of the vehicle maintenance file. The Contractor's form is to include a revision date each time the form is modified.
- 11.7.6 The Vehicle PM Inspection Form is not all-inclusive. The Contractor's Technicians shall use their technical and professional skills during the inspection to locate and repair defects that may exist but may not be documented on the inspection form. Additional blank sheets can be found at the end of the form to record defective items found, repaired, and/or additional comments that are pertinent and need to become a part of the documentation.
- 11.7.7 The Contractor shall have the responsibility to track and analyze vehicle road calls on a daily, weekly, monthly and annual basis. The analyzed results shall be categorized for the City in an approved automated format submitted weekly to the assigned City Quality Assurance Inspector for review. An approved reporting format can be approved after award of service contract.
- 11.7.8 The Contractor shall be required to have an oil analysis program in place to monitor engine oil and transmission fluid condition throughout the term of the Contract. Samples shall be taken according to the PMI program schedule. All sample results and reports shall be accessible to the City's on-site Quality Assurance Inspector. All sample results that come back as abnormal or critical shall be immediately presented to the Quality Assurance Inspector. It is the Contractor's responsibility to follow the recommendations of the oil analysis laboratory as it pertains to abnormal/critical sample results. If the analysis program is web based the Contractor shall provide multiple log in and password access to the City's Quality Assurance staff and management to access that web site. The samples shall include a twenty (20) spectrochemical analysis with five (5) physical property tests.

- 11.7.9 Fuel, oil, transmission fluids, and anti-freeze use records shall be maintained daily for each vehicle. Records shall also list fuel consumption in miles per gasoline gallon equivalent. Records shall be filed by vehicle number and date. At a minimum, the Contractor shall meet OEM or City approved standard for fuels, oils, greases, etc. The Contractor shall maintain and document Fuels/Fluids Inventory Control and Reconciliation methods for purposes of good management practices.
- 11.7.10 The Contractor shall adhere to all OEM and City standards and practices regarding all electronic vehicle components. The Contractor shall record all electronic maintenance activities and transactions in the vehicle file. All electrical work must be in accordance with vehicle manufacturer specifications and standards. Branching of wires, direct wiring or circumventing safety systems by by-passing circuit protection devices is prohibited. When necessary to re-wire a system or systems differently than what is shown in the electrical schematic, prior approval must be obtained from the City's Quality Assurance staff.
- 11.7.11 All vehicles shall display, at all times, a valid Texas Department of Public Safety inspection sticker. During the month that the safety inspection sticker is scheduled to expire on each vehicle, the Contractor shall be required to have the vehicle(s) inspected and the sticker renewal by a certified Texas Department of Public Safety inspection station or facility. Any vehicle that is found to be non-compliant is subject to removal from service.
- 11.7.12 Each Contractor furnished vehicle shall include tires, plus one (1) spare tire. The Contractor shall be responsible for all tire maintenance and replacement tires. Replacement tires shall be new (OEM quality/grade or better). Retread tires shall not be used at any time. Any tire reaching the tread depth of 4/32" shall be replaced. All vehicle wheel and tire maintenance shall meet or exceed the State of Texas and Federal DOT inspection guidelines. The Contractor shall comply with all applicable federal, state and local regulations pertaining to the Management of Used or Scrap Tires regulated by the Texas Administrative Code, Title 30 Environmental Quality, Part 1, Chapter 328, Subchapter F and are subject to manifesting in accordance to rule §328.58 – Manifest System.
- 11.7.13 Each vehicle shall include three (3), red wheelchair passenger seat lap belts; three (3), black wheelchair seat belts with shoulder strap; twelve (12), wheelchair tie-down Q-Straint retractors in accordance with the American with Disabilities Act (ADA) and the Federal Motor Vehicle Safety Standards (FMVSS), as required by ADA. The Contractor shall be required to maintain all belts and retractors in a serviceable condition, to include daily cleaning. The Contractor shall replace any or all of the wheelchair belts when they become frayed or damaged.
- 11.7.14 The Contractor may be required to participate in the on-going research and development program between the vehicle Original Equipment Manufacturer (OEM), or other equipment manufacturers and the City, for the purpose of field testing various components and systems. The Contractor shall be responsible for tracking and documenting the specific data required by such testing or perform special service intervals as required. The Contractor may be required to deliver and pick-up such test vehicle at one of the City's facilities. Test vehicles will not have any special or extended warranties; however, if a test

component fails it will be replaced at no cost to the Contractor. Should a test on a component or system end, the vehicle will be returned to its original OEM configuration without charge to the Contractor. The remaining original OEM warranty will then resume. No extensions to the OEM warranty will be added.

11.7.15 The City reserves the right to repair City owned or furnished wheelchair lift equipped vehicles as required to bring the Contractor up to the maximum pull out requirement and/or under any other extenuating circumstances. The Contractor shall be billed at the fully burdened rate of all labor and materials utilized by the City for the repairs.

11.7.16 Climate control within the LIFT service area is crucial for passenger safety. Interior climate control systems must be operational and in good working order at all times.

11.8 Warranty

11.8.1 The Contractor shall assume total responsibility for the administration of all new vehicle warranties associated with LIFT fleets, to include documenting, filing and processing claims through the appropriate sources. The Contractor shall coordinate with local dealerships for all warranties associated with the Original Equipment Manufacturer (OEM) chassis and power train, including vehicle engine, transmission, drive line, differential, frame, suspension, electrical, air conditioning, and ancillary vehicle systems and components. All warranty files shall be subject to audit by the City at any time during the term of this Contract.

11.8.2 The Contractor shall assume total responsibility for the administration of all new vehicle warranties associated with the non-OEM, aftermarket additions, on-board communications systems and aftermarket vehicle warranties, to include documenting, filing and processing claims through the appropriate sources. The Contractor shall coordinate with appropriate suppliers for all warranties associated with non-OEM, aftermarket additions. All warranty files shall be subject to audit by the City at any time during the term of this Contract.

11.8.3 The City, at its own decision, reserves the right to perform any or all warranty and non-warranty repairs on City owned or furnished LIFT fleet vehicles. The Contractor may be required to deliver the vehicles to one or more of the City's Maintenance Facilities. The Contractor shall also be responsible for picking up the vehicles after the completion of the repairs. Warranty or non-warranty repairs performed by the City that are found to be due to the Contractor's neglect, misuse or a failure due to the vehicle receiving an improper PM inspection, will be charged back to the Contractor at the City's fully burdened hourly rate plus parts cost. If a trend of premature component failures is found to be a result of improper PM inspections, misuse or neglect, the Contractor may be subject to of failure to perform under terms of this Contract.

11.9 City of El Paso Quality Assurance

11.9.1 The City's Quality Assurance staff shall have unrestricted and immediate access to all vehicles and maintenance records at all times. The Contractor shall provide, at no cost to the City, multiple log in and password access to the

maintenance system used to track maintenance and create work orders for the City's fleet. Access shall be un-restricted for view and print of all documentation pertaining to the City's fleet at a minimum to include fuel usage, oil usage and parts usage. The log in and password access shall be used by the City's on-site Quality Assurance Inspector, the City's LIFT Contract Manager, and other City staff as necessary.

- 11.9.2 The City, at its sole discretion, reserves the right to remove from service any vehicle that is unsafe, poorly maintained or that has not been maintained to Contract standard. Any vehicle so removed from service shall be subject to a disincentive of \$100 per day until the vehicle is approved to return to service by a representative of the City's Quality Assurance staff.
- 11.9.3 The Contractor shall return such vehicles to service in a safe and/or properly maintained state within one (1) to five (5) working days depending on the nature of repair required of such notification. The City's Quality Assurance Personnel will perform verification of repairs to vehicles that were removed from service for unsafe conditions before that vehicle is returned to service.
- 11.9.4 The City's Quality Assurance is not a substitute for the Contractor's Quality Assurance responsibilities. The Contractor is fully responsible for Quality Assurance of all vehicles and service.

11.10 Towing

The Contractor shall be responsible for towing vehicle equipment and personnel to retrieve vehicles, which experience any problems that require towing. Depending on the situation, if the City should arrive first to an incident and the need to clear the road is essential, the City will use its equipment to clear the road if the Contractor's equipment cannot arrive in an appropriate time.

11.11 Vehicle Damage

- 11.11.1 All vehicle damage must be repaired prior to returning any vehicle to service. Minor scratches, minor dings and dents may be repaired during scheduled maintenance activity, but obvious damage shall be repaired prior to the vehicle entering revenue service. Under no circumstances shall vehicles be permitted to operate in revenue service with missing panels, unpainted repairs or primer paint showing.
- 11.11.2 Any obvious damage to a City-owned vehicle must be repaired within 60 calendar days of the occurrence. The City may approve additional time if requested and justified by the Contractor. If the Contractor does not make the repair within 60 calendar days, or such additional time as may be approved by the City, a \$100 disincentive per day shall be assessed until the repair is completed.
- 11.11.3 Major accident repairs shall be inspected and approved by the City's LIFT Contract Manager or designee prior to the vehicle being returned to revenue service. All accidents and incidents regarding City furnished vehicles or City furnished equipment (e.g. boarding chairs) regardless of service status shall be

reported, in writing, within one business day to the LIFT Contract Manager and the Contracting Officer.

- 11.11.4 The Contractor shall not operate any vehicle in revenue service with missing or broken glass. This includes windshields, door glass, driver's windows, and all side windows. All lamp lenses on the exterior of the vehicles shall be attached to the vehicle during service. Federal Motor Carrier Safety Administration Regulations, Subpart D, §393.60-Glazing in specified opening (c) regulations will be used to replace broken windshields. Other glass in the vehicle shall be replaced when damaged, unsightly, or scratched where passengers cannot see out clearly. Cracked or damaged light lenses shall be replaced before the next day's pull-out.
- 11.11.5 The Contractor shall be responsible for all needed repairs and decal replacements on vehicles, including painting associated with accident repairs. The City's paint standards shall be used for repainting or paint repairs on City vehicles.
- 11.11.6 In the event a City-owned vehicle involved in a collision or incident that is a total loss, the Contractor is responsible to reimburse the City for the value of the vehicle at the time of the loss or replace the vehicle with a comparable vehicle with the City's approval.

11.12 Emissions

- 11.12.1 The Contractor shall be required to comply with the Texas Statutes, Transportation Code, Title 7, Chapter 547, Section 547.605 - Emission Systems Required. The Texas Transportation Code prohibits motor vehicles with excessive visible smoke emissions from operating on Texas roadways. Law enforcement authorities statewide may issue citations, punishable by fines to the owner/operator of "a vehicle that emits visible smoke for 10 seconds or longer." The Contractor shall be responsible for all fines for vehicles operated by the Contractor.
- 11.12.2 Upon completion of the Contract, the Contractor shall be responsible for returning all City-owned or -furnished property, not consumed in the performance of this Contract, in operating/running condition, less reasonable wear and tear. All systems are to be in working order. Normal wear and tear will be taken into consideration. Lack of attention to preventive measures misuse or neglect will not be considered as reasonable wear and tear. The Contractor may ask the City for waivers on a case by case basis. All City-owned or -furnished property shall be returned in a fully serviceable condition. The Contractor shall assure that such property can be immediately placed back into service. Any equipment found to be at minimum service limits/standards shall be repaired by the contractor and parts replaced with new components. In the event the Contractor cannot perform the repairs the City will perform the repairs and charge the contractor the fully burdened cost for the labor and parts.

11.13 Information Systems

- 11.13.1 The Contractor shall use a City approved automated maintenance management system to manage vehicle maintenance ancillary records. Maintenance tracking

and history records provided by the Contractor shall be capable of being electronically uploaded to the City's automated maintenance system within forty-eight (48) hours of the City's request. The Contractor's automated maintenance management system shall provide information on parts usage, defects, serialization tracking, vehicle tracking, supporting claims documentation, and month-end and year-end reports. The City will have immediate and unrestricted access to all maintenance records at any reasonable time. The Contractor shall be responsible for keeping automated and physical vehicle files current throughout the term of the Contract and shall remit complete copies of all vehicle files including one (1) copy on computer disc to the City's LIFT Contract Manager at the end of the Contract.

- 11.13.2 The Contractor is responsible for collection and retention of all data in conjunction with the performance of services of this Contract. As non-City software is utilized by the Contractor, The City reserves the right of access to any and all information contained within the Contractor's software applications that relate to vehicle maintenance, components installed on or removed from vehicles, component suppliers, fueling data and any other information related to the maintenance of vehicles, and/or operations. The City reserves the right to require routine extracts from the Contractor's databases. The City will have a single logon to the Contractor's software applications. The Contractor must provide vehicle status reports daily, twice a day (AM and PM pull out).

12.0 COMMUNICATION EQUIPMENT

- 12.1 Communication equipment requirements are described herein. The Contractor is apprised to ensure that no vehicle shall be permitted to be placed into service without properly operational on-board communication equipment and/or devices.
- 12.2 The Contractor shall maintain all communication equipment required for LIFT operations. The City will provide communication equipment for the City provided revenue vehicles. The City will only issue one (1) set of antennas, handset and cabling per set of communication equipment for City provided vehicles. All subsequent vehicle transfers or replacements shall be the Contractor's responsibility in addition to other such consumables. The Contractor shall be responsible for all consumables.
- 12.3 The Contractor shall provide and maintain all communication equipment for all Contractor furnished Transit Supervisor vehicles in accordance with this Scope of Service.
- 12.4 All bench work or any work inside the City owned communication equipment will be done by the Contractor to include any communication equipment provided by the Contractor for the Transit Supervisor vehicles. The Contractor shall be responsible for all bench work or work inside the communication equipment as a result of Contractor negligence or misuse. The Contractor shall return any defective equipment for warranty to the City's Maintenance Facility offices located at 5081 Fred Wilson, El Paso, TX 79906. The Contractor shall be issued one (1) spare communication unit to limit down time for the Contractor's vehicles. The Contractor shall be responsible for any and all damages that are deemed excessive or found to be negligent or misused as determined by a third party Contractor of all communication equipment.

- 12.5 The Contractor shall be responsible for all City provided communication equipment once issued to the Contractor in accordance with Exhibit C, the City's Property Services Guidelines. The Contractor shall be responsible for securing and protecting all communication equipment and shall be responsible for replacement of any equipment lost, stolen or abused with OEM equipment/components. The Contractor shall keep accurate documentation on the status of each piece of communication equipment complete with serial numbers, City asset numbers, date of installation/removal, vehicle number, and description of all maintenance performed. The Contractor shall also document the name of the City representative and date of any equipment issued/returned or exchanged between the City and the Contractor.
- 12.6 The Contractor shall be responsible for all installation/removal of all City provided equipment and shall conduct all field maintenance to include complete review of equipment during every scheduled vehicle PMI. All work performed by the Contractor shall be done or supervised by a certified communications technician. The City will approve all installation/removal configurations prior to actual installation/de-installation. Each set of communication equipment shall be associated with a specific vehicle number. Any transfer of equipment will require City approval in advance and reprogramming to include the spare units.
- 12.7 The City agrees to pay all MDC License fees for the duration of this Contract. The City owned/furnished Communication equipment (to include appropriate antenna and cabling) is detailed in Attachment B-3 City of El Paso Furnished Telephone and Scheduling IT Systems.

13.0 EMERGENCY BACK-UP TRANSPORT

LIFT provides emergency back-up transportation for various City departments, including the Police and Fire departments. The City determines what constitutes an emergency. The Contractor must be prepared to respond to emergency service requests 24 hours per day, every day. All requests for said emergency service must be met within one hour of the request. The Contractor shall be responsible for reliable and prompt response, service delivery, and documentation at all times. Such service is a required element of the Scope of Services and will be provided and billed at the LIFT contracted rate for Supplemental.

14.0 COLLECTION OF FARES

- 14.1 As of December 2019, the fare is \$2.50 per one-way trip for LIFT service. The rider may either pay the trip with cash (exact change) or a ticket which can be purchased from the City as described in Attachment B-16 Fare Policy and Procedures. Escorts or guests pay the same fare as certified riders; attendants do not pay a fare. The Contractor shall be responsible for ensuring that correct fares are paid utilizing City approved fare media. The Contractor shall insure fare/tickets are collected and properly processed. Any exceptions from fare collection shall be approved by the City. If the City changes fare media or fare collection processes, the Contractor shall adapt to such changes and provide all required training to drivers. Each driver that is short fares must be counseled. The Contractor shall use progressive discipline on drivers who fail to collect and document the required fares.
- 14.2 The Contractor shall be responsible for ensuring all fares are collected and properly accounted for. Service invoices submitted by the Contractor shall indicate a deduction of all cash fares retained by provider and will assume 100% fare collection. The fares

collected for companions must be accounted for and offset against monies owed to provide for services rendered. The Contractor shall submit all tickets collected for payment to the City for proper shredding. The Contractor will not be reimbursed or credited in any way for fares it was required to collect but failed to collect. The Contractor shall be responsible for maintaining accurate daily trip manifests indicating all passengers transported each day, including attendants and escorts and reconcile to fares collected. The fare collection process is:

- 14.2.1 Driver shall confirm all LIFT passengers against the electronic manifest via the MDC, along with PCA's and other approved companions
 - 14.2.2 Driver shall verify and collect the LIFT fare i.e. ticket or cash.
 - 14.2.3 Driver shall document the numbered tickets.
 - 14.2.4 Driver shall document the amount of cash fares collected.
 - 14.2.5 In cases where a passenger has cognitive disabilities which do not permit them to hand the fare to the driver, the Caregiver or Attendant should fulfill these responsibilities.
- 14.3 From to time the City may offer free fare days or free fares for LIFT passengers. In the event the City approves LIFT free fares. the fare collection process will be modified as follows:
- 14.3.1 Driver shall confirm all LIFT passengers against the electronic manifest via the MDC, along with PCA's and other approved companions
 - 14.3.2 Document each rider authorized to ride without paying a fare.
 - 14.3.3 Report the number of free fare riders on the monthly invoice. The Contractor will not deduct the fares for City-approved free fare riders from the monthly invoice.

15.0 LICENSES AND PERMITS

- 15.1 All work performed by the Contractor must fully comply with all federal, state and local licensing and permit requirements. This includes all licenses and permits required to install, maintain and operate equipment within the facility, as well as the licensing of all personnel employed or hired by the Contractor to perform maintenance and repairs services under this Contract. The Contractor shall not be limited to the local, state and federal rules and regulations stated in this Scope of Services. The Contractor is fully responsible for all permit fees, penalties, fines, etc. in conjunction with the operation of this Contract.
- 15.2 The Contractor is responsible for all supplies, equipment, work and/or service associated with this Contract. The City assumes no liability for work plans approved by the City. Any and all violations of federal, state or local license or permit requirements caused by the Contractor or his personnel are the responsibility of the Contractor. The Contractor shall immediately advise the City's Risk Management Division by telephone of any violation notices received from Federal, State or Local agencies. A written report shall be submitted

within twenty-four (24) hours to the City's LIFT Contract Manager, the Contracting Officer, Safety Manager and the Director of Risk Management.

16.0 SAFETY PROGRAM

The Contractor shall assume full responsibility for ensuring the safety of passengers, Contractor's personnel and City provided vehicles and equipment. The Contractor shall develop, implement and maintain a formal safety management program. The safety management program shall include, but not be limited to, accident prevention, accident investigation, retraining guidelines and procedures, criteria for determining preventability of accidents, program for internal safety meetings to re-enforce safety importance and participation of the Contractor in safety related organizations. A copy of the Contractor's Safety Management Program shall be submitted for review to the City prior to the commencement of the Contract.

17.0 EMERGENCIES

- 17.1 The Contractor shall develop, implement, and maintain a program to respond to emergencies and other problems that may occur. Occurrences include, but are not limited to: passenger injuries, disturbances, or illness; vehicle failures, inclement weather and accidents; and emerging health threats or homeland security advisory alerts.
- 17.2 The Contractor shall inform its employees and its sub-contractors of emergency procedures to be adhered to in case of a fire, medical emergency, or any other life-threatening catastrophes.

18.0 POLICE and PUBLIC SAFETY

- 18.1 The City strives to provide a safe, secure and reliable transportation service to its passengers while minimizing vandalism and property destruction associated with the City's vehicles and facilities. To this end, it is the responsibility of the Contractor to support the City's efforts to provide transportation services in the most secure manner possible.
- 18.2 The City works closely in partnership with local, state and federal agencies to achieve and maintain a maximum system security. The Contractor shall cooperate with Police and/or Public Safety in all matters of security as requested by the City in response to local, state or national alerts, conditions or changes as dictated by "Homeland Security Advisory System" any other City received advisories. The Contractor shall coordinate with Police regarding security notifications and training procedures as changes occur based on changing security conditions. Police Officers respond to emergency as well as non-emergency transit related calls for service throughout the LIFT service area. The Contractor shall report all incidents and/or accidents regarding security and/or safety for personnel and vehicles.

19.0 CUSTOMER COMMENT / INCIDENT ADMINISTRATION

- 19.1 The Contractor shall be responsible for investigating all passenger/customer comments, including commendations or complaints. The Contractor shall be responsible for making changes in procedures, retraining of personnel and the reassignment of personnel necessary to correct any service issues. Incident reports shall be created by Transit Supervisors, Dispatchers or other management personnel and shall be processed the

same as passenger/customer complaints. A copy of each customer comment and/or incident report shall be kept in each driver's file.

- 19.2 The Contractor shall follow the City's complaint procedure to notify and encourage LIFT passengers to use the Sun Metro customer service line 915-212-3333 to submit all inquiries, requests for information and complaints regarding LIFT service. If a passenger declines or does not use the customer service line 915-212-3333 to submit an inquiry, request for information, or complaint but calls the Contractor directly, such inquiry, request for information or complaint shall be immediately logged into the software [Trapeze] using the City's procedures. The Contractor shall respond to all inquiries, requests for information or complaints via email or telephone within 48 hours from the time the inquiry, request, or complaint is logged in Trapeze. Failure to respond to such complaint or request within 48 hours (excluding weekends and holidays) or failure to document a received complaint in Trapeze shall be subject to a disincentive of \$100.00 per day, per occurrence.
- 19.3 The Contractor shall use the City's complaint system and procedures to record all pertinent information resulting from the investigation.
- 19.4 The Contractor shall follow the City's Lost and Found Procedures.

20.0 DATA COLLECTION AND REPORTING

- 20.1 Contractor shall collect all data required as part of the performance of this contract in the required format and by the required submittal deadlines. All such information given to the City will be certified by Contractor as being accurate. The City may require any forms to be signed and dated by Contractor's authorized representative.
- 20.2 The Contractor is required to maintain daily trip information showing point of pick-up and drop-off for each passenger, number of passengers, number of wheelchair passengers, classification of passengers (ADA-certified, personal care attendant, companion), total mileage for each trip, scheduled time of pick-up, actual time of pick-up, scheduled time of drop-off and actual drop-off time for each trip, and fare collected. All operational data for the paratransit system shall be in the Trapeze system, so that the Contractor can compile monthly summary reports, timeliness reports, and the monthly invoice.
- 20.3 The Contractor's responsibilities include the requirement that all operational and billing data is correctly extracted from the Trapeze Scheduling and Dispatch System.
- 20.4 Contractor shall identify the number of pick-ups outside the on-time performance window in the monthly report.
- 20.5 Contractor shall submit contractor's invoices and all supporting summary reports no later than the twentieth (20th) calendar day of the following month. Contractor shall maintain records to document all reports and make such records available to the City upon demand. All invoices with supporting data should be available to the City via an electronic format.
- 20.6 The Contractor shall maintain financial records in compliance with all Federal and State standards. Monthly financial reports required include at a minimum: reconciliation of fares collected, vehicle list with odometer readings, and trip service statistics.

- 20.7 The Contractor shall permit the City to have access to and the right to examine such books, documents or records as the City may see fit to enable the City to determine the Contractor's compliance with all standards, laws and regulations. Data items which the Contractor will be required to retain include, but are not limited to, the following:
- 20.7.1 Passenger's name.
 - 20.7.2 Passenger's trip origin (address).
 - 20.7.3 Passenger's trip destination (address).
 - 20.7.4 Odometer reading at origin and destination.
 - 20.7.5 Miles per passenger trip.
 - 20.7.6 Scheduled and actual pick-up and drop-off times.
 - 20.7.7 Fare collected for ADA-eligible and Companions.
 - 20.7.8 PCAs and Companions transported, if applicable.
 - 20.7.9 Telephone reports to include: calls answered per hour, calls abandoned per hour, ACD talk time (seconds) per call, queue/hold time, not ready time, down time, wait time, staff time, staffing level per hour.
 - 20.7.10 Percent of calls to the Call Center for any reason that are not answered in person within two (2) minutes.
 - 20.7.11 Daily cancellations, problems and no-show log.
 - 20.7.12 Customer complaints from all media including assessment of cause and action taken for resolution.
 - 20.7.13 Passenger incidents (injury to a passenger boarding, alighting or on vehicle; failure to properly secure a mobility device; or other incident involving a passenger that may interrupt service).
 - 20.7.14 Other data the City's LIFT Contract Manager may request the Contractor to retain.
- 20.8 The Contractor shall submit a monthly LIFT Compliance Report on the operational status of the paratransit system, identifying any problems, along with suggested solutions. The monthly report should include data for key performance indicators. Contractor will submit the monthly report on operational performance, maintenance performance, and safety to the City's LIFT Contract Manager. The list below includes the minimum data requirements of the monthly report of the Contractor.
- 20.8.1 Operational Data:
 - 20.8.1.1 Vehicle revenue hours.
 - 20.8.1.2 Total vehicle hours.

- 20.8.1.3 Billable ADA-eligible passenger trips performed (post data entry audit).
- 20.8.1.4 Vehicle revenue miles and vehicle service miles.
- 20.8.1.5 Total vehicle miles.
- 20.8.1.6 Trips completed/missed ratio.
- 20.8.1.7 Scheduled fares vs. actual fares.
- 20.8.1.8 Late and missed trips.
- 20.8.1.9 On-time performance percent.
- 20.8.1.10 Percent of trips that the ride time is equal to or less than an equivalent trip on fixed route.
- 20.8.1.11 Drug and alcohol testing results for all safety-sensitive employees.
- 20.8.1.12 Last twelve (12) months vehicle driver turnover rate-by month.
- 20.8.1.13 Certified driver list.
- 20.8.1.14 Number and date of new applicants for ADA eligibility, processed applications, in-person assessments, eligible certifications (full certification, conditional certification), denial of eligibility and appeal of eligibility.
- 20.8.1.15 Other data the City's LIFT Contract Manager may request to track continuous improvement in performance.
- 20.8.2 Maintenance Data:
 - 20.8.2.1 Preventive Maintenance Inspection and major repair work.
 - 20.8.2.2 Vehicle down time.
 - 20.8.2.3 Warranty activity on revenue vehicles, equipment, and other property owned by the City.
 - 20.8.2.4 Fleet availability.
 - 20.8.2.5 Fluids consumption for all revenue vehicles (excluding fuel).
 - 20.8.2.6 Fuel consumption for all revenue vehicles (by vehicle).
 - 20.8.2.7 Air conditioning maintenance (by vehicle).
 - 20.8.2.8 Lift maintenance.
 - 20.8.2.9 Service miles traveled by all revenue vehicles.

- 20.8.2.10 Number of collisions (preventable and non-preventable).
- 20.8.2.11 Percent of preventive maintenance inspections (PMI) conducted on time (within +/-250 miles of the required PMI inspection mileage).
- 20.8.2.12 Number of PMI's.
- 20.8.2.13 Number of road calls (maintenance and non-maintenance).
- 20.8.2.14 Service miles between road calls.
- 20.8.2.15 Number of wheelchair lift services performed.
- 20.8.2.16 Other data the City's LIFT Contract Manager may request to track continuous improvement in performance.
- 20.8.3 The Contractor shall collect National Transit Database (NTD) data. NTD requirements entail a high level of financial and operational data collection. Contractor shall coordinate with the City's LIFT Contract Manager and provide required data monthly to the City, which is responsible for preparation and submission of the City's NTD report. All source documents shall be maintained for three (3) years following final payment and may be audited by the FTA at any time within this period.
- 20.8.4 Contractor shall be required to support City as needed in any Federal Transit Administration Triennial Reviews which occur during the term of this Contract, including any extensions thereof. Contractor's support shall include, but is not limited to, the following: collection of data, preparation of reports, participation in interviews and on-site data reviews, and investigation and preparation of responses to Review findings.
- 20.9 These reports are in addition to and/or further clarifies the reports included above:
 - 20.9.1 Quarterly Employee Engagement Report – this report will address:
 - 20.9.1.1 Hiring Forecast Status: vacant positions, phase of recruitment and deployment, and impact on service.
 - 20.9.1.2 Report the impacts of 20.9.1.1 on over time.
 - 20.9.1.3 Employee Training/Career Development for Non-City LIFT Employees:
 - Comprehensive plan for every employee at Sun Metro LIFT to provide Professional Development based on the position they hold and their career path and current business model.
 - Identify the level of corporate engagement and support in the development of the staff assigned to this contract.

- 20.9.1.4 Employee Retention for Non-City Employees – Identify the strategy for employee retention and succession planning for employees assigned to this contract.
- 20.9.2 Quarterly Integration Plan for Emergent Technology into Operations – This report will include emerging technology and a business case identifying the return on investment (ROI) and efficiencies if implemented.
- 20.9.3 Quarterly Operations Report – This report will include but not be limited to financial analysis, identification and implementation of service efficiencies and reports for passenger trips performed.
- 20.9.4 Annual Budget Report – This report will include a capital investment plan for City’s review. The report will identify the causes and effects associated with any variation in the budget, operation or capital requirements.
- 20.9.5 Annual Capital Forecast – This report will include a detailed forecast for capital assets, the financial impact on recommended implementation.
- 20.9.6 Annual Operations Comprehensive Plan – This report will include an analysis on efficiencies, deficiencies and events or circumstances which impact any or all of the operational performance measures.
- 20.9.7 Financial Oversight for New Projects – The Contractor shall provide a written detailed comprehensive financial analysis on a case by case basis for all new or recommended projects or initiatives recommended by the City.
- 20.9.8 Dashboard Reports – The Contractor will recommend key performance data (see 20.8) and/or other performance measures to be included in a “dash board” reporting platform. The Contractor shall be responsible for developing the dash board and providing the dash board as part of the monthly LIFT Compliance Report.

21.0 CITY OF EL PASO PROPERTY

- 21.1 The Contractor shall be fully responsible for all City provided, furnished inventory, property, equipment and shall abide by the City’s “Property Services Guidelines” during the term of this Contract. Custodianship of these assets shall be transferred to the Contractor at the beginning of the Contract. Ownership shall remain with the City. The Contractor shall appoint a property custodian and a backup custodian responsible for all City provided inventory/property. The Contractor shall assist City personnel during physical inventory of property. The Contractor shall follow the City’s “Property Services Guidelines” regarding asset receipts, transfers, disposal and losses.
- 21.2 The LIFT Facility shall be properly maintained conducting regular inspection schedules and preventive maintenance. Attachment B-17 LIFT Facility Equipment Maintenance Schedule is provided as for guidance in developing inspection schedules and maintenance expectations.
- 21.3 The Contractor shall verbally report all damages on all City provided, furnished inventory, property, equipment to the City’s LIFT Contract Manager and Contracting Officer at the

time they occur, followed by a written report within twenty-four (24) hours of each and every occurrence. The report shall contain a full explanation of all the facts surrounding the damage(s). The Contractor shall be responsible for repairs and maintenance and as required cost replacement regardless of value for any and all City furnished inventory/property/equipment for reasons of neglect or abuse. The City's LIFT Contract Manager, in conjunction with other City staff members, will review all damage(s) and make a determination as to the cost and responsibility for repairs. All damages determined by the City to be the responsibility of the Contractor shall be repaired at the expense of the Contractor

- 21.4 Unless otherwise specified herein, the Contractor shall provide all tools, repair parts, supplies and equipment necessary to perform all work under this Contract.
- 21.5 At the end of the Contract, whether by normal Conclusion and/or Termination, the Contractor shall transfer ownership (free and clear) to the City of the property/inventory/equipment listed in this Contract.
- 21.6 The City provides all necessary furniture for normal operations Contractor must maintain all City-provided furniture in good condition and must replace when necessary. The same or equivalent furniture pieces must be returned to the City at the end of the contract in good condition.

22.0 LIFT PARATRANSIT FACILITY

- 22.1 City will provide the Contractor with a paratransit operations and vehicle maintenance facility located at 5081 Fred Wilson, El Paso, TX 79906, including onsite workspaces, and total access to the Facility that includes administration, maintenance and fueling areas.
 - 22.1.1 Contractor may not modify the buildings or make alterations or changes to the function of any space without the prior written approval of City. The cost of such modifications is the responsibility of the Contractor.
 - 22.1.2 Contractor shall perform all facility maintenance except for major repairs that exceed \$6,000. All such replacements must be approved by City. If a replacement unit is better suited and reduces ongoing maintenance, then the City reserves the right to require the Contractor to exceed the \$6,000 limit. The Contractor may not cumulate repairs to create a requirement that exceeds \$6,000.
 - 22.1.3 Contractor is responsible to provide and pay for water, sewer and electrical utilities. Contractor shall maintain all systems to insure safe and efficient use. During service outages, Contractor shall meet emergency needs to provide continued services.
 - 22.1.4 City provides the facility with some large capital equipment required to maintain vehicles. Equipment provided by City shall be maintained by Contractor per the OEM specifications.
- 22.2 City is responsible for maintenance of the fuel delivery system, including pumps, dispensers, valves, piping monitors and fuel management. City will maintain the fuel management software and back end systems.

22.3 Contractor shall provide 24 (twenty-four) hour building maintenance services for the City facility.

22.4 Building and Equipment Maintenance

22.4.1 Contractor shall be responsible for the ongoing routine and preventive maintenance of the facility buildings and equipment, including HVAC systems. Contractor shall be responsible for the building maintenance of the Vehicle Maintenance and Administration building, Service Island building, revenue vehicle parking lot, employee parking lot, gates, fencing, yard lights, emergency generator, all structures, equipment and machines, and all regulatory, environmental and waste streams. Contractor shall be responsible for the entire site, except where otherwise identified in the Scope of Services. The Contractor shall provide a Facility Maintenance Plan for City approval no later than 60 days after NTP. The Facility Maintenance Plan shall be updated annually.

22.4.2 City has provided existing major shop equipment such as bus lifts, portable bus lifts, jack stands, special tools, portable fans, specialized test equipment, A/C servicing machines, etc. See Attachment B-18 LIFT Facility Major Tools and Equipment List. City will be responsible for any catastrophic failure of major systems and large equipment that exceeds the dollar limits as established and that is not the result of Contractor's actions, abuse, misuse, neglect, or negligence. Any additional equipment Contractor deems necessary to fulfill its contractual obligations is the sole responsibility of the Contractor. City must approve additional equipment prior to acquisition and installation.

22.4.3 Contractor is responsible for the preventive maintenance on all the building systems and the shop and garage equipment. City will identify the preventive maintenance inspections required for the facility, including HVAC systems. Contractor shall have full responsibility for the maintenance, proper use, and handling of shop, major shop equipment, air handling equipment, bus lifts, heaters, water piping, bus wash, air compressors, oil and grease delivery systems, or any such equipment. It is expected that this type of equipment will last throughout the term of this Contract with proper care and maintenance by Contractor. It is the Contractor's responsibility to provide for the care and maintenance of all such equipment, including special tools.

22.4.4 In cases of catastrophic failure of major systems or equipment that is not the result of abuse, misuse, or neglect on the part of the Contractor, City will address the situation as a capital project at City's expense. It is the expectation of City that the Contractor continue with the routine and preventive maintenance program for the equipment and facility. The Contractor shall assist with coordinating activities to address the solution. Examples of items that would be outside the scope if the dollar limits exceed the Contractors amount, (if not caused by Contractor): underground storage tanks, separators, piping, roofs, foundations, concrete, portable bus lifts, and electrical wiring up to the breaker panels.

22.4.5 Ad hoc work required by City is within the scope of routine and preventive maintenance performed by the Contractor.

- 22.4.6 The LIFT facility is equipped with 21 interior and exterior SRX Pro security cameras to monitor activities throughout the facility. The City provides the Digital Video Recorder (DVR) and monitor with associated cameras; the Contractor is responsible for the maintenance and repair of all security camera equipment. The Contractor has access to digital recorded video via a vendor-provided application (I3-DVR); no special computer hardware is required.
- 22.5 Contractor understands that equipment is in various stages of life cycles, and that replacement of some tools and equipment is considered normal. Contractor shall return like inventory and shop equipment at the end of Contract in a good, usable condition. Contractor is responsible for any equipment or tool repair/replacement unless the repair cost is more than 50% of the replacement cost and its value is over \$6,000. This does not apply to any abuse, neglect or lack of preventive maintenance and shall be subject to review by City staff. City will decide when equipment or tools shall be replaced unless the item will restrict Contractor's abilities to provide paratransit services. City reserves the right to change brands, types of equipment/ tools and shall purchase the replacements.
- 22.6 City will be responsible for replacement of major systems such as roofs, asphalt and concrete repairs, and major underground storage tank repairs. City is responsible for the maintenance and repairs of the fuel dispensing island. A City third-party contractor is responsible for the maintenance and repair for the CNG compression facility.
- 22.7 Clean Work Areas: Contractor is responsible for maintaining the cleanliness of all common areas, offices, restrooms, and maintenance work areas (maintenance shop and Service Island). City will inspect and evaluate all work areas and shall provide corrective action requests if Contractor fails to maintain cleanliness of all common areas, offices, restrooms, and maintenance work areas. If, following a corrective action request, Contractor does not correct the issue within forty-eight (48) hours, a \$100 disincentive per day shall be assessed until the Contractor corrects and addresses the issue to the satisfaction of City.
- 22.8 Transit Asset Management System.
- 22.8.1 City will provide training on its Transit Asset Management System and Contractor shall be required to use the system to manage routine and preventive maintenance programs. Preventive Maintenance Inspections are required for facility systems and equipment.
- 22.8.2 City will perform random inspections and if it is determined that corrective action is necessary, a corrective action request shall be generated by City, or City will instruct the Contractor to enter a corrective action request.
- 22.8.3 Contractor shall review, fully complete, and close all preventive maintenance work within fourteen (14) calendar days.
- 22.8.4 Preventive maintenance work that relates to critical regulatory or environmental matters that affect the daily operations of the facility shall be addressed by Contractor per the priority ratings, but not later than fourteen (14) days after the date provided in the Asset Management System
- 22.9 Equipment and tools are subject to inspection and audit at any time by City. If Contractor fails to maintain equipment and tool(s), City will place the unmaintained equipment and

tool(s) out of service, and Contractor shall perform all necessary repairs. Such action shall not relieve the Contractor of their obligation to perform services under the Contract. Equipment that requires replacement due to Contractor's failure to maintain shall be replaced by Contractor at Contractor's expense with equipment of equal quality and of a type approved by City.

- 22.10 Contractor shall manage all waste streams and follow all applicable City, State, and Federal environmental laws. All records, inspections, manifests shall be made available for review. City will help maintain some site permits and shall provide copies to Contractor, however any permits or inspections not on file with City and that are necessary for the work shall be secured by Contractor. A biannual update is required, and the Contractor shall be responsible to update and submit a regulatory and environmental compliance record.
- 22.11 Contractor shall maintain all protective fire systems. City will provide fire panel annual inspections under a separate contract, Contractor shall provide access. Contractor shall maintain fire risers and annual inspections. If such inspections require repairs or changes, Contractor shall obtain written approval from City before performing the repairs. Contractors shall maintain all fire extinguishers, annual inspections and have all routine maintenance provided (re- charging, testing etc.). This will also include all backflow devices listed with City of El Paso, fire hydrant annual testing or other devices as required by city code, state code or federal codes. Fire suppression systems shall be inspected annually per regulations if applicable.
- 22.12 Contractor shall make every effort to reduce waste, recycle waste, and reduce carbon foot print before disposal. Waste sludge shall be treated using approved biological treatment, tested after treatment before disposal, sludge water shall be treated until it does not show any oil sheen, tested and disposed to sanitary sewer in accordance with local laws. Sludge once tested shall be approved by the landfill, manifested and copies of all documents shall be provided to City in the biannual report. City reserves the right to approve the process used by the Contractor.
- 22.13 Contractor shall provide good housekeeping to all areas and parking lots. Oil spots shall be spot treated and cleaned following local laws. All areas shall be kept clean of any trash and all drums, containers etc. shall be maintained in orderly fashion.
- 22.14 All lighting shall be maintained by Contractor including, but not limited to, shop lights, parking lot lighting, exit signs. Replacement parts shall be kept on hand to avoid long down times.
- 22.15 Contractor shall maintain all grease traps, if applicable, and have them serviced every ninety (90) calendar days. All drain line connected to a grease trap shall be cleaned every four months. Contractor shall clean kitchen hood on an annual basis or as regulations require. Copies of service shall be kept and reported in the biannual reports to City Building Maintenance QA.
- 22.16 City will provide yard re-striping every three years, or as needed. If Contractor wishes to change any striping they must obtain advance approval from City and provide the agreed upon changes at no cost to City. Contractor shall keep any compliance striping in approved condition (fire lanes, barriers, walkways etc.), and make any repairs to provide safe and visible stripes.

- 22.17 Contractor shall maintain all fences, gates, motor controllers, barricades, and storm water drain inlets. Contractor shall maintain spill stations as required for sound environmental safety, following all compliance requirements for employees and buildings. A "spill station" is defined as a central location allowing easy access for emergency cleanup.
- 22.18 Contractor shall maintain all exiting signage and replace when needed due to wear or damage. The Contractor shall create name plates and room numbers.
- 22.19 Deleted
- 22.20 City will provide the Contractor with the tools and equipment listed in Attachment B-18 LIFT Facility Major Tools and Equipment List.
- 22.21 Contractor shall provide security for the LIFT Paratransit Facility
- 22.21.1 Contractor shall provide armed, uniformed security services in and around the Sun Metro LIFT facility on a 24 hour-a-day, 7 day-a-week basis. Security personnel with transportation services experience preferred. Security personnel shall have the necessary training to provide a variety of security services including but not limited to:
- Entry and egress access control; ensure only authorized personnel have access to the Sun Metro LIFT facility
 - Patrols of interior and exterior building areas or parking lots and structures
 - Monitor and respond to alarms and fire detection systems
 - Respond to medical emergencies and active shooter/terrorism activities
 - Use of non-violent crisis intervention techniques to address disruptive, offensive or inappropriate behavior
 - Expel unruly persons or detain more serious offenders for proper authorities
- 22.21.2 All Security Officers shall be licensed by the State of Texas in accordance with the Board Rules of the Texas Department of Public Safety Private Security Board.
- 22.21.3 The Sun Metro LIFT facility is equipped with a centralized security system that allows electronically-controlled access via a proximity card.
- The Contractor is responsible for the proper and timely maintenance of all the facility access control and communication systems
 - Three M2N2 Hirsch/Identity Access Control Panels
 - Main entrance ADA automatic push-button door
 - Airphone intercom system to communicate with visitors in the lobby

- The City provides configured, active proximity cards for all Contractor employees at no charge. In the event a card needs to be replaced for any reason, there's a \$25.00 replacement fee.

MOBILIZATION STARTUP AND PLAN

22.22 Contractor shall provide an implementation/mobilization schedule necessary to perform the services including all the key elements and resources necessary to guarantee uninterrupted services on December 1, 2019.

22.22.1 During mobilization, City will make available to the Contractor two (2) vehicles for training during the weekday, and up to five (5) vehicles during the weekend for training purposes. During this period, City will be responsible for servicing and maintenance of these vehicles. The Contractor shall be responsible for any damage and abuse arising out of the Contractor's training activities.

22.22.2 The incoming paratransit Contractor shall work with City and the outgoing Contractor to ensure a well-coordinated transition from existing services. The incoming Contractor shall provide paratransit passengers a seamless transition that aims to provide those passengers with high-quality and uninterrupted service throughout this process.

22.23 Contractor shall have adequate staff onsite before the startup of the Contract. The Contractor shall also maintain adequate staffing levels up through the transition.

22.24 Contractor mobilization plan shall detail the communication with incumbent employees and timelines for application, interview, training, etc. Should employees being transferred be required to undergo training, Contractor shall work with the existing Contractor as to agreeable dates/times employees may be allowed to attend training session(s).

23.0 TRANSITION COOPERATION, CONTINUITY OF SERVICES

23.1 The Contractor recognizes that the services under this Contract are vital to the City and must be continued without interruption and that upon Contract expiration, a successor, either the City or another Contractor, will continue them. The Contractor agrees to exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor.

23.2 Should the successor provider be an individual, firm, or entity other than the Contractor, the Contractor shall cooperate fully with the successor provider in order to facilitate a smooth and seamless transition. Such cooperation shall include, but is not limited to:

23.2.1 Share and permit the copying of all records necessary or convenient for the successor provider to undertake the service. Such records shall include, but are not limited to, maintenance records, inventory records, supplier contracts, and support agreements.

23.2.2 If original records are necessary for the successor provider to properly perform its legal obligations, originals shall be provided to the successor and Contractor shall keep copies.

23.2.3 Share and permit the copying of all pertinent personnel records.

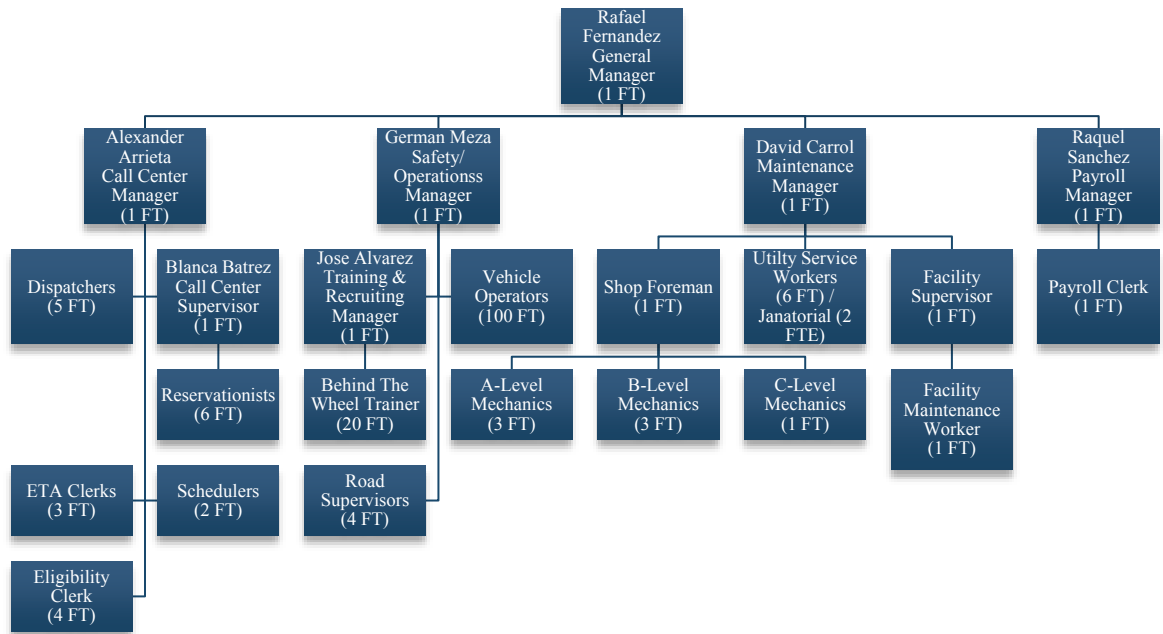
- 23.2.4 The Contractor shall make available necessary personnel records and allow the successor to conduct onsite interviews and/or testing with these employees. If selected employees are agreeable to the changes, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.
 - 23.2.5 Should employees being transferred be required to undergo training the Contractor shall work with the successor as to agreeable dates/times employees may be allowed to attend training session(s).
 - 23.2.6 Execute such documents as may be necessary to transfer of all necessary contracts, goods, services, and utilities.
 - 23.2.7 Exercise contract provisions for contract assignments to the City or a successor, as needed
 - 23.2.8 Not sell, transfer, convey, or encumber the assets of City or any of the assts to be transferred to the successor provider.
 - 23.2.9 Maintain inventory levels necessary for the successor provider to continue to perform the services.
 - 23.2.10 As the City may direct, surrender to the successor provider, or to the City, all City-owned real, personal, and/or intellectual property.
 - 23.2.11 Inventory all property purchased or leased with City funds and all property in which City has an ownership or interest. Include and description of the property and its location in sufficient detail to permit easy identification.
- 23.3 Until the date that the successor provider assumes its position as the service provider, Contractor shall fully and conscientiously perform its obligations hereunder in a professional and workman like manner.

24.0 CONTRACT TERMINATION OR CONCLUSION

- 24.1 At the end of the Contract, the Contractor shall work with the incumbent Contractor, the City and/or a third-party Contractor for an efficient and non-distributive transition of all services, including but not limited to administration, personnel, subcontractors, vehicles, supplies and equipment. The outgoing Contractor shall behave in a professional and courteous manner throughout the transition period. The outgoing Contractor shall cooperate and make any and all 1) City furnished inventory/property/equipment available for inspection and reasonable sales negotiations and 2) work up to the last pull-in on the date of the Contract conclusion or termination.
- 24.2 The outgoing Contractor shall risk loss of any performance payment(s) due for the last performance period for any act(s) of lack of cooperation, neglect, vandalism or recklessness as well as be assessed any cost incurred by the City or the incoming Contractor for returning any City owned-furnished property or assets back to the original working condition including repairs and replacement. The assessments of these charges lie solely with the City.
- 24.3 The City may conduct an audit at the commencement, conclusion, or at any time during the contract term to ensure the Contractor abides by the terms of its Contract with the City.



Management of Fixed-Route Transit Services and Contracted Service for LIFT Paratransit



ATTACHMENTS for EXHIBIT B

Attachment B-1 REVISED City of El Paso Furnished LIFT Revenue Vehicle Inventory and General Specifications

Attachment B-2 City of El Paso Furnished LIFT Facility Specifications and Site Plan at 5081 Fred Wilson, El Paso

Attachment B-3 REVISED City of El Paso Furnished Telephone and Scheduling IT Systems

Attachment B-4 Sun Metro LIFT Rider's Guide

Attachment B-5 Projected LIFT ADA-Eligible Passenger Trips

Attachment B-6 Historical Performance Measures

Attachment B-7 Contractor Key Personnel Minimum Qualifications

Attachment B-8 ADA Eligibility Certification Policies and Procedures

Attachment B-9 Sun Metro Substance Abuse Policy Revised 4-01-18

Attachment B-10 LIFT Operator, Supervisor, and Maintenance Uniform Requirements

Attachment B-11 REVISED² Contractor Furnished Transit Supervisor Vehicle Specifications

Attachment B-12 Sun Metro Vehicle Markings and Paint Schematic

Attachment B-13 Maintenance Manager, Technician and Fueler Certification Requirements

Attachment B-14 LIFT Vehicle Inspection Form

Attachment B-15 LIFT Vehicle Preventive Maintenance Requirements

Attachment B-16 Fare Policy and Procedures

Attachment B-17 LIFT Facility Equipment Maintenance Schedule

Attachment B-18 LIFT Facility Major Tools and Equipment List

Attachment B-19 Call Center and Dispatch Call Volume

Attachment B-20 Sun Metro LIFT ADA-Eligibility Applicants

Attachment B-21 LIFT Contractor Invoices

Attachment B-22 LIFT Record of Monthly Payments to LIFT Contractor

Attachment B-23 LIFT Contract between the City of El Paso and MV Transportation

Attachment B-24 LIFT Farebox Revenue - Cash

Attachment B-25 LIFT Route Productivity Report

Attachment B-1 REVISED City of El Paso Furnished LIFT Revenue Vehicle Inventory

Sun Metro LIFT Revenue Vehicles As of Oct 2018

<u>Bus</u>	<u>Year</u>	<u>Make</u>	<u>Mileage</u>
2801	2012	Ford E450	297,606
2802	2012	Ford E450	336,060
2803	2012	Ford E450	311,107
2804	2012	Ford E450	315,385
2805	2012	Ford E450	316,778
2806	2012	Ford E450	297,795
2807	2012	Ford E450	298,461
2808	2012	Ford E450	318,836
2809	2012	Ford E450	281,021
2810	2012	Ford E450	317,620
2811	2012	Ford E450	308,179
2812	2012	Ford E450	324,136
2813	2012	Ford E450	325,774
2814	2012	Ford E450	310,108
2815	2012	Ford E450	317,362
2816	2012	Ford E450	293,857
2817	2012	Ford E450	327,604
2818	2012	Ford E450	319,172
2819	2012	Ford E450	261,832
2820	2012	Ford E450	295,819
2821	2012	Ford E450	309,389
2822	2012	Ford E450	270,921
2824	2012	Ford E450	270,173
2825	2012	Ford E450	295,107
2826	2012	Ford E450	317,363
2827	2012	Ford E450	266,020
2828	2012	Ford E450	233,902
2829	2012	Ford E450	267,009
2830	2012	Ford E450	277,208
2831	2012	Ford E450	291,231
2832	2012	Ford E450	277,424
2833	2012	Ford E450	300,224
2834	2012	Ford E450	314,906
2901	2014	Ford E450	227,077
2902	2014	Ford E450	250,530

2903	2014	Ford E450	218,295
2905	2014	Ford E450	234,578
2906	2014	Ford E450	247,259
2907	2014	Ford E450	261,300
2908	2014	Ford E450	242,400
2909	2014	Ford E450	273,768
2910	2014	Ford E450	267,508
2911	2014	Ford E450	236,134
2912	2014	Ford E450	244,001
2913	2014	Ford E450	270,160
2914	2014	Ford E450	238,526
2915	2014	Ford E450	256,061
2916	2014	Ford E450	270,317
2917	2014	Ford E450	227,761
2918	2014	Ford E450	231,870
2919	2014	Ford E450	231,322
2920	2014	Ford E450	260,387
2921	2014	Ford E450	221,212
2922	2014	Ford E450	224,854
2923	2014	Ford E450	237,057
2924	2014	Ford E450	242,657
2925	2014	Ford E450	242,874

14201	2014	Chevy 4500	171,740
14202	2014	Chevy 4500	177,033
14203	2014	Chevy 4500	157,493
14204	2014	Chevy 4500	167,546
14205	2014	Chevy 4500	163,083
14206	2014	Chevy 4500	177,217
14207	2014	Chevy 4500	174,676

2131	2012	MV1	84,365
2132	2012	MV1	120,984
2133	2012	MV1	97,915

15-passenger non lift-equipped vans

10	2010	Ford E350	282,839
11	2010	Ford E350	271,026

32 Count 2800 series

2012 Model Ford E450 Superior cutaways with an average of 300K miles

Fueled with Compressed Natural Gas (CNG)

Equipped with AMEREX Fire Suppression & Methane Detection system

Equipped with Dual HVAC (Thermo-King)

Equipped with three (3) sets of four (4) Q-Straint tie downs and three (3) lap belts

Equipped with Trapeze AVL system (specific model numbers and serial numbers disclosed after award)

Equipped with 3-4 REI interior cameras

One (1) manual fare box (Main) and two (2) vaults

Service Manuals and diagnostic equipment (specific diagnostic inventory disclosed after award)

Inventory of parts (specific items identified after award)

Equipped with Firestone leased tires on them

* Contractor needs to pay the run-out costs of the tires and then provide their own tires

24 Count 2900 Series

2014 Model Ford E450 Aerotech – 16 Passenger with an average of 250K miles

Fueled with Compressed Natural Gas

Equipped with AMEREX Fire Suppression & Methane Detection system

Equipped with Dual HVAC (Thermo-King)

Equipped with three (3) sets of four (4) Q-Straint tie downs and three (3) lap belts

Equipped with Trapeze AVL system (specific model numbers and serial numbers disclosed after award)

Equipped with 3-4 REI interior cameras

One (1) manual fare box (Main) and two (2) vaults

Service Manuals and diagnostic equipment (specific diagnostic inventory disclosed after award)

Inventory of parts (specific items identified after award)

Equipped with Firestone leased tires on them (6 count)

* Contractor needs to pay the run-out costs of the tires and then provide their own tires

3 Count 2012 Model MV-1 (CNG). Low floor purpose built paratransit vehicle (deluxe package)

Fueled with Compressed Natural Gas with an average of 100K miles

Equipped with AMEREX Fire Suppression & Methane Detection system

Equipped with one (1) set of four (4) Q-Straint tie downs and one (1) lap belt

Equipped with power ramp

Equipped with Trapeze AVL system (specific model numbers and serial numbers disclosed after award)

Equipped with 3-4 REI interior cameras

One (1) manual fare box (Main) and two (2) vaults

Service Manuals and diagnostic equipment (specific diagnostic inventory disclosed after award)

Inventory of parts (specific items identified after award)

Equipped with Firestone leased tires on them

* Contractor needs to pay the run-out costs of the tires and then provide their own tires

Procurement Descriptions Available Upon Request

7 Count ARBOC Chevy 4500

Average LTD Miles 183K

2014 ARBOC Spirit of Mobility 16 Passenger Chevy 4500 CNG

Fueled with Compressed Natural Gas (CNG)

Equipped with Dual HVAC (Thermo-King)

Equipped with AMEREX Fire Suppression & Methane Detection system

One Odyssey Farebox

Equipped with three (3) sets of four (4) Q-Straint tie downs and three (3) lap belts

Equipped with Trapeze AVL system (specific model numbers and serial numbers disclosed after award)

Equipped with 3-4 REI interior cameras

Inventory of parts (specific items identified after award)

Equipped with Firestone leased tires on them

* Contractor needs to pay the run-out costs of the tires and then provide their own tires

2 count 15-passenger Vans (non-lift equipped)

2010 Ford E-350 Super Duty XL Vans

Average LTD Miles 265K

Unleaded Gasoline Fueled

Triton 5.4L V-8 SOHC SMPI 16 valve engine

Dual HVAC (Ford)

Equipped with REI 3-4 interior cameras

Inventory of parts (specific items identified after award)

Equipped with Firestone leased tires on them

* Contractor needs to pay the run-out costs of the tires and then provide their own tires

Attachment B-1 Revised (continued) City of El Paso Furnished LIFT Revenue Vehicle Replacement Schedule

Project Fiscal Year	Project	Fleet #'s	Contract Awarded?	PO Issue Year	Year Budgeted	Estimated Vehicle In- Service Date	Total Units
2020	<u>REPLACEMENT LIFT SERVICE BUSES</u> Transitioning of a portion of the fleet to Van style units* for better maneuverability and economy. These vehicles will be seven (7) year life expectancy vehicles.	Replaces nineteen (19) of the (34 count) 2012 Aerotech [2800 Series Buses] - Replaces the three (3) 2012 MV-1 [2100 Series Vans] - Replaces the two (2) 2010 JARC [001 Series] vans TOTAL REPLACEMENTS 24	No	FY2019	FY2020	Calendar Year 2020	24
2020	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of Cut-Away style buses with like vehicles. These vehicles will be nine (9) year life expectancy vehicles.	Replaces eight (8) of the (34 count) 2012 Aerotech 2800 Series Buses. TOTAL RELACEMENTS 8	No	FY2019	FY2020	Calendar Year 2020	8
TOTAL							32

*Van-style Units: "Long Wheel-Base", "High-Top", CNG Ford Transit ramp equipped vans (KEB). Equipped with 3-4 REI interior cameras.

2021	<u>REPLACEMENT LIFT SERVICE BUSES</u> Transitioning of a portion of the fleet to Van style units for better maneuverability and economy. Seven (7) year life expectancy vehicle	Replaces the remaining seven (7) (34 count) 2012 Aerotech [2800 Series] Buses and replaces seventeen (17) of the (24 count) 2014 Glaval [2900 Series] Buses TOTAL REPLACEMENTS 24	No	FY2020	FY2021	Calendar Year 2021	24
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2021	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of Cut-Away style buses with like vehicles. Nine (9) year life expectancy vehicle	Replaces the remaining seven (7) (24 count) 2014 Glaval 2900 Series Buses and adds one (1) additional bus to bring the fleet size to 70 total.	No	FY2020	FY2021	Calendar Year 2021	8
TOTAL							32

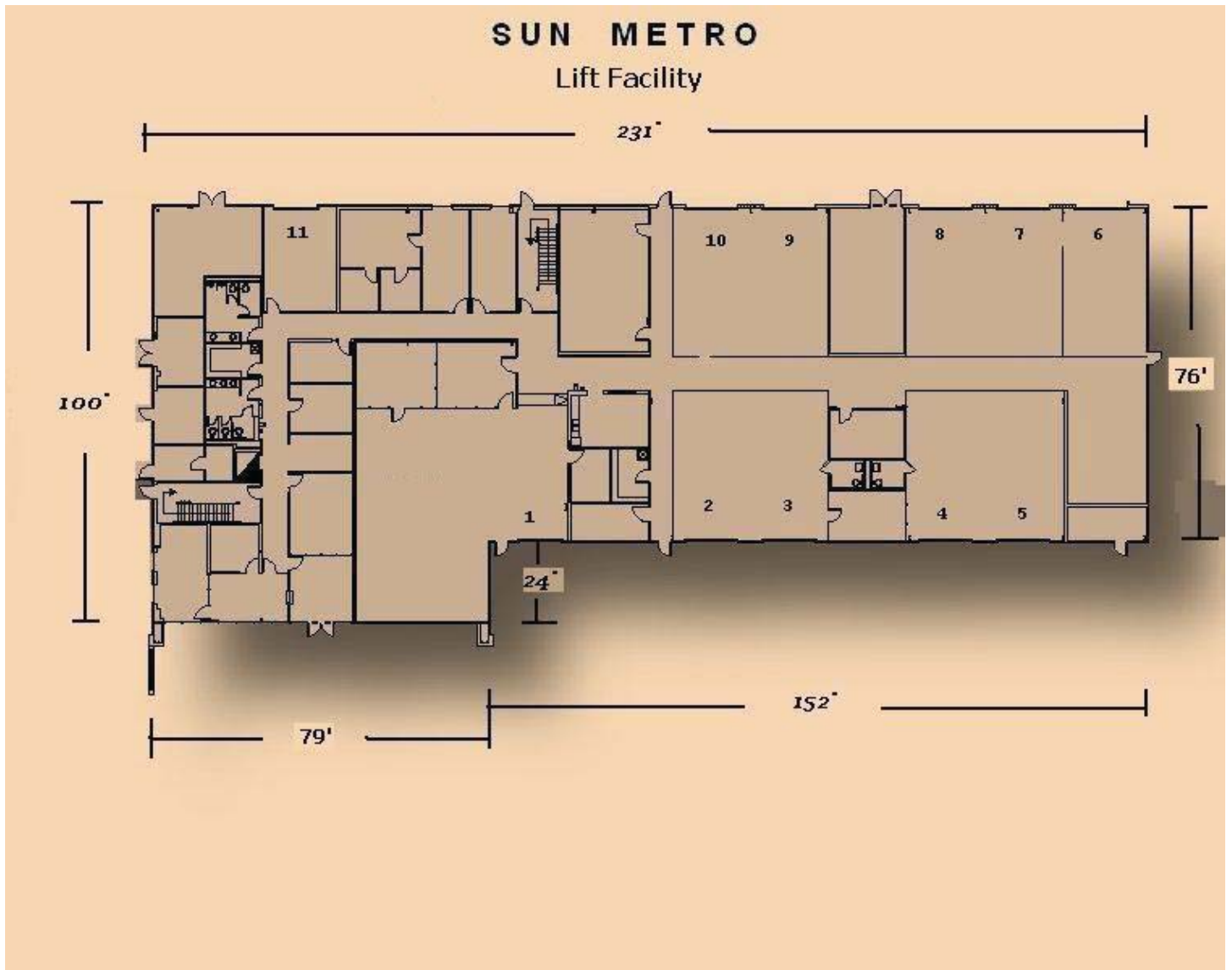
2024	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of Cut-Away style buses with like vehicles. These vehicles will be ten (10) year life expectancy vehicles.	Replaces the seven (7) 2014 ARBOC [14200 Series] Buses	No	FY2024	FY2025	Calendar Year 2025	7
TOTAL							7

2027	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of van type vehicles with like vehicles. These vehicles will be seven (7) year life expectancy vehicles.	Replacement for the twenty four (24) 2020 Model Year [2000 Series] Vans	No	FY2027	FY2028	Calendar Year 2028	24
2027	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of Cut-Away style buses with like vehicles. These vehicles will be nine (9) year life expectancy vehicles.	Replacement for the eight (8) 2020 Model Year [2000 Series] Vans	No	FY2027	FY2028	Calendar Year 2028	8
TOTAL							32

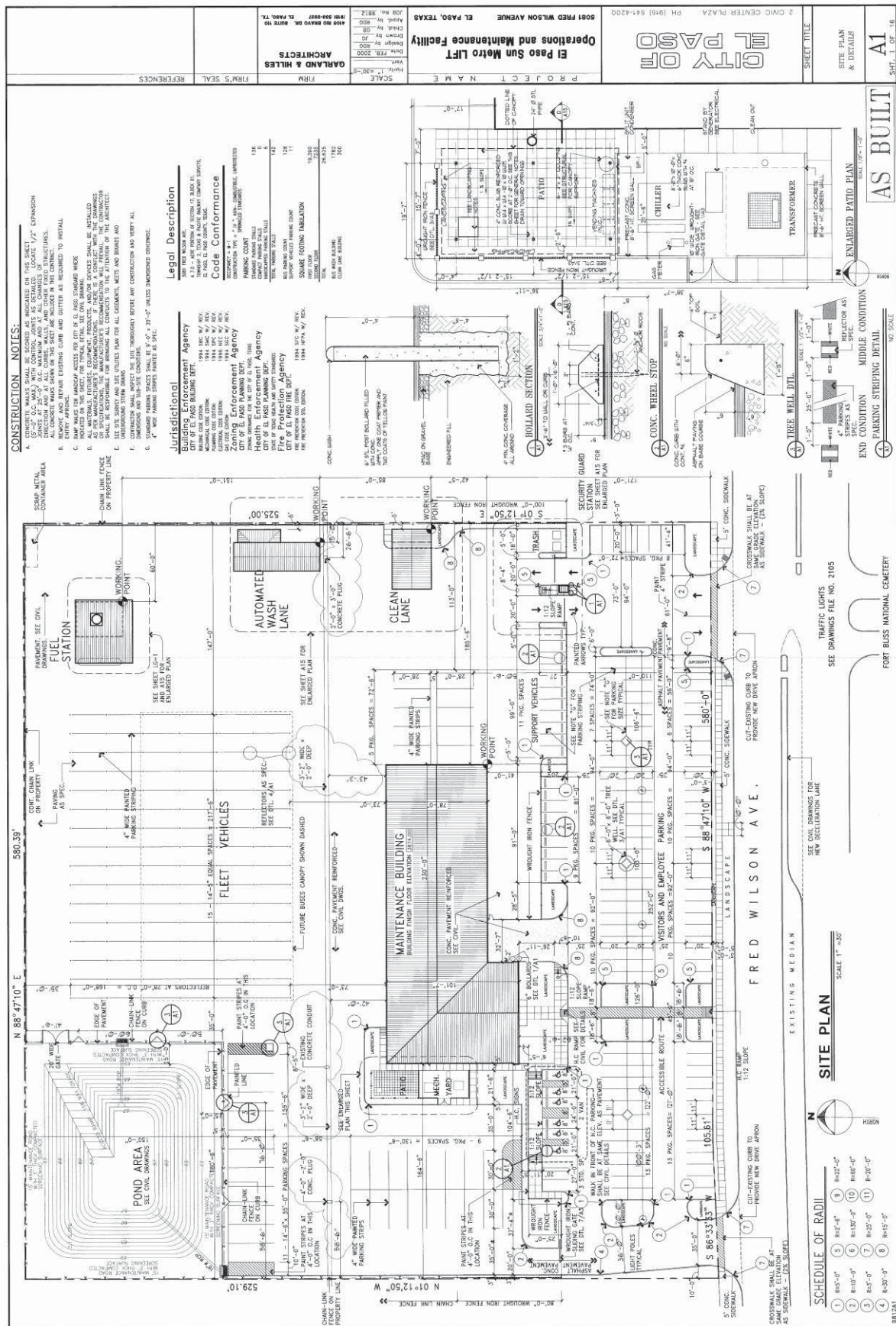
2028	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of van type behicles with like vehicles. These vehicles will be seven (7) year life expendency vehicles.	Replacement for the twenty four (24) 2021 Model Year [2100 Series] Vans	No	FY2028	FY2029	Calendar Year 2029	24
2028	<u>REPLACEMENT LIFT SERVICE BUSES</u> Replacement of Cut-Away style buses with like vehicles. These vehicles will be nine (9) year life expectancy vehicles.	Replacement for the eight (8) 2021 Model Year [2100 Series] Vans	No	FY2028	FY2029	Calendar Year 2029	8
TOTAL							32

**10 YEAR
TOTALS**

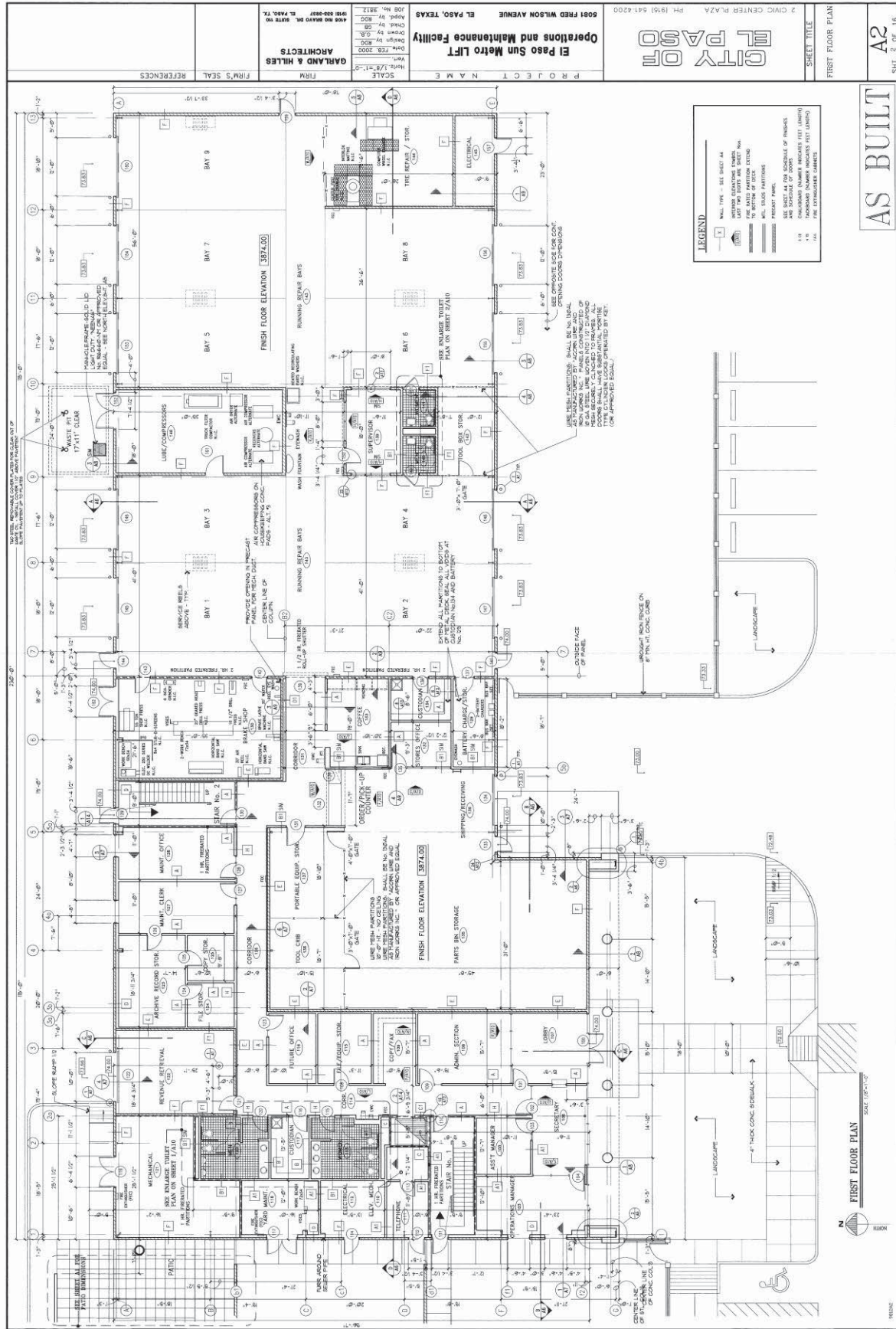
135



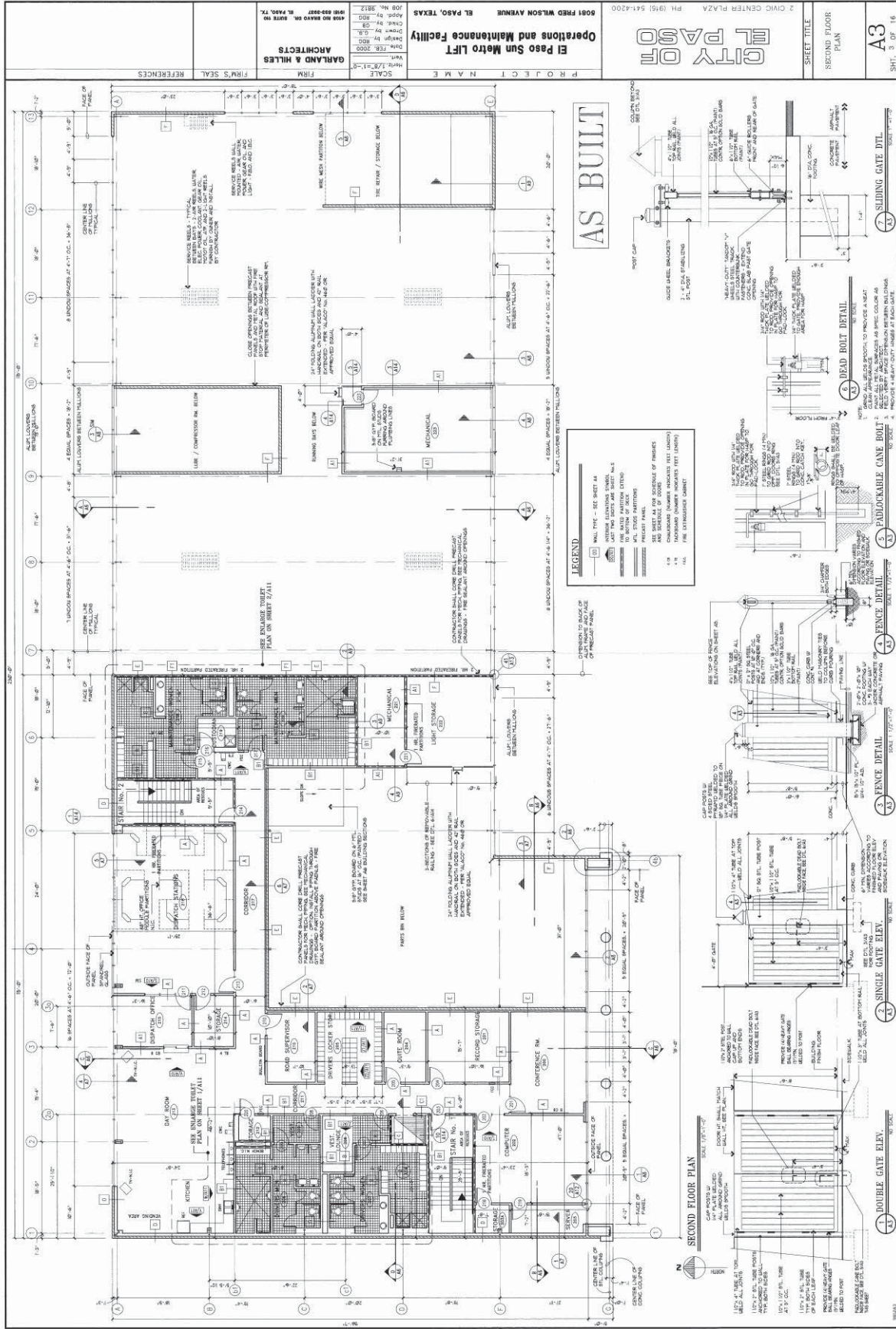
Site Plan 1



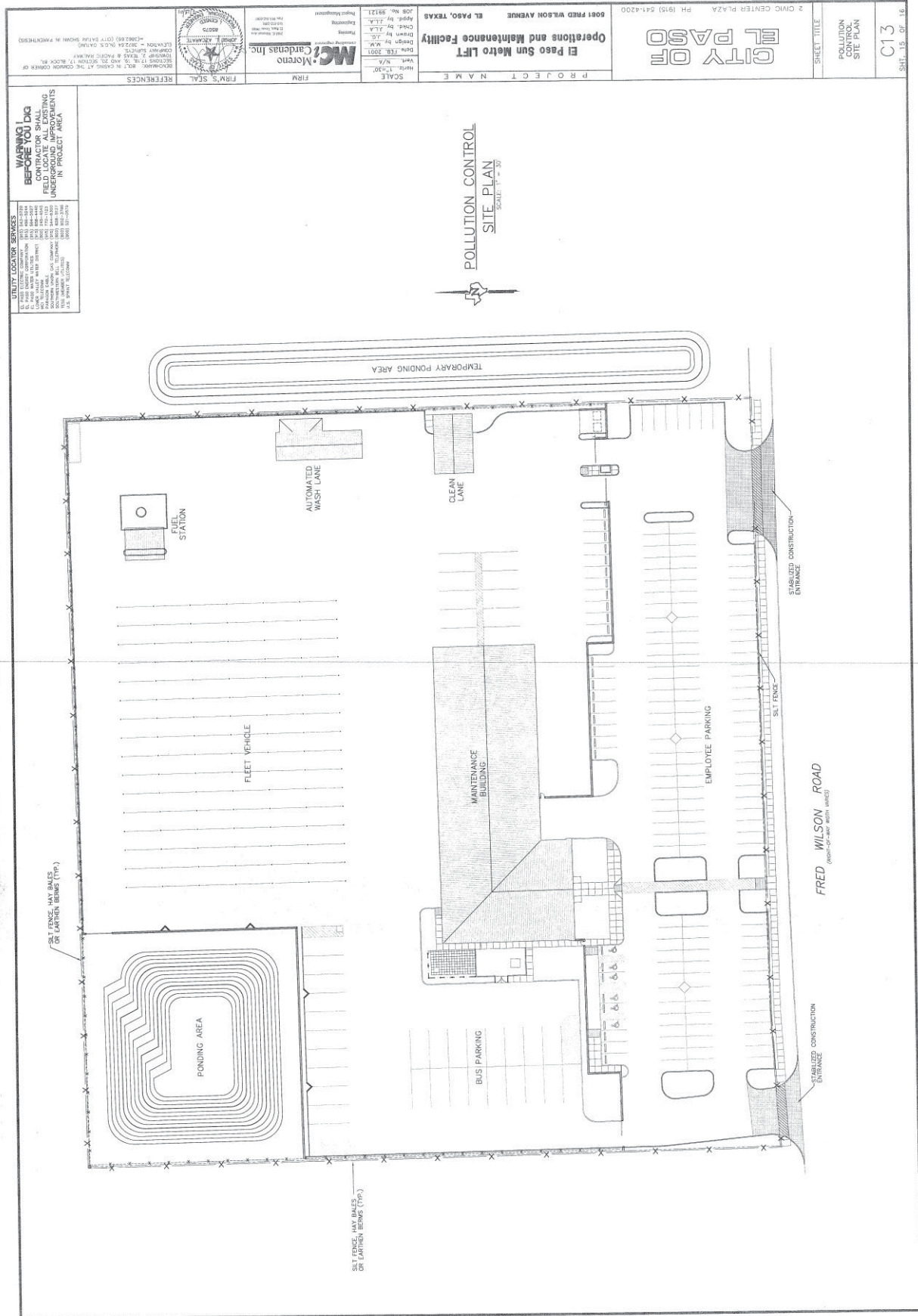
First Floor



Second Floor



Site Plan 2



Attachment B-3 Revised

City of El Paso Furnished Telephone and Scheduling IT Systems

Trapeze Scheduling Software

As of Nov 2018, Sun Metro LIFT uses Trapeze version 13 for its scheduling software. However, by mid 2019, Sun Metro will upgrade its Trapeze version to v18 or higher (if available).

The following modules are currently installed.

PASS

PASS CT

INFO-WEB/PASS WEB – Currently being used by many passengers to view/schedule/cancel trips online.

PASS-MON

PASS-IVR – Currently being utilized although many passengers are using now PASS WEB

PASS TRIP BROKER - not currently being used

INFO COM – to track complaints, inquiries and other incidents

Fleet Net – Maintenance software

MDT Mobile Ranger/Verizon Sim for AVL

- A total of 84 Trapeze Ranger Model 4.2 MDT's including spares; Five (5) are currently assigned to third-party Taxi provider to facilitate the tracking of their vehicles.
- All MDT's are connected to Verizon for cellular service with a monthly average service cost of \$1,500.00.

City-provided and City-maintained IT Equipment

Note: The following City-provided IT equipment is maintained, repaired and/or replaced as needed by the City: desktop computers in dispatch and the call center, dispatch Motorola radio system, network and scheduling Trapeze servers, IT server equipment including the UPS backup system, LIFT Passenger ID Printer, CISCO telephone system and the HVAC computer system.

- 3 Motorola Radio consoles in Dispatch Office to communicate with drivers
- 7 City-owned computers in Dispatch and Call Center connected to a City network.
 - New 2018 Dell Computers with Windows 10 and MS Office 2016
 - 3 computers in the Call Center

- 4 computers in Dispatch
- City of El Paso centralized Telephone system
 - Managed by the City of El Paso IT department
 - It consists of two call queuing 'call center' configurations:
 - Main "Where's my Ride" number or Dispatch via the 212-0100
 - Consists of several options for caller to choose from – see Rider's Guide for complete information
 - Callers are queued until a reservationist is available
 - Dispatch or "Where's my Ride" number – 212-0101. Also available through the main 212-0100 number.
 - Callers are queued until an available dispatcher is available
 - CISCO VOIP system connected to Sun Metro LIFT fiber optic network. These should be more than sufficient for the operation of the LIFT service; if additional phones or lines are needed, the City will provide.
 - 27 Cisco 7965 Phones
 - 2 Cisco 9971 (City and MV Manager's Office)
 - 1 Cisco 6901 in lobby
- 3 analogue lines (fax, elevator line and electrical room notification system line)
- IT room at Sun Metro LIFT containing several racks, servers and network switches and a UPS Backup System (EATON 9355) for the call center and dispatch computers. All computers connected to the City network come with the appropriate security and firewall protection and it's the responsibility of the City to maintain it.
- HVAC Computer System (desktop computer with access to the HVAC control system)
- LIFT Passenger ID "Evolis" Printer
 - Although the printer is city-provided and maintained, the Contractor is responsible for the toner and the ID cards
 - Approximately 3-4 cards are printed per week at the LIFT; passengers can go to one of several Sun Metro facilities to get their LIFT passenger card (which allows them to ride fixed route for free) including the LIFT facility.

Sun Metro LIFT Telephone Roster

Call Center and Dispatch

Dispatch	212-0101
Main Line	212-0100
Reservationists	212-0100
Passenger Trip Cancellations	212-3002
Scheduling Dept	212-0100

Sun Metro LIFT Administration

City Contract Compliance Mgr	212-3005
------------------------------	----------

Sun Metro LIFT GM	212-3006
Sun Metro LIFT Safety Manager	212-3010
	212-
Sun Metro LIFT Supervisor	3003/3025
Sun Metro LIFT Eligibility	212-3004
Sun Metro LIFT Maint Mgr	212-3011
Sun Metro LIFT Call Center Mgr	212-3007
Sun Metro LIFT Address - 5081 Fred Wilson	
79906	
FAX	212-0102

Other Numbers

Sun Metro Main Number	212-3015
Sun Metro Complaint Line	212-3333
City of El Paso	212-0000

Additional Software or Equipment by Contractor

City-provided computers in Dispatch and Call Center are meant to assist in providing the minimum resources needed in the event the Contractor's own network and computer system goes down. The Contractor needs to be prepared to provide any additional computer and network system resources required to meet all contractual terms, included but not limited to:

- Additional computers for call center reservationists or dispatchers; these Contractor-provided computers may either be connected to the City network or to the Contractor network. The Contractor must provide all necessary security, firewall and related software/hardware components for its own network. Connecting contractor computers to the City network may facilitate and provide better access to the City's Trapeze scheduling system.
- Additional analogue telephone lines or internet service for the Contractor.
- Computer and network systems for all supervisory, management and administrative staff.
- Motorola Voice Radios or Cell Phones to communicate with drivers and supervisors whenever base communications fail.
- Additional Software and equipment tools to increase operational efficiency in maintenance, dispatch and the call center.
- Additional camera or safety-related equipment on buses. (i.e. DriveCam)

Note: The City must approve all software, hardware and third-party tools or equipment installed by Contractor.

Attachment B-4

Sun Metro LIFT Rider's Guide



LIFT RIDER'S GUIDE

Living Independently Facilitated by Transportation
Transportation for Persons with Disabilities



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ABOUT THE AMERICAN'S WITH DISABILITIES ACT

The Americans with Disabilities Act is a civil rights law that requires public transportation be available to people with disabilities.

ADA allows you to...

- Ride the bus seated in your own mobility aide(s)
- Travel with or without a personal care attendant
- Use a lift if you cannot use the steps of the bus
- Get on and off a bus at any regular stop where a lift can be safely used

To learn more about the ADA and accessible public transportation contact:

Easter Seals Project ACTION

1 (800) 659-6428

1 (202) 347-7385 (TTY)

www.projectaction.org

WHAT IS THE LIFT?

Sun Metro and the City of El Paso began offering the LIFT (Living Independently Facilitated by Transportation) to the El Paso community in 1990 as mandated by the Americans with Disabilities Act (ADA).

Sun Metro's traditional (or fixed route) buses have lifts and ramps to accommodate wheelchairs, power chairs and walkers. However individuals with disabilities who are not able to use the fixed-route service may be eligible to use the Sun Metro LIFT.

The LIFT is Sun Metro's shared-ride paratransit service for ADA paratransit-eligible clients, providing origin to destination; on-demand transportation using small buses equipped with hydraulic wheelchair lifts and wheelchair securements. As a shared-ride system, please expect the same trip duration as a fixed-route trip allowing other passengers to be picked up or dropped off along the way.

The service provided by the LIFT complements the service area and hours of operation offered by Sun Metro's traditional (or fixed route) public transit service within El Paso city limits.

Information about transportation within El Paso County but outside the city limits may be obtained by calling (915)212-3004. Sun Metro LIFT also coordinates transportation with private operators using regular passenger vehicles, wheel-chair accessible vehicles and limited taxi sedans for eligible clients.

LIFT eligible passengers are encouraged—when able to do so—to use the Sun Metro's fixed-route service which provides buses with lifts and ramps to accommodate wheelchairs, power chairs and walkers.



ELIGIBILITY

You may be eligible if you have:

- A disability which prevents you from independently getting to/from a bus stop or transfer points. This includes if you are unable to navigate through Sun Metro's Fixed-Route system without the assistance of another person.
- A disability which prevents you from independently boarding, riding and exiting a Sun Metro fixed-route bus. Individuals who live outside El Paso city limits can still apply and utilize the service when traveling within the city limits.
- Individuals are also eligible when travel on an otherwise accessible route is prevented due to the inability to deploy the lift or ramp at an inaccessible bus stop.

Note:

You may also be eligible to use our LIFT service with certain conditions. For example, you may be able to use accessible fixed-route buses during most of the year, but you may require paratransit service on a route that is not fully accessible (e.g. construction projects) or during extreme weather conditions.

Temporary Eligibility

You may qualify for temporary eligibility when you have a short-term illness or injury that prevents you from using a regular Sun Metro fixed-route bus for a limited time, usually from 1 to 12 months. If you have temporary eligibility, your eligibility letter will include the date your Sun Metro LIFT eligibility expires. You will need to reapply if you still need the service after that date. To obtain a copy of your eligibility letter please call (915)212-3004.

Once you qualify to use the service, there are no restrictions on when and how often you can use it, even if you qualify under the temporary or conditional basis.

Permanent Eligibility

If you have a permanent disability and you are found to be eligible to use the LIFT, you will only have to go through the eligibility application process once. After that, every three (3) years we will send you a letter confirming that you are still living at your existing address and that you are continuing to use our service.

Change of Eligibility Status

Please notify the Eligibility Staff at (915)212-3004 if your condition or mobility changes, as it may affect your eligibility status.

Appeal Process

You may request an appeal as soon as you receive a letter from Sun Metro notifying you of a service eligibility denial or a proposed suspension of service. This appeal is made to a five-member panel composed of Sun Metro staff and LIFT passengers not associated with the original eligibility decision. This panel makes the final decision.

Note:

For Eligibility Denials, you have 65 days from the decision date of your letter to give Sun Metro LIFT a notice of your first appeal.

For proposed suspension of service notifications, you have 14 days from the decision date of your letter to give SunMetro LIFT a notice of appeal.

- The members selected to hear each of the appeals will not have taken part in the original eligibility certification.
- Applicants will be notified of appeal decisions in writing, or in accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is denied.
- Applicants have the right to be heard in person and to present additional information and arguments regarding their disability and ability to use the fixed-route service.
- During the time it takes to appeal, applicants may use the Sun Metro LIFT until the appeal is reviewed and a decision is made. A date and time for you to meet with either appeal committee will be arranged and you may have someone accompany you.

If you have further questions regarding our services or eligibility process, please contact us at:

Sun Metro LIFT
5081 Fred Wilson
El Paso, Texas 79906
OR via telephone at:
(915)212-3004

VISITORS

When visiting other cities: If you are traveling outside El Paso (your certification district) to anywhere in the United States, call the transit district in the area you are visiting to make your appointments on their paratransit services. You may be required to show your ADA card or eligibility letter at the time of the ride.

To obtain a copy of your eligibility letter please call (915)212-3004.

When visiting El Paso: Visitors to El Paso will be presumed eligible for up to 21 days of service within a 365-day period and may be required to present ADA eligibility. To receive services beyond 21 days, the Sun Metro LIFT application will need to be completed and approved. Frequent visitors are advised to apply for eligibility within the El Paso area.

APPLICATION PROCESS

Sun Metro LIFT application forms are available online at sunmetro.net under the LIFT menu, or you can call (915)212-3004 and ask to have an application mailed to you.

Complete the entire application and return to:

Sun Metro LIFT
ATTN: Eligibility Staff
5081 Fred Wilson
El Paso, TX 79906
OR
Fax: (915)212-0102

Need help filling out the forms?

There are multiple agencies throughout El Paso that can help you fill out the application, please call (915)212-3004 to get a list of certified agencies in your area. You should have also received a list of those agencies at the time you asked for an application.

Note:

Although you have the option to have your medical doctor fill out the medical form in the application, these certified agencies are also approved to complete the entire application, including the medical form. Application forms are available in alternate format upon request.

The Eligibility Staff will review the application and Medical Professional Verification form completed by a physician, rehabilitation counselor or authorized agency. Upon receiving a completed application form, Sun Metro LIFT has 21 days to inform the applicants of their eligibility status.

Applicants can begin utilizing Sun Metro LIFT services after a complete application is received while Sun Metro determines eligibility, even if the eligibility has not been determined within 21 days. Final decisions will be in writing and mailed to the applicant.

Applicants will be able to call the Sun Metro LIFT scheduling department at (915)212-0100 to schedule trips while eligibility is determined. An in-person assessment interview may be required with the applicant to ask additional questions and assess the individual's ability to use services provided by Sun Metro LIFT. If an interview is deemed necessary, a Sun Metro LIFT trip (from home to Sun Metro administrative offices and return trip) will be provided to the applicant free of charge.

What happens after applying?

If you are eligible to ride Sun Metro LIFT you will receive a letter explaining the details of your eligibility:

- Expiration date
- Travel with a Personal Care Attendant (PCA)
- ID number
- Option to ride Sun Metro fixed-route free of charge with a LIFT ID
- Information and instructions on the process of obtaining your photo LIFT ID badge
- LIFT Rider's Guide or Handbook

Each application will be reviewed and a decision provided within 21 business days of receipt. Eligible applicants can get a numbered picture identification card free of charge at the following locations:

- Bert Williams Downtown Transfer Center, at 601 Santa Fe
- Sun Metro Operations Center at 10151 Montana
- East Side Transfer Center at 1165 Sunmount
- Sun Metro LIFT at 5801 Fred Wilson.

Please be sure to take your LIFT certification letter and handbook along with a current government-issued ID.

Note:

If you have any special transportation needs that you would like us to consider (i.e. passenger is very weak after dialysis, passenger cannot be dropped off without a caregiver present, etc.) please let us know so we can keep the special requirement(s) on file.

WHEN DO I GET TO USE THE LIFT?

You may start using the LIFT as soon as you are notified that you have been approved and have received a LIFT identification number. You will also receive instructions on how to attend via teleconference a 30-minute orientation for new passengers.

If you plan to periodically ride Sun Metro's fixed-route system, please note that you will need to carry and show a LIFT ID. Eligible LIFT passengers can ride Sun Metro fixed-route buses for FREE.

ADA Eligible ID badge



Important:

- When using the LIFT, Personal Care Attendants (PCA's) do not have to pay while accompanying a LIFT passenger.
- However, while riding fixed route, PCA's do have to pay a regular fare while accompanying a LIFT passenger. LIFT passengers with valid ID do not pay while riding fixed route.

There will be a \$5.00 fee for any lost cards that need to be reissued.

LIFT SERVICES

Trip Scheduling

To schedule a LIFT ride, call the Sun Metro LIFT reservation line (915)212-0100, and follow the prompts.

The following options exist:

Select option 2 for Spanish at the beginning of the call

Option 1: Schedule, confirm, cancel a trip

Under Option 1:

Press 1 to schedule, confirm or cancel via a live representative

Press 2 to schedule, confirm or cancel a via the automated telephone system or IVR

Option 2:Where's My Ride Line

Option 3: Eligibility Department

Option 4: File a compliment or concern about the service

Option 5: Hear business hours and location

Option 6: Speak to supervisor or manager

Option 7: Inquire about employment opportunities at the LIFT

Important: In the event that you are unable to physically choose from the menu options, please remain on the line and a live representative will be with you shortly.

Cancelling a Pick-up

To cancel a LIFT ride, call (915)212-0100 and select option 1 or to leave a message for a cancellation call (915)212-3002.

Passengers **MUST** call at least one (1) hours before the scheduled pick up window. Please note that an individual's eligibility to use the Sun Metro LIFT may be suspended if a passenger frequently cancels without notifying the LIFT at least one hour before the scheduled time.



Reservation Hours and Requirements

Monday – Friday: 6 a.m. to 8 p.m.

Saturday, Sunday and major holidays: 7 a.m. to 7 p.m.

We encourage you to schedule both your pick-up and return time when making a transportation reservation whenever possible. You may schedule more than one trip at a time and reserve a trip up to seven days in advance or, including the day before you would like to take the ride. There are no same-day reservations.

Reservationists will provide you with a 30-minute window as your expected time of pickup. Your bus should arrive some time during those 30 minutes; however, please be ready to be picked up at the beginning of the 30-minute window and as close to the pick-up location as possible where you can see the vehicle when it arrives. The 30-minute window means that at any time during the 30 minutes the LIFT vehicle may arrive and passengers must be ready to leave within five minutes of arrival to ensure we stay on schedule for all passengers.

CONTINUED ON NEXT PAGE

1. You may call the day before or up to seven days ahead to schedule a trip.
2. When calling for a trip request, you will be given your 30-minute window. Please advise the reservationist if you require special assistance, for example if you need the driver to knock on your door, or you need to wait indoors until arrival and need a phone call, etc.
3. If you call to change a previously scheduled trip, please note that this will be considered as a new trip request and your new requested time may have to be negotiated.
4. If you have a medical emergency, please note that Sun Metro LIFT is not an ambulance service and advises you to call 9-1-1 for any medical assistance.

To reduce the amount of time spent on the phone scheduling trips, please have the following information available before calling:

- a. Passenger's name, LIFT Identification Number and confirm phone number
- b. Date and time of trip
- c. Address of pick-up location
- d. Address of drop-off location
- e. Requested drop-off time and alternate drop-off times.
- f. Type of mobility aid(s) you will be traveling with (e.g. walker, wheelchair)
- g. If your needs have changed please be sure to let us know so that we may update your file
- h. Is a personal care attendant (PCA) accompanying you? If so, does the PCA utilize a mobility device?

To ensure your trip is scheduled in a manner that best suits the most agreeable time, please let us know if any of the following applies:

- If you cannot arrive at your destination before a specific time (i.e. your PCA is not at home until a specific time to receive you). If so, you will receive a pick-up window that will get you at your destination no-earlier-than your requested time. Please allow flexibility on your pick-up time.
- If you need to arrive at your destination no later than a certain time (i.e. a doctor's appointment, dialysis or work). If so, you will be given a pick-up window that will allow you to get there in time. Please allow flexibility on your pick-up time.
- If you cannot be picked up before a specific time (i.e. you don't get off work until a particular time). You will receive a pickup window that starts after your requested time.
- If you would like to be picked up at a specific time regardless as to what time you arrive at your destination (i.e. going shopping, to the gym, etc). We will accommodate a time as close to your requested time as possible. Your arrival time may vary depending on length of trip and other passengers onboard.

Note:

PCA's must have the same pick-up and drop-off locations as the passenger. Remember, the drop off time is when the vehicle arrives at the door of your destination. You may wish to allow an additional 5 or 10 minutes when scheduling, to allow you time to arrive inside the building

ONLINE SCHEDULING

NEW! Online Trip Scheduling

lift.sunmetro.net

Sun Metro is happy to now offer LIFT passengers an opportunity to schedule trips online available in Spanish and English.

Getting started with online trip scheduling is easy for LIFT eligible clients. Simply log onto lift.sunmetro.net and click on “LIFT Online Registration,” enter your LIFT client ID number and information, and submit it for approval. You will receive a password via e-mail and then will be able to start scheduling trips online.

Once registered, passengers can log into lift.sunmetro.net to schedule trips the day before and up to seven days in advance. Follow the website’s menu prompts. Once the trip is scheduled the program will provide a 30-minute window by giving you a start time and an end time, which add up to 30 minutes.

If you wish to schedule a trip online for the following day, the cut off for scheduling a trip the day before is 8 p.m. Monday-Friday and 7 p.m. Saturday, Sunday and holidays. This will allow for the trip to be scheduled properly by Sun Metro.

For example, if you wish to schedule a LIFT trip online for Friday, you must schedule it online before 8 p.m. Thursday. Trips scheduled online can be reviewed online 24/7 by the passenger who scheduled the trip.

Passengers who schedule trips online and wish to cancel a trip **MUST** log on and cancel or call our cancellation line at least one hour **BEFORE** the scheduled time of pick up.

Please note that an individual’s LIFT service may be suspended if a passenger frequently cancels without notifying the LIFT within sufficient time.

Do you use JAWS to navigate the internet? We have placed a link on the website that will take you to a separate page that is streamlined and compatible with JAWS and standard screen readers.

Benefits for using the online scheduling system:

1. The online system is available 24/7, 365 days a year to schedule, cancel and review trips online.
2. Online, passengers are able to view future trips, including subscription trips.
3. The online system is quick and easy to use with no waiting time.

Tasks that are accessible via the online scheduling system:

- Schedule, review, cancel trips
- Receive notifications from Sun Metro regarding the LIFT service
- Get an estimated arrival time of your bus
- Rate your most recent trip
- File a complaint/commendation
- Review all the policies and procedures regarding Sun Metro LIFT
- Access Fixed Route trip planner system
- Update your personal profile (address, phone, password)

SMS Texting and E-Mail

If you don't have access to a computer or smart phone device, you can also receive text messages regarding the estimated arrival time of your bus by sending a text to 25370 with the content 'SMLIFT Client ID:Password'. For example if the client ID is 20563 and your password is 123, you would send a text to 25370 with the following:

SMLIFT 20563:123

And you will receive a text back with the estimated arrival of your next trip. If you don't know your password and would like to use this feature, please call 212-3004.

You may also ask Sun Metro LIFT to set up your profile to receive updates regarding your transportation via email. Please contact customer service at 212-3004 to get this service.

INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

NEW! IVR Scheduling and Cancelling Rides

(915)212-0100 Option 1, then option 2 or you may call the IVR directly at (915)212-3001

Sun Metro also offers Interactive Voice Response (IVR) scheduling options for LIFT passengers. IVR is a technology that automates interactions with a telephone caller similar to the recordings used by movie theaters or by pharmacies.

LIFT passengers may call the IVR system to schedule trips the day before and up to seven days in advance. If you wish to schedule a trip using IVR for the following day, the cut off for scheduling a trip the day before is 8 p.m. Monday-Friday and 7 p.m. Saturday, Sunday and holidays. This will allow for the trip to be scheduled properly by Sun Metro.

For example, if you wish to schedule a LIFT trip on IVR for Friday, you must schedule it before 8 p.m. Thursday.

Passengers who schedule trips on IVR and wish to cancel a trip **MUST** call at least one hour **BEFORE** the scheduled time of pick up.

Please note that an individual's **LIFT** service may be suspended if a passenger frequently cancels without notifying the **LIFT**, at least 1 hour before the scheduled time.

Benefits for using the IVR system:

1. The IVR will call and confirm your ride(s) the night before.
2. The IVR will allow you to call and cancel rides.
3. The IVR will allow you to schedule rides up to 7 days ahead of schedule.
4. The IVR can also call you 10 minutes before the arrival of your scheduled bus and also the night before to remind you of your next day scheduled trips. To turn on this feature for you, please call (915)212-3004.

Note: The same password used for the Online Scheduling system can be used for the IVR system.

Calling IVR to cancel or schedule trips:

Call (915)212-0100 option 1, then option 2
or call the IVR line directly at (915)212-3001.

WILL CALLS

Occasionally you may find it difficult to schedule a return trip from an appointment because you don't know what time you will be out.

Please let us know about this special circumstance when scheduling your pick-up trip and we will work with you to schedule a "will call" return trip.

As soon as you know when you will be done with your appointment, please call: (915)212-0100.

We will schedule your return trip and we will do our best to be there as soon as possible. There is no additional cost for this special service.

DOOR-TO-DOOR

Sun Metro LIFT provides door-to-door service. This means that our drivers will provide assistance from the door of your pick-up location to the first door of your destination (but not to the inside of the building). If you need additional assistance, please let us know when scheduling your trips.

Note: Areas or conditions that pose a safety threat to the passenger or driver; inclement weather conditions, construction or other obstacles may prevent the driver from going to the nearest door of the pick-up or drop-off location.

FARE INFORMATION

- LIFT passengers pay \$2.50 per trip by purchasing LIFT passes in advance or with cash at the time of the trip.
- Passengers are reminded that drivers do not have access to currency and cannot make change.
- To avoid issues with your transportation, please have the correct fare available. If someone else or another agency is responsible for the fare, please ensure that payment is provided to driver prior to boarding.
- Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as separate trips.
- Please note that the LIFT does NOT accept fixed-route tokens as a form of payment. Only cash or LIFT passes are accepted as a form of payment.

Note: The driver will collect and verify payment at the time of boarding.

SUN METRO TICKET OFFICES

TIMES AND LOCATIONS

EAST SIDE TRANSIT TERMINAL - 1165 SUNMOUNT

8 a.m. to 5 p.m. Monday through Friday

DOWNTOWN TRANSFER CENTER - 601 S. SANTA FE

6 a.m. to 6 p.m. Monday through Friday

8 a.m. to 4 p.m. Saturday



Sun Metro LIFT passes may be purchased by mail using check or money order as a method of payment.

You can purchase LIFT passes by sending an order form to Sun Metro's administrative offices.

Request a ticket order form be mailed to you via phone at (915)212-3333 or download the form online at www.sunmetro.net. Under the Fares menu click on the Forms link and then click on the Order Forms PDF link.

Once completed, mail the form to:

Sun Metro
10151 Montana Ave.
El Paso, Texas 79925

SUN METRO LIFT PASSES ARE ALSO AVAILABLE AT ALL PUBLIC LIBRARIES



Esperanza Moreno
12480 Pebble Hills

LOCATIONS/ADDRESSES

Armijo Branch

620 E. 7th Ave

Clardy Fox Branch

5515 Robert Alva

Doris Van Doren

551 Redd Road

Irving Schwartz Branch

1865 Dean Martin

Esperanza A. Moreno

12480 Pebble Hills

Judge Marquez

610 N. Yarbrough

Main Public Library

501 N. Oregon

Memorial Park

3200 Copper

Richard Burges

9600 Dyer

Westside Branch Library

125 Belvidere

Ysleta Branch

9321 Alameda

Cielo Vista Library

1300 Hawkins



PASSENGER POLICIES

Traveling with a Mobility Device

A mobility device is defined as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. A mobility device must safely fit onto the lift/ramp of the bus and be safely secured inside the bus to be transported by Sun Metro. Vehicle operators will assist customers with boarding and debarking the Sun Metro LIFT vehicle as needed, but not with operating your mobility device.

Personal Care Attendant (PCA)

When you are registering or scheduling trips please indicate whether you will be traveling with or without a PCA. We understand this may change from one trip to another. PCAs are expected to:

- Push your wheelchair
- Carry items
- Assist you at your destination
- Ensure safe travel

PCAs can ride the LIFT free and **MUST** have the same pick-up and drop-off locations as the Sun Metro LIFT passenger.

Service Animals

Service animals are welcome onboard. Service animals must be under the control of the owner or in a pet carrier.

Service animals must sit on the floor or on the passenger's lap. They may not occupy a passenger seat.

Carry-on Bag Policy

Due to space limitations, customers are only permitted to carry four bags on Sun Metro LIFT vehicles.

Guests and Children

Every eligible passenger is allowed to travel with one companion in addition to an attendant. Additional companions are allowed to travel with the eligible rider if space is available. Guests (other than the PCA accompanying the LIFT passenger) must pay the same fare (\$2.50 per trip) as Sun Metro LIFT passengers.

When requesting a ride, you must tell the Sun Metro LIFT representative if you plan to travel with a guest(s) and if your guests are using any mobility devices.

Children must be supervised by a responsible adult while riding Sun Metro LIFT. Children under 5 ride for free but must be properly secured by the passenger as required by law. Car seats or booster chairs must be provided by the passenger.

Disruptive Behavior

Sun Metro LIFT reserves the right to refuse transportation or service to anyone whose conduct is offensive, intimidating, violent, disorderly, or hazardous; and could result in the disruption of vehicle operations or serious impairment to the health and safety of others.

An unsafe inoperable mobility chair or unsecured oxygen tank will not be transported.

Passengers are not allowed to eat, drink or smoke in Sun Metro LIFT vehicles. Please do not distract the driver while the vehicle is in motion.

Please be a Courteous Passenger

PATTERN OF NO-SHOWS AND LATE CANCELLATIONS

An individual's Sun Metro LIFT service may be suspended if they frequently fail to appear for a scheduled trip, i.e. No-Show, or frequently cancel late.

ABOUT NO-SHOWS

If the vehicle arrives outside the 30-minute window, waits five minutes, and the passenger does not appear, it will be considered a No-Show. Before a No-Show is determined, Sun Metro will make every effort to contact the passenger. This may include:

- Lightly honking the horn during reasonable hours (8 a.m. – 10 p.m.)
- The driver knocking on the door
- Dispatch calling the passenger using the telephone numbers on file

Note: A No-Show will not be authorized by Dispatch until all attempts have been made to contact the passenger. If the vehicle arrives prior to the 30-minute window, you are not obligated to board until your scheduled time starts.

ABOUT LATE CANCELLATIONS

Trips cancelled by the passenger within 1 hour of the scheduled 30-minute window is a late cancellation. Late cancellations will be considered the same as a No-Show. This includes cancellations at the door.

- We encourage passengers to call in a cancellation as soon as they know they will not require our transportation services.

Sun Metro understands that passengers will experience unplanned events that prevent them from taking a scheduled trip. However, to prevent abuse Sun Metro LIFT has a strict No-Show/Late Cancellations Policy. The reason for such a strict policy is because No-Show trips mean a ride may have been denied to another person.

To avoid No-Shows, passengers are reminded to be ready at the beginning of your 30-minute window provided at the time the trip was scheduled; drivers should wait no more than five minutes after arriving for passengers to board the bus.

Important:

- If the vehicle arrives outside the 30-minute window, and the passenger does not appear or cancels at the door; it will NOT be considered a No-Show.
- If a No-Show is authorized the driver will leave an 'OOPS' door hanger providing information about the No-Show policy and who to contact for more information.
- The passenger may appeal any No-Shows. If the No-Show was outside the passenger's control, the No-Show will not count against the passenger. Call 212-3004 and notify the LIFT of a no-show outside the passenger's control

ABOUT PATTERNS/PRACTICE

A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incident. The passenger's frequency of trips will be analyzed when reviewing the number of No-Shows or Late Cancellations.

POLICY: A violation of the No-Show/Late Cancellation policy is one where the customer has been a No-Show more than twice a month (2 No-shows) and the no-shows have accounted for 10 percent or more of his/her rides within 30 consecutive days.

CONTINUED ON NEXT PAGE

FIRST VIOLATION: The first time a passenger violates the policy outlined above then the passenger will receive a reminder by mail advising them of the incident and informing them of further consequences should a No-Show /Late Cancellation pattern continue. If after receiving the warning letter, violations continue, the customer could have their service suspended for two weeks.

SECOND VIOLATION: If the passenger continues to violate the no-show policy within 30 consecutive days, the passenger will receive a notice by mail that the service will be suspended for a period of three weeks starting on a specific date. The passenger also will be contacted by phone to find out if the circumstances were outside of the passenger's control.

The passenger also will receive written notification about the proposed suspension of service and instructions about the appeal process. The passenger will have 15 days from the date of notification to appeal before the suspension will be imposed. If an appeal is submitted, the passenger may continue to use the LIFT service until a determination is made. If requested, an in-person hearing will be scheduled and anyone can assist the passenger in the appeal process.

THIRD VIOLATION: If the passenger continues to violate the no-show policy within 30 consecutive days, the passenger will receive a notice by mail that the service will be suspended for a period of four weeks. The same appeal process applies, outlined in the second-violation section above.

SUBSEQUENT VIOLATIONS: The service may be suspended for four weeks.

Note: Trips missed for reasons outside of the passenger's control or those missed by Sun Metro, or its subcontractors, will NOT count as a No-Show. You have the right to appeal any of the violations or proposed suspension of services following the same appeal process as mentioned under Eligibility.

For more information, you may contact us at:

Sun Metro LIFT
ATTN: LIFT General Manager
5081 Fred Wilson
El Paso, TX 79906
(915)212-3006

CANCELLING OR CHANGING SCHEDULED TRIPS

Sun Metro discourages frequent cancellations of scheduled trips as they may potentially impact other passengers and the LIFT's overall service. If a passenger frequently cancels trips on the same day they are scheduled to travel, Sun Metro will review trips to determine if a pattern exists and if adjustments can be made to reduce cancellations and provide the passenger with a better service.

To cancel/change a trip:

- Call the LIFT Call Center number at (915)212-0100 to cancel or change your trip at least 1 hour before the 30-minute window.
- Call the Interactive Voice Response System at (915)212-0100 Option 1 or (915)212-3001 directly to cancel or change your trip at least 1 hour before the 30-minute window.
- Log in to the online scheduling system using www.elpasotexas.gov/lift to cancel or change your trip at least 1 hour before the 30-minute window.
- If after hours, you may call the LIFT cancellation line at (915)212-3002 and leave a message notifying us that you are canceling your trip.

ARRIVALS AND DEPARTURES

All passengers are reminded that Sun Metro LIFT is a public transportation service. This means you will be sharing rides with other customers. This also means trip lengths can be comparable to a fixed-route trip, which includes the time it takes a passenger to travel to a bus stop and wait for a fixed-route bus. You also may have to arrive earlier than desired.

You may request consideration for a no-earlier-than arrival time, or a no-later-than pick-up time when scheduling your trip. We will try to accommodate your trips as best we can; however, schedules will be based on the total number of passengers traveling that day while following ADA regulations.

A few items to keep in mind:

- Sun Metro LIFT has a 30-minute, pick-up window. For example, the scheduler may state that you will be picked up between 9:45 a.m. and 10:15 a.m.
- Once the driver arrives at the pick-up site, the driver can only wait 5 minutes. Because of new technology now in place, drivers receive a schedule in order to stay on time and pick up other passengers accordingly.
- Be sure to be prepared for the Sun Metro LIFT vehicle at the beginning of your 30-minute window. Please keep in mind the 30-minute window does not mean the LIFT vehicle can wait until the end of the 30 minutes.

Sometimes your appointments do not finish on time. If this happens and the bus has arrived, the driver will notify LIFT dispatchers to let them know they are cancelling your trip on their bus. Dispatch will then wait for you to call when you are ready and they will reschedule a pick-up as quickly as possible. This will not count as a No-Show against you.

On-time Performance

While Sun Metro LIFT strives to provide on-time service, many factors may result in a delayed pick up. If your vehicle has not arrived within the first 25 minutes of your 30-minute window, please call Sun Metro LIFT's Where's My Ride at 800-704-7050 or (915)212-0101.

Occasionally, drivers will arrive 5 to 10 minutes before your 30-minute window begins. If they have arrived a little early, they are simply making sure they are on time and are only waiting. Drivers should not attempt to pressure any passenger to leave early by honking or knocking on the door. A passenger is expected to be ready at the beginning of the 30-minute window that was provided when the trip was scheduled.

Recommendation – Alert

Passengers who require oxygen or medication at regular intervals should be advised that their travel time could be up to 90 minutes; although Sun Metro LIFT strives to limit a passenger's onboard time to no more than an hour.

Driver Services

Drivers are authorized to:

- Help passengers get on and off the vehicles; but cannot perform the duties of a PCA
- Assist maneuvering your manual wheelchair to bus
- Lend a steady arm if you need assistance
- Wait up to five minutes once they arrive for a scheduled pick up
- Assist passengers to the first exterior door of their destination

Drivers are not allowed to:

- Maneuver your power mobility device
- Maneuver or push your equipment up and down stairs, steep inclines or driveways
- Enter a residence
- Lift or carry passengers or children
- Travel on private roads that cannot accommodate Sun Metro LIFT vehicles

OTHER SERVICES

Travel Training

Travel training is a FREE program designed for seniors and people with disabilities to learn how to use the Sun Metro fixed-route. Trainers provide assistance necessary for individuals to successfully use Sun Metro LIFT and other collaborating transportation agencies. Training is focused on “How to Ride” based on an individual’s needs.

You will learn how to board the bus with or without a mobility device; how to plan your destinations using the easiest and safest route; which bus to take to your destination and where to transfer; how to read and understand schedules; use a lift as needed, pay fares and purchase passes.

For more information or to schedule travel training, call (915)212-3004. Group trainings and presentations are available.

Mobility Device Training for Traveling

Are you getting a new mobility device or are you experiencing difficulty using your mobility device on Sun Metro fixed-route buses?

Call (915)212-3004 to schedule practice time with a Travel Trainer. You can practice boarding, disembarking and positioning yourself on the bus. Sun Metro can also help install securement straps for the mobility devices.

Subscription Rides

Subscription rides, also known as standing orders, are for trips taken at least three times a week for a minimum period of six months to the same location, e.g. workplace, school, etc. These trips are automatically scheduled without a need to call for each individual pick-up or drop-off.

A few things to keep in mind:

- Trips are scheduled 7 days in advance. Any changes to the subscription schedule may take up to 7 days to fully take effect.
- Subscriptions do not expire unless the client's eligibility also expires
- Since trips are automatically scheduled, it is extremely important to call for any cancellations; failure to cancel your trips when not needed may be grounds for cancelling the subscription.
- There is no additional cost for setting up your schedule on subscription.
- If you're interested, please ask for more information by calling (915)212-0100.

Coordinated Transportation Services (CTS)

Sun Metro has partnered with several outside agencies to help get you to your final destination in an efficient manner. When you schedule your trip with Sun Metro LIFT, your transportation service may be provided by any one of our transportation partners (see list under Coordinated Transportation Services on page 38).

Fixed-Route Bus Service

The following features of our Sun Metro fixed-route system will allow many individuals with disabilities to use Sun Metro buses.

- All fixed-route buses have two locations for mobility devices.
- Fixed-route buses are equipped with lifts and a kneeling function. The bus lowers to the same height as the curb, to make it easier to board the bus.
- An announcement system identifies major bus stops and transfers along each route. If you would like your stop announced, request this when boarding.
- Four-point securement is required and the option of using a shoulder and a lap belt are available for mobility devices.
- Fixed-route buses provide priority seating for seniors and persons with disabilities in the front of the bus.
- Bus stop improvements include curb cuts at intersections as well as benches and shelters at many locations.
- Travel with a personal care attendant (PCA) or a service animal is permitted. PCA's pay regular fixed route fare.

The Benefits of Riding the Fixed-route

- You will gain greater independence and flexibility when traveling throughout the community.
- You save money because LIFT-eligible passengers can ride Sun Metro's fixed-route for free by showing your LIFT ID.





Lost and Found

Have you left something on the bus?

If you left something in a LIFT vehicle call (915)212-3004 during business hours, 8 a.m. to 5 p.m. Monday-Friday. Items may be claimed within 30 days, during business hours at 5081 Fred Wilson. Items not claimed after 30 days will be turned over to Sun Metro's administrative offices at 10151 Montana.

Did you find something left behind on the bus?

If you find any items in a LIFT vehicle, please give them to the driver who will turn the items in to the LIFT Lost and Found.

QUESTIONS & COMMENTS

We want to hear from you. Please contact Sun Metro Customer Service at (915)212-3333 to leave your comments, complaints, commendations, suggestions or recommendations.

Issue Resolution Process

When making a complaint, please try to provide as much detail as possible so we can properly address your concern. For example, if you're reporting a situation involving a Sun Metro vehicle please make note of the exact date, time and bus number as this will help obtain the most viable and accurate information. Please call it in as soon as possible and don't wait days/weeks as it may be too late to research your issue.

Filing a Complaint

For non-urgent items (a complaint regarding past service, suggestion, idea, etc), please contact Sun Metro LIFT via one of the following methods:

- By Calling (915)212-3333
- On-line via www.sunmetro.net/contact
- By sending an email to sunmetroLIFT@elpasotexas.gov
- By social media at [facebook/sunmetro](https://facebook.com/sunmetro)
- By letter to:

Sun Metro LIFT
10151 Montana
El Paso, TX 79925

Expected Response Time: Within 48 business hours

For urgent or critical concerns (i.e. stranded passenger, bus came but failed to pick-up passenger, reporting an accident, etc), contact one of the following managers directly at MV:

- Dispatch/call center manager: (915)212-0101 or (915)212-3007
- Safety operations manager: (915)212-3010
- General manager: (915)212-3006 (office) 561-633-3776 (cell)

Expected Response Time: Immediate – your concern should receive a response within one hour of notification.

Concern Escalation Process

Before escalating a concern, please give the service provider (MV) the opportunity to respond and resolve your concern. If you're not satisfied with their response, you may escalate your issue using the following process in that order:

1. Contact the City's Contract Compliance Manager who oversees the contract with MV at (915)212-3005
2. The Sun Metro Director is available if the contract compliance manager cannot resolve the issue at (915)212-3301
3. We hope that through one of the channels above, your issue will ultimately be resolved, but if you still need additional support, please contact the City Manager's Office by calling (915)212-0023



CONTINUED ON NEXT PAGE

HOURS OF OPERATION

Phone numbers and/or contacts may be provided in Braille or on audio tape upon request.

LIFT Service Hours of Operation and Phone Numbers

Sun Metro LIFT provides paratransit service in the El Paso area comparable to Sun Metro's fixed-route service.

Monday-Friday: 4 a.m. to 12 a.m.

Saturday: 4:30 a.m. to 12 a.m.

Sundays & Holidays: 5 a.m. to 11 p.m.

Website: www.sunmetro.net

Note: Even though the service hours go until midnight from Monday through Saturday, the last scheduled pickup will be at 11:00pm on those days and 10:00pm on Sundays and Holidays.

LIFT Call Center Hours of Operation and Phone Number

Phone: (915)212-0100

Monday-Friday: 6 a.m. to 8 p.m.

Saturday, Sunday and holidays: 7 a.m. to 7 p.m.

Call Center After-Hours Information and Emergency Phone Number

Monday-Saturday: 4 a.m. to 12 a.m.

Sunday: 5 a.m. to 11 p.m.

CONTACT NUMBERS

“Where’s My Ride?” and Dispatch:

1(800) 704-7050

LIFT Cancellation

Phone Number

Phone: (915)212-3002

Sun Metro

Administrative Office

10151 Montana

El Paso, Texas 79925

General Customer Service Line: (915)212-3333

LIFT Interactive Voice Response

(IVR) Phone Number

Phone: (915)212-0100 Option 1 or (915)212-3001 directly

Sun Metro “Where’s My Ride” Line

Phone: 1(800)704-7050 or (915)212-0101

TTY – Texas Relay

Phone: 1(800)735-2989

Medicaid-eligible Recipients

The Texas Health and Human Services Commission currently pay for all medical trips for Medicaid recipients requiring transportation to medical appointments or pharmacies. For more information and/or eligibility, call 1(877)633-8747.

OTHER ADVOCACY AGENCY CONTACTS

Department of Assistive and Rehabilitative Services (DARS)

Trips for training and/or medical appointments also may be paid for by DARS for eligible clients. Call your DARS counselor for more information.

Website: <http://www.dars.state.tx.us/>

Volar Center for Independent Living

Volar Center for Independent Living (Volar CIL) is a nonprofit organization that provides training on how to use the public transportation system as well as training or information about independent living skills.

Website: www.volarcil.org • Phone: (915) 591-0800

Desert ADAPT

ADAPT is a national grass-roots community that organizes to assure the civil and human rights of people with disabilities to live in freedom.

Website: www.adapt.org • Phone: (915) 317-9417

El Paso Council of the Blind

El Paso Council of the Blind is a Chapter of the American Council of the Blind of Texas

We are a positive, proactive group of individuals working together to improve the quality of life for blind and visually impaired Texans in the El Paso area. EPCB invites you to visit us at one of our monthly gatherings to meet fellow blind and visually impaired persons with these goals in mind. Come join us to meet new people and make new friends.

Email: EPCB.TX@gmail.com • Website: www.ACBtexas.org
Phone: (915) 373-8377 and (915) 269-2119 Like us on FACEBOOK

Visually Impaired Persons of El Paso

The Visually Impaired Persons of El Paso (VIP) is dedicated to promoting free and open access to all aspects of life in our society for all blind and visually impaired citizens, youth and adults alike, from Southern New Mexico, El Paso and Hudspeth County.

Join us every second Saturday of the month: Call for details.

Contact: Burns Taylor • Telephone: (915) 590-0007

Email for Olivia: Olivia.chavez@sbcglobal.net

Borderland Chapter of the National Federation of the Blind

National Federation of the Blind is not only a group but a vision, that no matter your disability you should have equal access to public/social services, education, transportation, housing, and employment along with being inclusive into today's society.

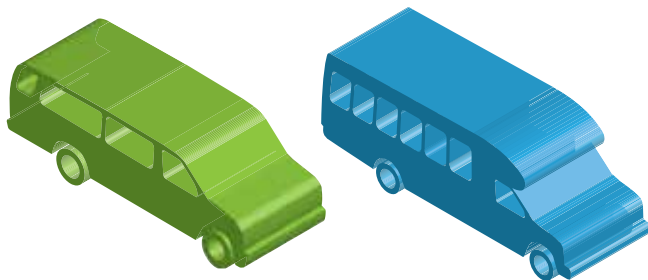
Email: info@borderland.nfb@gmail.com • Phone: (252) 299-2728

Grupo D.I.O.

Dignidad, Igualdad y Oportunidad.

The mission of D.I.O is to Educate its members about relevant benefits, rights and laws that exist in the public and/or private sectors; to Share information and about happenings and social events of common interest that are taking place at city, state and local levels, and to Support all efforts enabling persons with disabilities to live a life of Dignity, Productivity and Independence.

Phone: (915) 226-8100



ABOUT THE COORDINATED TRANSPORTATION SERVICES

Sun Metro LIFT has partnered with the following local entities in an effort to expand its services and improve overall quality of life for our passengers who want to stay mobile and self-sufficient.

VOLAR CENTER FOR INDEPENDENT LIVING

www.volarcil.org (915)591-0800

Volar Center for Independent Living (CIL) is a nonprofit community-based organization of and for people with disabilities, advocating human and civil rights, community options and empowering people with disabilities to live the lives they choose. Volar CIL provides four core services: advocacy, independent living skills training, peer counseling and information and referral. Also, based on additional community needs, the organization provides the following: training on how to use the public transportation system, relocation from nursing homes, applying for benefit programs, housing and employment options, disability sensitivity training, ADA compliance consulting, hearing loss and deafness resource services, free telecommunications assistance equipment, free basic computer classes, health and fitness, youth leadership development and building community capacity.

AMISTAD

www.projectamistad.org (915)532-3790

Amistad is a local nonprofit organization established to provide services to elderly persons, persons with disabilities, and persons at risk. It provides a variety of services including transportation programs. Currently Project Amistad provides a network of fixed-route, express routes, demand response, and medical transportation for the County of El Paso. Buses operate from 5:30 a.m. to 7 p.m. Monday through Saturday. All vehicles are ADA accessible.

CHECKER CAB

www.checketaxielpaso.com

915-532-2626

VIBA TRANSPORTATION

vibatransport.com (915)544-8422

Viba Transportation is a non-emergency medical transportation company providing service for El Paso County. Viba Transportation is a private transit company committed to providing comprehensive, efficient, and affordable transportation for senior adults.

AGING, DISABILITY TRANSPORTATION RESOURCE CENTER (ADTRC)

www.dads.state.tx.us
1(877)413-2372 or (915)298-7307

The El Paso and Far West Texas Aging and Disability Transportation Resource Center mission is dedicated to empowering and supporting aging adults and persons with disabilities, their families and caregivers by serving as a single point of entry for information, assistance and access to social services and community resources. Located at 12100 Esther Lama Drive, El Paso, Texas 79936, the center is open from 8 a.m. to 5 p.m. Monday through Friday.



TITLE VI NOTICE TO THE PUBLIC

Title VI of the Civil Rights of 1964 and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been harmed by an unlawful discriminatory practice regarding Sun Metro's programs has a right to file a formal complaint with Sun Metro. Any such complaint must be in writing and submitted to the Sun Metro Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

**Title VI Coordinator, Sun Metro
10151 Montana, El Paso, TX 79925
(915)212-3315**

[illegible]

[illegible]



Attachment B-5 - Projected Sun Metro LIFT ADA-Eligible Passenger Trips

ADA-Eligible Passenger Trips																								
	Sept	Delta %	Oct	Delta %	Nov	Delta %	Dec	Delta %	Jan	Delta %	Feb	Delta %	Mar	Delta %	Apr	Delta %	May	Delta %	June	Delta %	July	Delta %	Aug	Delta %
Historical FY2015	20,193		22,035		19,032		19,594		18,927		19,283		21,221		21,385		20,400		21,487		21,978		21,980	
Historical FY2016	22,442	11.14%	23,016	4.45%	20,602	8.25%	20,608	5.18%	20,995	10.93%	21,612	12.08%	22,901	7.92%	22,127	3.47%	22,345	9.53%	22,307	3.82%	21,190	-3.59%	23,560	7.19%
Historical FY2017	22,819	1.68%	23,452	1.89%	21,910	6.35%	21,113	2.45%	21,401	1.93%	21,184	-1.98%	23,507	2.65%	22,271	0.65%	24,123	7.96%	23,276	4.34%	21,779	2.78%	23,782	0.94%
Historical FY2018	22,967	0.65%	24,491	4.43%	22,974	4.86%	21,416	1.44%	23,019	7.56%	21,903	3.39%	23,749	1.03%	23,985	7.70%	24,792	2.77%	23,548	1.17%	23,791	9.24%	25,953	9.13%
Projected FY2019	24,006	4.52%	25,708	4.97%	24,000	4.47%	21,700	1.33%	24,000	4.26%	22,300	1.81%	24,000	1.06%	24,500	2.15%	25,200	1.65%	23,900	1.49%	25,200	5.92%	26,500	2.11%
Projected FY2020	24,600	2.47%	26,700	3.86%	24,900	3.75%	22,000	1.38%	24,900	3.75%	22,800	2.24%	24,400	1.67%	25,100	2.45%	25,600	1.59%	24,300	1.67%	26,300	4.37%	27,200	2.64%
Projected FY2021	25,200	2.44%	27,300	2.25%	25,700	3.21%	22,400	1.82%	26,000	4.42%	23,200	1.75%	24,800	1.64%	25,800	2.79%	26,000	1.56%	24,800	2.06%	27,200	3.42%	28,100	3.31%
Projected FY2022	25,900	2.78%	27,900	2.20%	26,400	2.72%	22,900	2.23%	27,000	3.85%	23,600	1.72%	25,300	2.02%	26,500	2.71%	26,500	1.92%	25,400	2.42%	28,100	3.31%	28,800	2.49%
Projected FY2023	26,500	2.32%	28,600	2.51%	27,100	2.65%	23,500	2.62%	27,900	3.33%	24,000	1.69%	25,900	2.37%	27,200	2.64%	27,200	2.64%	26,100	2.76%	28,500	1.42%	29,300	1.74%
Projected FY2024	27,100	2.26%	29,300	2.45%	27,700	2.21%	24,200	2.98%	28,500	2.15%	24,600	2.50%	26,500	2.32%	27,700	1.84%	27,800	2.21%	26,700	2.30%	28,900	1.40%	29,900	2.05%

From FY2024 Project Growth is assumed to be 2% annually

		% Increase	
Tiotal Ridership	FY2015	247,515	
	FY2016	263,705	6.5%
	FY2017	270,617	2.6%
Projected	FY2018	282,488	4.4%
	FY2019	291,000	3.0%
	FY2020	298,800	2.7%
	FY2021	306,500	2.6%
	FY2022	314,300	2.5%
	FY2023	321,800	2.4%
	FY2024	328,900	2.2%
	FY2025	335,500	2.0%
	FY2026	342,300	2.0%
	FY2027	349,200	2.0%
	FY2028	356,200	2.0%
	FY2029	363,400	2.0%

Attachment B-6 Sun Metro LIFT Historical Performance Measures

LIFT Paratransit Performance Measures	Fiscal 2017												Fiscal 2018											
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
On-Time Performance (after 30 min window)	91.2%	93.9%	94.4%	94.3%	93.4%	92.2%	92.5%	93.0%	93.1%	92.5%	91.8%	89.4%	92.2%	92.3%	92.8%	91.1%	92.5%	90.8%	92.4%	92.0%	91.2%	91.1%	92.1%	92.5%
In-Window OTP (within 30 min window)	89.3%	91.2%	92.2%	92.3%	91.3%	90.2%	90.4%	91.1%	91.0%	92.0%	91.1%	87.0%	90.4%	90.8%	91.8%	89.9%	91.4%	89.7%	91.1%	90.5%	89.8%	89.9%	91.1%	91.4%
Trips Per Revenue Hour (excludes taxi)	1.65	1.65	1.65	1.65	1.71	1.73	1.68	1.69	1.7	1.7	1.71	1.73	1.63	1.64	1.66	1.67	1.69	1.71	1.68	1.67	1.68	1.69	1.7	1.68
Revenue Hours (excludes taxi)	13,490	13,575	12,561	12,217	11,897	11,649	13,445	12,574	13,505	13,051	12,144	13,384	13,312	14,048	13,090	12,208	13,017	12,164	13,474	13,533	13,833	13,004	12,794	13,688
Passenger Trips per revenue hour (excludes taxi)	2.06	2.06	2.04	2.06	2.11	2.13	2.07	2.10	2.09	2.07	2.05	2.08	2.02	2.02	2.05	2.03	1.95	2.06	1.92	1.94	2.05	2.07	2.10	2.06
Complaints	33	34	27	27	21	33	30	27	26	30	35	54	27	38	28	26	36	25	32	31	33	28	31	28
Complaints per 10,000 TRIPS	14.5	14.5	12.3	12.8	9.8	15.6	12.8	12.1	10.8	12.9	16.1	22.7	11.8	15.5	12.2	12.1	15.6	11.4	13.5	12.9	13.3	11.9	13.0	10.8
Missed Trips (Trips Not Performed)	37	16	24	19	31	41	42	42	29	40	30	40	22	21	18	17	26	20	20	16	14	33	41	29
Missed Service %	0.16%	0.07%	0.11%	0.09%	0.14%	0.19%	0.18%	0.19%	0.12%	0.17%	0.14%	0.17%	0.10%	0.09%	0.08%	0.08%	0.11%	0.09%	0.08%	0.07%	0.06%	0.14%	0.17%	0.11%
Performed Late Trips > 60 Mins	11	4	7	8	4	4	8	0	4	0	11	9	8	4	4	15	6	1	10	12	5	9	14	4
LIFT ADA Ridership (Performed ADA eligible trips)	22,091	22,110	20,333	19,812	19,992	19,743	22,251	20,871	22,605	21,636	20,242	22,476	21,741	23,115	21,776	20,405	22,036	20,793	22,643	22,615	23,302	22,017	21,782	23,032
No-shows (NS)	372	373	332	381	343	261	364	296	283	285	221	304	295	318	276	249	219	156	187	176	187	205	212	216
Cancels at the Door (CD)	395	429	432	425	398	378	419	404	454	504	443	449	469	492	473	459	462	348	367	410	445	450	433	416
% of CD's and NS's	3.5%	3.6%	3.8%	4.1%	3.7%	3.2%	3.5%	3.4%	3.3%	3.6%	3.3%	3.4%	3.5%	3.5%	3.4%	3.5%	3.1%	2.4%	2.4%	2.6%	2.7%	3.0%	3.0%	2.7%
SubcontractedTaxi ADA	728	1342	1577	1301	1409	1441	1256	1400	1518	1640	1537	1306	1226	1376	1198	1011	983	1110	1106	1370	1490	1531	2009	2921
Total Ridership (ADA eligible trips only)	22,819	23,452	21,910	21,113	21,401	21,184	23,507	22,271	24,123	23,276	21,779	23,782	22,967	24,491	22,974	21,416	23,019	21,903	23,749	23,985	24,792	23,548	23,791	25,953
LIFT Paratransit PCA's	5582	5770	5203	5244	4979	4982	5432	5345	5530	5184	4549	5141	4936	5109	4755	4255	4409	4127	4321	4615	4784	4816	4788	5003
LIFT Paratransit OTHER riders/companions	109	135	148	167	151	134	127	108	122	213	140	194	172	197	244	183	195	153	181	226	244	49	243	218
LIFT ADA Ridership (ALL Passenger)	28,510	29,357	27,261	26,524	26,531	26,300	29,066	27,724	29,775	28,673	26,468	29,117	28,075	29,797	27,973	25,854	27,623	26,183	28,251	28,826	29,820	28,413	28,822	31,174
Revenue Miles (including DH - service miles)	263,254	268,096	244,783	244,558	238,862	232,231	261,510	241,097	255,243	244,489	220,568	238,609	235,285	250,016	231,968	215,700	234,694	218,458	238,071	237,854	240,868	229,971	224,104	235,699
Revenue Miles between Road Calls	43,876	89,365	122,392	81,519	79,621	77,410	87,170	80,366	63,811	122,245	44,114	79,536	39,214	83,339	38,661	107,850	78,231	218,458	59,518	47,571	48,174	38,329	44,821	39,283
Collissions/100K Miles - Total collisions	1.6	1.3	0.7	2.4	1.1	0.4	0.6	0.7	2.7	0.7	1.6	1.8	1.4	1.5	1.1	1.2	1.6	1.2	0	1.1	1.4	1.9	0.8	2.8
Passenger Incidents	0	2	3	1	0	0	1	3	1	1	0	2	1	3	0	3	2	6	1	3	5	2	6	1
Passenger Incidents per 10K ADA Trips	0.0	0.9	1.4	0.5	0.0	0.0	0.4	1.3	0.4	0.4	0.0	0.8	0.4	1.2	0.0	1.4	0.9	2.7	0.4	1.3	2.0	0.8	2.5	0.4
LIFT Vehicle Preventive Maintenance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Calls - Average Speed of Answer (Mins)	1:23	1:26	1:54	1:31	1:57	2:18	2:19	2:19	2:08	3:42	3:22	3:38	2:34	2:24	2:30	2:07	2:14	2:48	2:14	2:28	1:52	2:06	2:20	2:04

Attachment B-7 – Contractor Key Personnel Minimum Qualifications

SUN METRO LIFT GENERAL MANAGER

Minimum Qualifications

Equivalent to a combination of a Bachelor's degree in business or public administration, planning or a related field and eight (8) years of professional transit operations experience, including three (3) years of supervisory experience in complementary ADA paratransit.

A minimum of five (5) years' experience as assistant director or assistant general manager for a similar or larger size public transit system or general manager for a similar or smaller size public transit system, supervising a paratransit call center, paratransit operators, vehicle maintenance and other management and support personnel.

General Purpose

The primary responsibilities of the position are to oversee, direct and manage the provision of LIFT complementary ADA paratransit services to the customer and is directly responsible to meet or exceed all contractual performance measures.

Typical Duties

- Manage service delivery.
- Oversee bus operator performance and take action to resolve performance issues when required.
- Oversee the call center, safety and operations, maintenance manager, transit supervisors and other management and support personnel and ensures everyone has been formally training in all tools and skills needed for their job functions and have all received ADA sensitivity training.

The essential competencies of the qualified appointment will include the following:

- Experience managing complementary ADA paratransit operations.
- Experience using the Trapeze paratransit scheduling software.
- Ability to plan, develop and administer customer service, and customer relations programs.
- Application of comprehensive knowledge of federal, state, and local rules and regulations pertaining to transit systems, including ADA legislation and drug testing protocols.
- Application of considerable knowledge of budget preparation and transit service planning practices.
- Application of good knowledge of operational strategies employed in paratransit for reservations, scheduling and dispatch (call center functions).
- Application of considerable knowledge of customer service techniques. Responsible for customer satisfaction with the delivery of transit services.
- Application of considerable knowledge of supervisory regulations, practices, and procedures.

- Application of considerable knowledge of safe working practices and procedures.
- Clear and concise oral and written communication to prepare reports and make presentations.
- Interpretation of federal, state, and local rules and regulations pertaining to ADA paratransit operations.
- Establish and maintain effective working relationships with coworkers, city officials, regulatory agencies, and the general public.
- Administration of procurement of goods and services for Sun Metro LIFT to encourage the involvement of disadvantaged business enterprises (DBE) and to ensure best efforts to achieve 4% DBE participation annually.

The City expects the assigned person to hold the following minimum qualifications:

- Extensive knowledge of applicable federal, state, and local laws, rules, and ADA regulations.
- Extensive experience in supervising paratransit services.
- Ability to effectively communicate in English and Spanish is preferred.

MANAGER OF THE LIFT CALL CENTER

Minimum Qualifications

Equivalent to a combination of a Bachelor's degree in business or public administration, planning or a related field and a minimum of five (5) years of professional transit operations experience; including three (3) years of management or supervisory.

A minimum of three (3) years' experience as supervising a complementary ADA paratransit call center and support personnel.

General Purpose

The Manager of the LIFT Call Center reports to the General Manager.

The primary responsibilities of the position are to oversee, direct and manage the call center functions (reservations, scheduling and dispatch) for LIFT complementary ADA paratransit services.

Typical Duties

- Assists General Manager in meeting all contractual performance measures and acts as General Manager as needed.
- Manage personnel who are responsible for taking customer calls and making paratransit service reservations.
- Manage personnel who are responsible for scheduling efficient and effective paratransit passenger trips, have been formally training in all tools needed for their job functions and have all received ADA sensitivity training.
- Manage personnel who are responsible for paratransit dispatch, scheduling and customer service.
- Oversee call center performance and take action to resolve performance issues when required.

- Oversees the eligibility department to ensure full compliance with FTA regulations, regularly audits internal eligibility practices and manages the appeal, denial and in-person functional assessment processes.
- Creates and maintains a documented formal process by which passengers are trained to serve on appeal panels for service eligibility denials and proposed suspensions of service.
- Creates a process by which other City agencies are certified and trained to assist passengers fill out the LIFT eligibility application.

The essential competencies of the qualified appointment will include the following:

- Experience managing a call center for complementary ADA paratransit operations. Expertise using the Trapeze paratransit scheduling software.
- Ability to plan, develop and administer customer service, and customer relations programs. Application of comprehensive knowledge of federal, state, and local rules and regulations pertaining to transit systems, including ADA legislation and drug testing protocols.
- Application of good knowledge of operational strategies employed in paratransit for reservations, scheduling and dispatch (call center functions).
- Application of considerable knowledge of customer service techniques. Responsible for customer satisfaction with call center services.
- Interpretation of federal, state, and local rules and regulations pertaining to ADA paratransit operations.

The City expects the assigned person to hold the following minimum qualifications:

- Expert knowledge of Trapeze paratransit scheduling software.
- Extensive knowledge of applicable federal, state, and local laws, rules, and ADA regulations, including ADA sensitivity training.
- Ability to effectively communicate in English and Spanish is preferred.

SAFETY AND OPERATIONS MANAGER

Minimum Qualifications

Equivalent to a combination of a Bachelor's degree in business or public administration, planning or a related field and a minimum of five (5) years of professional transit operations experience; including three (3) years of transit management or supervisory experience. Paratransit driving experience preferred.

General Purpose

The Manager of Safety and Operations reports to the General Manager.

The primary responsibilities of the position are to oversee, direct and manage the Sun Metro LIFT Safety and Operations functions.

Typical Duties

- Assists General Manager in meeting all contractual performance measures and acts as General Manager as needed.
- Assists General Manager with all driver and supervisor hiring.
- Oversees the quality and content of all driver and supervisory training; ensures all drivers have met all requirements before starting revenue service.
- Experience managing complementary ADA paratransit operations: driver schedules, accident reports, drug and alcohol program and management of passenger incidents.
- Experience using the Trapeze paratransit scheduling software.
- Ability to plan, develop and administer customer service, and customer relations programs.
- Ability to maintain a safety-conscious environment through safety campaigns, driver incentives, collision and passenger incident reductions and onsite employee accidents.
- Application of comprehensive knowledge of federal, state, and local safety rules and regulations pertaining to transit systems, including ADA legislation and drug testing protocols.
- Application of good knowledge of operational strategies employed in paratransit for reservations, scheduling and dispatch (call center functions).
- Application of considerable knowledge of customer service techniques. Responsible for customer satisfaction with the delivery of transit services.
- Application of considerable knowledge of supervisory regulations, practices, and procedures.
- Application of considerable knowledge of safe working practices and procedures.
- Interpretation of federal, state, and local rules and regulations pertaining to ADA paratransit operations.
- Resident expert in EPA and OSHA, DOT and CDL compliance and regulations.
- Performs periodic safety, drug and alcohol and paratransit service audits of Sun metro LIFT and subcontractors.
- Ability to effectively communicate in English and Spanish is preferred.

MAINTENANCE MANAGER

Minimum Qualifications

Education and Experience Associate's Degree and (5) years experience in fleet or facilities maintenance including (3) years of supervisory experience.

Licenses and Certificates: Valid Texas Class "B" Commercial Driver's License or equivalent from another state, within six months of appointment.

General Purpose

Under general supervision, plan, assign and direct the maintenance and repair of automotive equipment and repair of buildings.

Typical Duties

Plan, assign and direct the maintenance and repair of automotive equipment coordinate installation, maintenance and repair of building equipment to include air conditioning, heating units, and other associated machinery. Administer through subordinate personnel the operation of the fueling and parts storage areas. Conduct inspection of buildings, facilities, and surrounding areas and recommend modifications or repairs. Plan and implement preventive maintenance programs for all automotive equipment. Inspect work in progress and recommends adjustment of personnel assigned to work order to ensure timely quality of completion of work orders. Allocate personnel, materials and other resources to balance workflow and ensure availability of vehicles.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, discipline, merit pay or other employee status changes.

KEY PERSONNEL PROVISIONS

- At any time during the Contract Term, the successful Proposer will not remove or reassign any Key Personnel positions, or appoint any new General Manager (whether in an acting or permanent capacity) without prior written notification to the City. The City reserves the right to review the qualifications and experience for any individual named by the Proposer to the positions of General Manager, Call Center Manager, Safety/Operations Manager or Maintenance Manager per the requirements of the Scope of Services. Any gap in experience, education or other requirements must be approved by the City. The Proposer may, following written notice and explanation to the City, remove any such individual for misconduct or cause pursuant to established personnel policies.
- For all Key Management Staff, Proposer will fill vacated positions within 45 calendar days of the position becoming open. Failure to do so may result in liquidated damages per day beyond 45 days per each vacated position for the cost to the City to fill the leadership role with a replacement from City staff.
- The City reserves the right to request the Contractor to reassign an individual in a position of General Manager, Call Center Manager, Safety/Operations Manager or Maintenance Manager based on performance or failure to act in the best interests of Sun Metro.

Paratransit Eligibility Department

The purpose of this document is to assist people with disabilities to obtain an accurate and fair ADA paratransit eligibility determination. Many people with disabilities who should be eligible for paratransit services (according to the Americans with Disabilities Act (ADA)) are denied eligibility due to the transit agencies inaccurate assessment of the applicant's capacities.

Who may be eligible?

A person may be eligible for paratransit services, if the passenger has:

- A disability which prevents an individual from independently getting to/from a bus stop or transfer points, or from independently traveling throughout the Sun Metro system. This includes if the individual is unable to navigate through Sun Metro's Fixed-Route system without the assistance of another person.
- A disability which prevents an individual from independently boarding, riding and exiting a Sun Metro fixed-route bus. Individuals who live outside El Paso city limits can still apply and utilize the service when traveling within the city limits.
- Individuals are also eligible when travel on an otherwise accessible route is prevented due to the inability to deploy the lift or ramp at an inaccessible bus stop.

Note: A passenger may also be eligible to use the LIFT service with certain conditions. For example, an individual may be able to use accessible fixed-route buses during most of the year but may require paratransit service on a route that is not fully accessible (e.g. construction projects, safety related issues) or during extreme weather conditions.

Creating New Passenger Profile

Click on Client registration 

- **Select General tab:**

Input: Client Code, Name, DOB, Address, Select on Default and click on Pick up and mailing box, add Mob. Aids, Space type, and phone number.

- **Go to Detail tab:**

Input: Disability type, door to door selection, mobility aids, fare type, prepayment options, space type, and "para" service.

- **Certification tab:**

Eligible Dates select if permanent condition Plus: ***This must include at a minimum, and in this sequence: Application rec'd, date ap is "COMPLETE", decision date (certify date), mail date***

- **Misc. tab:**

Click on send trip reminders, call reminders, preferred language, notify client box, enter email address if provided with one

- **Providers tab:**

On Providers select Sun Metro LIFT and enter yes for default.

- **NAPIS tab:**

Enter emergency contact, emergency phone, and emergency contact relation.

New Passenger Orientation

New LIFT passengers are required to attend a mandatory orientation to review important policies and procedures for Sun Metro LIFT. The following key points are discussed on a one-on-one call with the passenger, are as followed:

- How to schedule trips
 - Understanding the 30 minute window
- Hours of Operations
- Call Center Hours Operations
- Fare Information
 - Where to obtain Sun Metro LIFT tickets
- Benefits for obtaining a Sun Metro LIFT ID
 - Where to obtain a Sun Metro LIFT ID
- Review No Show and Late Cancellation Policy

Note: If a passenger fails to attend the orientation, they will not be allowed to schedule transportation until they have gone through the required Orientation Process. Sun Metro LIFT staff will document all attempts made to reach the passenger for their scheduled call. Sun Metro may provide alternative options such as person-to-person orientation by calling the Eligibility Coordinator at 915-212-3004.

Eligibility Record Keeping

It is imperative the department keeps good documentation on people who apply for Sun Metro Lift ADA paratransit service. The eligibility clerk must keep a log of all activities and correspondence to and from passengers.

Eligibility

A log of all actions taken concerning ADA eligibility applications must include:

- Applicant Name
- ID# (if applicable)
- Dates for:
 - Application received
 - Application reviewed for completeness
 - Completed Application processed date
 - In-person assessment (if applicable)
 - Application determined to be complete by the Eligibility Coordinator
 - Presumptive eligibility decision: If Decision made 21 or more days after application is complete, rider notified they are presumptively eligible until decision
 - Decision letter mailed (certified, temporary, denied)
 - Eligibility appeal request received
 - Eligibility appeal hearing date
 - Appeal decision and date
- Notes regarding the application or decision

Appeals

A log of all actions taken with ADA eligibility appeals must include:

- Applicant Name
- ID# (if applicable)
- Dates for:
 - Eligibility Appeal request received
 - In-person assessment (if applicable)
 - Eligibility Appeal hearing
 - Appeal panel decision rendered
 - Rider notified of decision
 - Presumptive eligibility decision: If decision made 31+ days after hearing, rider notified they are presumptively eligible until decision
- Notes regarding other contacts and outcomes

In addition the information being logged in Trapeze, this information must be kept in Excel as follows:

Eligibility Appeals Tracking Sheet													
LAST NAME	FIRST NAME	Eligibility Type	ID#	First Denial Letter Sent	First Appeal Notice Rcvd	First Appeal Date	First Appeal Decision Letter	Second Appeal Rcvd	Second Appeal Date	Second Appeal & Final Decision Letter	Final Decision	Total Days after Hearing	NOTES

Proposed Suspension of Service

A log of all actions taken with service suspension appeals must include:

- Applicant Name
- ID# (if applicable)
- Dates of:
 - Phone/email notification
 - Warning letter 1
 - Notice of Proposed Suspension
 - Suspension Appeal request received
 - Level 1 Suspension Appeal hearing
 - Decision rendered
 - Rider notified of decision
 - Level 2 Suspension Appeal request received
 - Level 2 Suspension hearing
 - Decision rendered
 - Rider notified of decision
 - Suspension
- Notes regarding other contacts and outcomes

Record Retention

Eligibility clerk must keep copies of all letters mailed to ADA paratransit applicants and/or passengers concerning eligibility, eligibility appeals, and service suspensions and appeals. Electronic and paper copy is to be saved, renamed by the applicant's or passenger's name with ID number if applicable followed by the date. Each applicant file must be complete with all documents and correspondence kept together. Scanned documents must be placed in the correct subfolder in the department computer.

Retention Period

All electronic documentations and hard copies must be kept for all applicants and/or passengers whether their service was denied or eligible, under lock and key.

Note** All records are to be kept and maintained by MV throughout the entire period of the contract.

Complying with Federal Requirements for ADA Paratransit

The ADA Eligibility program must perform all functions in a way that maintains compliance with U.S. Department of Transportation ADA regulations. This includes:

- Determining ADA eligibility and issuing certification letters for each applicant which state specific reasons why someone has been found ineligible or temporarily eligible, and contain all other information required by the regulations
- Completing ADA certification for each applicant within 21 days of receipt of the complete application (an application is not declared complete until receipt of all necessary information and documentation)
- Documenting and tracking application progress to show compliance with the 21 day requirement; reporting progress to supervisors
- Documenting all eligibility activity, from application to appeals, in the computer record and also maintaining files for each applicant which contain copies of all correspondence and information
- Receiving and logging requests for appeals of eligibility or service suspension; setting up hearings for these; monitoring progress to assure timely handling; documenting appeal outcomes in the computer record and files
- Documenting and tracking eligibility appeals progress to show compliance with the requirement that the appellant be awarded presumptive eligibility on the 31st day after a completed hearing if a decision has not been rendered
- Documenting and tracking suspension appeals progress, and maintaining correspondence files for each proposed suspension
- Reporting appeals activities and progress to supervisors

ADA Eligibility Coordinator Training

The Eligibility Coordinator must go through quarterly training sessions to keep up on new ADA training laws or updates. Furthermore, the Eligibility Coordinator must receive a copy of all Transit Access Report – where it shows ongoing issues and updated laws or changes by FTA.

No-Show and Late Cancellation Procedures

An individual's Sun Metro LIFT service may be suspended if they frequently fail to appear for a scheduled trip, i.e. No-Show, cancellations at the door or frequently cancel late.

ABOUT NO-SHOWS

If the vehicle arrives within the 30-minute window, waits five minutes, and the passenger does not appear, it will be considered a No-Show. Before a No-Show is determined, Sun Metro will make every effort to contact the passenger. This may include:

- Lightly honking the horn during reasonable hours (8 a.m. – 10 p.m.)
- The driver knocking on the door
- Dispatch calling the passenger using the telephone numbers on file

ABOUT PATTERNS/PRACTICE:

A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incident. The passenger's frequency of trips will be analyzed when reviewing the number of No-Shows or Late Cancellations.

FIRST VIOLATION:

The first time a passenger violates the policy outlined above a warning letter must be sent and logged to the passenger advising them of the incident and informing them of further consequences should a No-Show /Late Cancellation pattern continue. If a second violation occurs, the customer could have their service suspended for two week.

SECOND VIOLATION:

If the passenger continues to violate the no-show policy within 30 consecutive days, a suspension letter must be mailed to the passenger advising them that their service will be suspended for a period of three week starting on a specific date. Before submitting the letter the passenger must be contacted by phone to find out if the circumstances were outside of the passenger's control.

The passenger shall also receive written notification about the proposed suspension of service and instructions about the appeal process. The passenger will have 15 days from the date of notification to appeal before the suspension will be imposed. If an appeal is submitted, the passenger may continue to use the LIFT service until a determination is made. If requested, an in-person hearing will be scheduled and anyone can assist the passenger in the appeal process.

THIRD VIOLATION/SUBSEQUENT VIOLATIONS:

If the passenger continues to violate the no-show policy within 30 consecutive days, a suspension letter must be mailed to the passenger informing them their service will be suspended for a period of four weeks. The same appeal process applies, outlined in the second-violation section above.

Note: Trips missed for reasons outside of the passenger's control or those missed by Sun Metro, or its subcontractors, will NOT count as a No-Show. They have the right to appeal any of the violations or proposed suspension of services following the same appeal process as mentioned under Eligibility.

It is imperative to also maintain a log of all no-show correspondence with the passengers. An example of a log to maintain would be:

Client ID	Name	# No-Shows	% No Shows	Date of 1st Warning	Letter Suspension	Appeal Date	Outcome	Dates

In-Person Assessments

Applicant must be called for in-person assessment when further information is required because of insufficient information provided on an application.

When applicants arrive they are first asked a series of questions to obtain more in depth knowledge of their disability or condition. Depending on the information given the assessor either proceeds to the next step of assessment or determines at that point that they are eligible, at which time the assessment is complete.

Functional concerns that would make riders eligible without continuing to physical portion of exam include, but are not limited to:

- Applicant demonstrates unsafe gait pattern when entering office.
- Applicant reports medication use, which causes severe adverse side effects putting personal safety in jeopardy.
- Applicant presents with cognitive deficits-sufficient to make independently riding the fixed route service problematic

Note: The in-person assessment (including the forms used to assess the passenger) must include all types of disabilities: physical, cognitive, developmental, etc. It must not be restricted to only physical capabilities. It must focus on functional ability to independently access and use public transit.

If applicant provides information that does not suggest that they should immediately be made eligible, we proceed with the assessment.

To measure mobility and balance, the Tinetti Balance Assessment is administered (pg. 5&6 of assessment form). If the applicant scores in the high fall risk category the assessment is complete and they are deemed eligible for the lift service due to safety concerns with ambulating to and from bus stop. If they score in the medium or low fall risk category the remainder of the test is administered (pg. 1-4 of assessment form).

The individual is then taken outside to perform various ambulation tasks including walking on even surfaces for 600 or more feet, up and down ramps, on and off curbs, over uneven surfaces, crossing the street, and on and off bus steps. During the assessment further questions are asked which include ability to find way along route, incidences of falls when attempting to ride the fixed route, and any other follow up questions pertaining to initial information provided during questions portion of assessment that are deemed necessary.

The assessment form is then completed with a recommendation given depending on applicant's functional and cognitive ability during entire assessment. All aspects are considered, including the individual's cognitive abilities, strength, endurance, balance, gait mechanics, and medication side effects.

The applicant receives Sun Metro LIFT's eligibility decision in writing, via mail. If found ineligible, conditionally or temporarily eligible, the letter must explain why, providing specific, functional reasons. A statement that someone can use, or has shown they can use, fixed route transit is not enough. The letter must also explain to the applicant that they have the right to appeal the decision, and explain how. In eligibility appeals, a panel composed of the client's peers will review the information provided to make a decision to uphold or reverse the denial.

Certified Agency Training

To better streamline all ADA eligibility application intakes, Sun Metro LIFT has allowed certified agencies in becoming eligible to complete the Doctor's portion of the LIFT Eligibility Applications. Any individual requesting to become a certified agency may do so by contacting the Sun Metro LIFT Eligibility Coordinator via phone, e-mail, or in person request. Once the request has been noted the Eligibility Coordinator will obtain contact information and place them on a wait list until the next available training. Sun Metro LIFT will offer bi-annual certified agency training available to those interested in becoming a certified agencies. Before an Agency may complete and submit applications, they must attend an annual three hour training and pass a final exam with an 80% score or higher. The agency training consists of the following training topics:

- How ADA Eligibility is determined.
- ADA Eligibility Criteria for paratransit service.
- Review all Sun Metro LIFT applications and certified agency/doctors form.
- Review the No Show/ Late Cancellation Policy.
- Agency Evaluations.
- In-person Assessments.

- How to appeal and preparation for the appeals process.
- Travel Training.
- Final Exam.

Note: This training is free of charge and is completed by the LIFT Call Center and Dispatch Manager.

Sub-Note: If the prospective agency personnel to pass the initial exam, they will not be authorized to complete and submit LIFT applications until they attend another two hour training and successfully pass the exam with an 80% score or higher. If an agency personnel feels the need for additional retraining, they must call the Sun Metro LIFT Eligibility Coordinator to schedule. If an agency personnel fails to attend the annual training, they will not be allowed to complete or submit LIFT applications until they have attended the next scheduled training.

Once the prospective or recertification agency has successfully passed the exam they will receive their certificate of completion via mail and may begin to submit LIFT applications.

Appeal Process

The Appeals process for Sun Metro LIFT is available to any passenger/applicant who has been declared ineligible or is facing a proposed suspension of service. If the applicant appeals the eligibility denial or proposed suspension of service, they are allowed to provide supporting documentation or information that will help them in their process to become eligible or explain why their services should not be suspended (example: the no-shows on file may have been triggered by circumstances outside their control). They have the right to appear in person and/or bring someone to help them through the process.

Appeals Process Overview

Eligibility appeals: Eligibility is based on each person's most functional abilities, and not on a specific diagnosis and/or medical condition. If a passenger is declared ineligible they will receive a letter via mail giving specific reasons why they have been declared ineligible for the Sun Metro LIFT services and steps to appeal the decision. Applicants have 65 days to appeal the eligibility decision.

During the appeals process, an in-person assessment may be requested if it has not been conducted before, but cannot be required by Sun Metro LIFT. The purpose of requesting the in-person assessment is to gather additional information regarding the rider's physical and/or cognitive functional ability to use transit. A rider's refusal to participate in an in-person assessment may not be factored into the appeals process. Instead, the panel will make its decision based on the information already provided.

Service Suspension appeals: If a passenger is being faced with a proposed suspension of service, for violations of the Late Cancellation/No-Show policy, or disruptive behavior, the rider has 15 days to inform Sun Metro LIFT of a notice to appeal.

An appeals process is carried out by a panel of judges (passengers and/or members of the transit agency community – not associated with the original decision to deny eligibility or proposed suspension of service). The panel of judges must be trained in DOT ADA regulatory

requirements for ADA paratransit, Sun Metro LIFT policies and procedures, and the overall appeals process prior to participating in an appeals hearing.

Note: The applicant may request an appeal by calling, emailing a Sun Metro LIFT representative or by signing the declaration of appeal on the Denial letter or Proposed Letter of Suspension. Passengers may still utilize Sun Metro LIFT during an appeals process.

Appeals Steps

Administrative Review: When an applicant has appealed the decision rendered by Sun Metro LIFT, the Eligibility Clerk will gather all information concerning the applicant and will provide said documentation to the Contract Compliance Manager for an Administrative Review Determination. During this process the Contract Compliance Manager will evaluate all documentation and will advise MV whether the documentation that was provided, meets the criteria for ADA paratransit service, (or deemed eligible) or may advise MV to continue with the Appeal Process.

Appeal Process: The request for Sun Metro to reconsider its rejection of an applicant's eligibility to participate in the LIFT program is after the initial application for eligibility has been denied or there's a proposed suspension of service. This appeal is made to a five-member panel composed of Sun Metro staff and LIFT passengers not associated with the original eligibility decision. This panel makes the final decision.

Reminders:

- The members selected to hear each of the appeals will not have taken part in the original eligibility certification.
- Any member who cannot make an unbiased decision must recuse themselves from the appeals hearing.
- Applicants will be notified of appeal decisions in writing, or in accessible format if requested, and the notification will state the reason(s) for the decision if eligibility is denied.
- Applicants have the right to be heard in person and to present additional information and arguments regarding their disability and ability to use the fixed-route service.
- During the time it takes to appeal, applicants may use Sun Metro LIFT until the appeal is reviewed and a decision is made. A date and time for you to meet with either appeal committee will be arranged and you may have someone accompany you.

Appeal Procedures

1. Appellant will be notified of hearing date, time and location. Appellant is strongly encouraged to attend hearing. If appellant chooses, he or she may be accompanied by one representative and or one attendant. The appellant or representative need not be present at hearing. If needed, appellant may provide an interpreter or may request that an interpreter be provided or request any accommodation as needed.

2. The appeals hearing are confidential and are not a public meeting. Location is accessible. Hearing will be held at a neutral site whenever possible.
3. Day of the hearing:

- A staff member not associated with the original decision introduces appellant to Panel Members.

Important: To ensure separation of function, in addition to NOT being involved in the process, the staff member signing the final decision should be someone else other than the person who made the original decision. The same goes with any subsequent appeals.

- Panel Members are asked if they know the appellant or have knowledge of this case. If so, they must recuse themselves due to conflict of interest.
- Staff member reviews the details of the case.
- Appellant and staff each have time to present information specific to the case at hand.
- Panel members may ask questions, after presentation by staff and appellant at their discretion.
- Upon completion of questions, appellant is informed:
- A decision on eligibility status will be made within fifteen days (state date).
- If a panel decision is not made by the stated date, appellant may continue to make use of the paratransit services until a decision is made.
- Panel members discuss appellant's case, and evidence, after appellant and staff are excused. Panel members shall deliberate cases as necessary.
- Panel members then may:
 - come to common conclusion on eligibility
 - vote on determination of eligibility
 - state reasons for decision
- Panel members instruct staff as to follow-up with appellant.
- Staff prepares decision letter for panel chair's signature.
- The panel's decision will be communicated in writing to the applicant via the Sun Metro LIFT Eligibility Appeals Determination with specific reasons as to why the panel has approved or rejected the eligibility denial or proposed suspension of service by the Call Center and Dispatch Manager.

Appeals Panel Disclosure:

Judges are to be fair and unbiased when reviewing the case – if a member feels they may be biased, they must request to be excused and allow an alternative judge to participate. Appeals are to be reviewed in a professional and courteous manner with an unbiased opinion. The appealing passenger has the right to present additional information to the committee to support their appeal, and Sun Metro LIFT as the original issuer of the eligibility determination letter or proposed suspension of service may also present any evidence and factual information regarding the reasons for their decision. Once the information and evidence is presented, the passenger and MV Transportation employee are expected to vacate

the office and the panel is free to deliberate and discuss the item in order to reach a majority decision. A member from Sun Metro management should be present to ensure all guidelines are being followed and to facilitate the hearing. If an applicant's eligibility denial decision is withheld by the appeals panels, the applicant may request Travel Training for traditional fixed route services by contacting the Eligibility Coordinator at Sun Metro LIFT.

Note: To maintain an unbiased decision, appeals judges may not have conversations with the appellant before the hearing and are to separate until the start of the appeals process. Information, including names, disclosed during the appeals process must be held confidential.

Appeals Panel Training

Any individual requesting to become an appeals judge may do so by contacting the Sun Metro LIFT Eligibility Coordinator via phone, e-mail, or in person request. Once the request has been noted the Eligibility Coordinator will obtain contact information and place them on a wait list until the next available training. Sun Metro LIFT will offer quarterly appeals judge training available to those interested in becoming a certified appeals judge. Before a Judge may serve on the Appeals Committee, they must attend an annual three hour training and pass a final exam with an 80% score or higher. The appeal training consists of the following training topics:

- How ADA Eligibility is determined.
- ADA Eligibility Criteria for paratransit service.
- Review all Sun Metro LIFT applications and certified agency/doctors form.
- Review the No Show/ Late Cancellation Policy.
- Agency Evaluations.
- In-person Assessments.
- How to appeal and preparation for the appeals process.
- Travel Training.
- Final Exam.

Note: This training is free of charge and is completed by the Call Center and Dispatch Manager.

Sub-Note: If the prospective judge fails to pass the initial exam, they will not be authorized to serve on the appeals panel until they have successfully pass the retake exam with an 80% score or higher. If a judge feels the need for additional retraining, they must call the Sun Metro LIFT Eligibility Coordinator to schedule. If a judge fails to attend the annual training, they will not be allowed to participate in any appeal hearings until they have attended the next scheduled training.

Once the prospective judge has successfully passed the exam they will receive their certificate of completion via mail and may begin to serve as a judge on the appeals panel. Upon receiving an appeal, judges will be notified via e-mail, or phone call as to when they are summoned to serve on the panel. Judges (based on availability) will be rotated to serve on panels so that every eligible judge has the opportunity to serve. Once the judge is informed of the appeals, all evidence will be given to the judge the day of the appeal to avoid any biased opinion. Judges are not eligible to obtain information before the hearing.

Call Center and Dispatch Manager

The Call Center and Dispatch Manager is a Key Management Staff member and reports to the LIFT General Manager. The primary responsibilities of the position are to oversee, direct and manager the call center functions in reservationists, dispatch, scheduling, ETA, and Eligibility for complementary ADA paratransit services.

Job Responsibilities:

- Manage personnel who are responsible for taking customer calls and making paratransit service reservations.
- Manage personnel who are responsible for scheduling efficient and effective paratransit passenger trips to include sub-contractor transportation.
- Manage personnel who are responsible for paratransit dispatch and ETA operators.
- Oversee call center performance and take action to resolve performance issues when required.
- Manage personnel who are responsible for processing ADA eligibility applications.
- Manager all paratransit operations in the absence of the LIFT General Manager.

Attachment B-9 - Sun Metro Substance Abuse
Policy Revised 4-01-18



CITY OF EL PASO - *SUN METRO*
Substance Abuse Policy

(Revised 04/01/18)

**City of El Paso – Sun Metro
Substance Abuse Policy**

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PURPOSE OF POLICY

The purpose of this policy is to establish a drug-free workplace policy for the City of El Paso—Sun Metro Mass Transit Department (hereinafter referred to as City—Sun Metro) that incorporates the Federal Transit Administration (FTA) regulations (49 CFR Part 655, as amended, and 49 CFR Part 40, as amended), as well as the Drug-Free Workplace Act of 1988, as implemented by the U.S. Department of Transportation (DOT) and published in 49 CFR Part 29. Copies of Parts 655, 40 and 29 are available in the Sun Metro Safety Office and can be found on the internet at the Department of Transportation (DOT) Office of Drug and Alcohol Policy and Compliance website <http://www.dot.gov/odapc>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with these regulations.

Text in bold italics reflects portions of this policy that are mandated by the City-Sun Metro, which may not be DOT/FTA-mandated.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace.

An employee who is convicted of any criminal drug statute for a violation occurring in the workplace must notify the City—Sun Metro no later than five days after such conviction. Any employee who fails to immediately notify the City—Sun Metro of any criminal drug statute conviction or arrest for DUI/DWI shall be subject to disciplinary action, up to and including termination. See Appendix F for Certification of Driving Record Form.

The City—Sun Metro is committed to maintaining an operation free of prohibited drugs and substance abuse in order to protect the health and safety of employees, passengers, and the general public. In this regard, it is Sun Metro's policy to:

- assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- create a workplace environment free from the adverse effects of drug and alcohol substance abuse or misuse;
- prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- encourage employees to seek professional assistance any time alcohol or drug abuse or misuse adversely affects their ability to perform their assigned duties; and
- ***terminate employees with a positive test result (or who fail to comply with Drug or Alcohol Testing).***

Zero Tolerance Policy

The City-Sun Metro has a zero tolerance alcohol and drug policy in place for employees covered under this policy. Any covered employee who tests positive for drugs or alcohol (BAC at or above

0.04) or refuses to test will be referred to a Substance Abuse Professional (SAP) and terminated from employment.

Proper Application of this Policy

The City-Sun Metro is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy in regard to subordinates, shall be subject to termination.

1. COVERED EMPLOYEES

This policy applies to employees and contractors of Sun Metro who perform “safety-sensitive functions” as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following while on duty for or on behalf of Sun Metro:

- Operating a revenue service vehicle, including when not in revenue service
- Operating a non-revenue vehicle requiring a commercial driver’s license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

These categories include supervisors who perform these functions.

SEE APPENDIX A FOR A LISTING OF SAFETY-SENSITIVE POSITIONS FOR BOTH SUN METRO AND ITS CONTRACTORS.

2. PROHIBITED BEHAVIOR

Use of illegal drugs is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in Part 40. Prohibited drugs include:

- Marijuana (THC)
- Cocaine
- Amphetamines
- Opioids
- Phencyclidine (PCP)

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called

to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function after acknowledging the use of alcohol within the previous 4 hours, he or she must take an alcohol test prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

3. CONSEQUENCES FOR VIOLATIONS

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and referred to a Substance Abuse Professional; *additionally, the employee will be subject to termination in accordance with the City—Sun Metro's zero tolerance policy.* See Appendix B for list of Substance Abuse Professionals (SAP).

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties for at least eight hours or until the employee's next scheduled shift, whichever occurs later, unless a retest results in the employee's alcohol concentration being less than 0.02. The employee will be informed of educational and rehabilitation programs that are available. *A violation of the City's zero tolerance policy will be enforced.*

Treatment/Discipline

Per City policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be referred to a Substance Abuse Professional (SAP) and *will be subject to termination in accordance with the City—Sun Metro's zero tolerance policy.*

4. CIRCUMSTANCES FOR TESTING

➤ Pre-Employment Testing

After making a contingent offer of employment or transfer, all safety-sensitive position applicants shall undergo urine drug testing. Receipt by the City of a negative test result is required prior to employment in a capacity performing safety-sensitive function(s), and failure of the drug test will disqualify an applicant for employment. If the test is cancelled, the applicant must retake and pass the test before being hired.

If a covered employee has not performed a safety-sensitive function for 90 consecutive calendar days, and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT pre-employment drug or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

The City of El Paso/Sun Metro conducts Non-D.O.T. drug and alcohol testing in conjunction with a medical examination as described in 49 CFR Part 391, Subpart E. These tests are required by the City of El Paso—Sun Metro when an employee who normally performs safety-sensitive duties and has not worked for 30 days but less than 90 days.

➤ **Reasonable Suspicion Testing**

All covered employees shall be subject to reasonable suspicion testing, to include appropriate urine and/or breath testing when there are reasons to believe that drug or alcohol use is adversely affecting job performance. A reasonable suspicion referral for testing will be made on the basis of articulable objective facts and circumstances that are consistent with the short-term effects of substance abuse. The employee is provided with transport to and from the collection or testing facility. (See Appendix G – City of El Paso-Reasonable Suspicion Belief Form.)

➤ **Post-Accident Testing**

Bus, car, van or other tire-driven vehicle. Covered employees will be required to undergo drug and alcohol testing if they are involved in an accident with a Sun Metro bus, car, van or other similar-type vehicle (regardless of whether or not the vehicle is in revenue service) that results in:

1. A fatality. This includes all surviving covered employee(s) who are on-duty in the vehicle(s) and any other surviving covered employee(s) whose performance could have contributed to the accident;
2. Injuries requiring immediate medical treatment away from the scene of the accident, unless the employer determines, using the best information available at the time of the decision, that the covered employee's performance can be completely discounted as a contributing factor to the accident; or
3. One or more vehicles incurring disabling damage and such vehicle or vehicles are transported away from the scene by a tow truck or other vehicle, unless the employer determines, using the best information available at the time of the decision, that the covered employee's performance can be completely discounted as a contributing factor to the accident.
4. With respect to an occurrence in which the mass transit vehicle involved is a rail car, trolley car, trolley bus, or vessel, the mass transit vehicle is removed from operation.

Rail transit vehicle/Streetcar. Covered employees will be required to undergo drug and alcohol testing if they are involved in an accident with a Sun Metro rail transit vehicle (streetcar) (regardless of whether or not the vehicle is in revenue service), or if the accident takes place on rail transit-controlled property, that results in:

1. A fatality at the scene or where an individual is confirmed dead within 30 days of the rail transit-related accident;
2. Injuries requiring immediate medical attention away from the scene of the accident;

3. Property damage to rail transit vehicles, non-rail transit vehicles, other rail transit property or facilities, and non-transit property that equals or exceeds \$25,000;
4. An evacuation due to life safety reason;
5. A collision at a grade crossing;
6. A main-line derailment;
7. A collision with an individual on the rail right-of-way; or
8. A collision between a rail transit vehicle and a second rail transit vehicle, or a rail transit non-revenue vehicle.

Disabling damage means damage that requires towing from the site or precludes departure of a motor vehicle from the scene of the accident in its usual manner in daylight after simple repairs, as well as damage to a motor vehicle, where the vehicle could have been driven, but would have been further damaged if so driven. Disabling damage does not include: (i) damage that can be remedied temporarily at the scene of the accident without special tools or parts; (ii) tire disablement without other damage even if no spare tire is available; (iii) headlamp or tail light damage; or (iv) damage to turn signals, horn, or windshield-wipers which makes the vehicle inoperable.

Following an accident, the employee will be tested as soon as possible, but not to exceed thirty-two (32) hours for drug testing and eight (8) hours for alcohol testing.

If an alcohol test is not completed within 2 hours of the accident/incident, a written record shall be made on why it could not be done within the 2 hours and continue supplementing the written record every 2 hours until the test is administered. If not able to obtain a specimen within 8 hours, cease trying and update the record. Any employee involved in an accident must refrain from alcohol use for eight hours following the accident or until he/she undergoes a post-accident alcohol test. Any employee who leaves the scene of the accident without appropriate authorization prior to submission to alcohol testing will be considered to have refused the test and be subject to termination.

The employee will be provided with transport to and from the collection or testing facility.

A covered employee who is subject to post-accident testing and who fails to remain readily available for such testing during the 8 hour period, including notifying the employer or the employer representative of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed by the employer to have refused to submit to testing. Refusal to submit to testing is considered a positive test *and will subject the employee to termination.*

Testing should be stayed while the employee is assisting the resolution of the accident or is receiving medical attention following the accident.

➤ **Random Testing**

Covered employees will be subjected to random, unannounced, and immediate drug and alcohol testing. As stated in 49 CFR 655.45(g), each employer shall ensure that random drug and alcohol tests conducted under this part are unannounced and unpredictable, and that the dates for administering random tests are spread reasonably throughout the calendar year. Random testing must be conducted at all times of day when safety-sensitive functions are performed.

Employees will be selected randomly for testing using a scientifically valid method such as a random number table or a computer-based random number generator that is matched with employees' Social Security numbers, payroll identification numbers, or other comparable identifying numbers, operated by an outside third party contracted by the City. *The employee will be provided with transport to and from the collection or testing facility.*

Testing rates will meet or exceed the minimum annual percentage rate set each year within each DOT agency. The current year testing rates can be viewed online at <http://www.dot.gov/odapc/random-testing-rates>. If a given driver is subject to random testing under the rules of more than one DOT agency, the driver will be subject to random drug and alcohol testing at the annual percentage rate established by the DOT agency regulating more than 50% of the driver's function.

➤ **Return-to-Duty Testing**

The policy of the City—Sun Metro is zero tolerance for all employees testing positive on drug and/or alcohol tests, as specified in this policy; consequently, there is no Return-to-Duty Testing.

Should an individual terminated under this policy wish to seek future employment in a safety-sensitive position with another employer regulated by the US DOT, that person will need to be evaluated by a DOT-qualified SAP in accordance with 49 CFR Part 40, Subpart O. Following that evaluation, the individual will only be able to begin safety-sensitive functions after passing a DOT return-to-duty drug and/or alcohol test.

➤ **Employee Requested Testing**

Any employee who questions the results of a required drug test set forth above may request that an additional test be conducted. This test must be conducted at a different testing DHHS-certified laboratory. The test must be conducted on the split sample that was provided at the same time as the original sample. All costs for such testing are the responsibility of the employee unless the second test invalidates the original test. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40. The employee's request for a re-test must be made to the MRO within 72 hours of notice of the initial test result. Requests after 72 hours will only be accepted if the delay was due to documentable acts that were beyond the control of the employee.

If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, or if the split specimen is not able to be analyzed, or if the results of the split sample are not adequate scientifically, the MRO will declare the test to be canceled and invalid. A canceled test is neither a positive nor a negative test. Also, if the laboratory rejects the sample for testing, it is treated as a canceled test. Once the test is canceled, the MRO shall report the

cancellation and the reasons for it to the DOT and/or FTA, the employer, and the employee. A canceled test is considered a “no test”.

5. TESTING PROCEDURES

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

Dilute Urine Specimen

In the event of a negative dilute test result, **the employee will be required to immediately provide another specimen.** This will be an unobserved collection unless directed by the MRO to be collected under direct observation. If the employee declines to take another test, this is considered refusal to test and is equivalent to a positive test. **If a second test is administered and the result of that test result is also negative and dilute, the City will accept and record the second test result as negative.** Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate re-collection under direct observation (see 49 CFR Part 40, section 40.67). If the result is cancelled/invalid, with no medical explanation, the employee will need to undergo an immediate observed collection as directed by the MRO. A MRO verified Positive Dilute test result will be treated as a positive drug test result.

Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. The City guarantees that the split specimen test will be conducted in a timely fashion. All costs for such testing are the responsibility of the employee unless the second test invalidates the original test.

6. TEST REFUSALS

The definition of a Refusal to Submit means a specific action taken by a covered employee to interfere with the controlled substances and/or alcohol testing process required under 49 CFR Part 655 and Part 40. The following constitute a refusal to submit to testing:

1. Fails to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer. This includes the failure of an employee to appear for a test when selected by a C/TPA and the employee is notified of such.
2. Fails to remain at the testing site until the testing process is complete. Exception: An applicant who leaves the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test.
3. Fails to provide a urine specimen for any drug test required by 49 CFR Part 655 or DOT agency regulations. Exception: An applicant who does not provide a urine specimen because he/she left the testing site before the testing process began for a pre-employment test is not deemed to have refused to test.

4. In the case of a directly observed or monitored collection for a drug test, fails to permit the observation or monitoring of the covered employee's provision of a specimen.
5. Fails to provide sufficient quantity of urine within the time limit under then-current regulations and has been determined, through a required medical evaluation that there was no adequate medical explanation for the failure.
6. Fails or declines to take a second test the employer, MRO, or collector has directed the covered employee to take.
7. Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DAPM/DER as part of the "shy bladder" procedures. Note: In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment.
8. Fails to cooperate with any part of the testing process (e.g. refuses to empty pockets when so directed by the collector, behaves in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector, etc.).
9. Fails to remain readily available for post-accident testing or fails to report, without a valid reason, that he/she was in a post-accident situation that required testing.
10. If the MRO reports to the covered employee that he/she has a verified adulterated or substituted test result.
11. For an observed collection, fails to follow the observer's instructions to raise the employee's clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if the employee has any type of prosthetic or other device that could be used to interfere with the collection process.
12. Possesses or wears a prosthetic or other device that could be used to interfere with the collection process.
13. Admits to the collector or MRO that the employee has adulterated or substituted the specimen.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions, referred to a SAP, *and will be subject to termination*.

7. VOLUNTARY SELF-REFERRAL

A covered employee who voluntarily (not in response to a City request to take a drug or alcohol test, or the positive result of a drug or alcohol test) admits to management that he or she has a

substance abuse or alcohol problem, and who wishes to voluntarily submit to a Rehabilitation Program, shall be placed on unpaid medical leave. Any voluntary requests for treatment must be made prior to any pending drug/alcohol test or disciplinary related action.

- An appropriate leave of absence may be granted for treatment and rehabilitation.
- The employee may be permitted to use accrued sick leave or administrative leave to participate in the substance abuse counselor prescribed treatment program. If the employee has insufficient accrued leave, the employee shall be placed on leave without pay until the substance abuse counselor has determined that the employee has successfully completed the required treatment program and releases the employee to return to safety-sensitive duties.
- Any leave taken, either paid or unpaid, shall be considered leave taken under the Family and Medical Leave Act.
- Payment for treatment will be coordinated through the employee's health insurance provider. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment and rehabilitation services.
- Prior to returning to work, the employee must:
 - Present evidence of having enrolled in and successfully completing a rehabilitation program approved by the City of El Paso – Sun Metro.
 - Submit to a non-DOT pre-employment drug and alcohol test, at his or her own expense, which produces a negative result. If a test is cancelled by the lab, the employee will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties.

8. PRESCRIPTION DRUG USE

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties. *See Appendix E, Review Procedures for Employees Performing Safety Sensitive Functions Who are Taking Prescription Medications.*

9. TRAINING – SUPERVISORS AND EMPLOYEES

The City – Sun Metro will provide drug and alcohol training to all employees as mandated by 49 CFR Part 655.14(b).

Covered employees will receive a minimum of 60 minutes of training on the effects and consequences of prohibited drug use and **additional training on the effects of alcohol on personal health, safety, and the work environment**. Supervisors will, in addition to the covered employee training, receive an additional minimum of 60 minutes of training on the physical, behavioral, speech and performance indicators of probable drug use. Supervisors will receive a minimum of an additional 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

10. CONTACT PERSONS

Any questions regarding this policy or any other aspect of the Federal Transit Administration requirements should be directed to the department's Drug and Alcohol Program Managers and/or Designated Employee Representative. As of April 1, 2018, following are the names of these representatives:

Drug and Alcohol Program Managers:

Name: Paul F. Guercio
Title: Transit Safety Manager
Address: 10151 Montana Ave. El Paso, TX 79925
Telephone Number: (915) 212-3381

Name: Steve Perea
Title: Safety Supervisor
Address: 10151 Montana Ave El Paso, TX 79925
Telephone Number: (915) 212-3384

Designated Employee Representative:

Name: Steve Duncan
Title: Safety Administrative Assistant
Address: 10151 Montana Ave., El Paso, TX 79925
Telephone Number: (915) 212-3381

Revised (04-01-18)

SUN METRO**Safety-Sensitive Positions with Safety-Sensitive Job Functions****OPERATIONS**

Transit Operator
Transit Operator / Trainee
Transit Supervisor
Communication Dispatcher
Streetcar Safety, Security & Training Manager
Transit Assistant Superintendent of Operations
Transit Assistant Superintendent of Operations

TASK PREFORMED

Operate Revenue Service Vehicles*
Operate Revenue Service Vehicles*
Controls Movement of Revenue Service Vehicles*
Controls Movement of Revenue Service Vehicles*
Manages Safety & Security of the Streetcar
Manages Streetcar Operations
Manages Transit Operations

MAINTENANCE

Transit Fleet Service Supervisor
Fleet Service Worker
Fleet Services Assistant
Fleet Maintenance Supervisor
Fleet Maintenance Chief
Fleet Maintenance Lead Technician
Fleet Maintenance Technician
Electronics Lead Technician
Electronics Technician
Fleet Body Shop Supervisor
Fleet Body Shop Technician/Lead Tech
Fleet Maintenance Trainer Supervisor
General Services Worker
Streetcar Hostler
Streetcar Maintenance and Facility Superintendent

Streetcar Maintenance Technician

TASK PREFORMED

Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Revenue Service Vehicles
Maintain Streetcar
Oversee Maintenance of the Streetcar and
Facilities
Maintain Revenue Service Vehicles

***Vehicles refer to either buses or streetcar.**

APPENDIX B
PROGRAM

EMPLOYEE

ASSISTANCE

Employee Assistance Program (EAP's)

Deer Oaks EAP Services

Deer Oaks Office Park Bldg. 5

7272 Wurzbach Rd. Suite 501
San Antonio, TX 78240 (915) 351-7785 Local Phone
Wickes Office
102 Wickes St.
San Antonio, TX 78210
Web page at: www.deeroaks.com
E-Mail eap@deeroaks.com

EAP Helpline

1-866-EAP-2400

1-866-327-2400

SUBSTANCE ABUSE PROFESSIONALS (SAPs)

BLS Counseling Service

6000 Welch Ste. 15

El Paso, Texas 79905

Telephone number: (915) 408-7125

or

Lee E. King

1100 S. Main, Ste. 6

Las Cruces, NM 88005

Telephone number: (575) 613-7917

FOR HELP AND INFORMATION ON DRUG AND ALCOHOL PROBLEMS

Alcoholics Anonymous (AA)

3318 Douglas Ave 3328 Alameda Ave
El Paso, TX El Paso, TX
(915) 562-4081 (915) 838-6264

Alcohol & Drug Educational Services

1801 E. Wyoming Ave
El Paso, TX
(915) 351-6832

Alcohol Treatment Center 24 Hour Help Line (915) 771-9500

Aliviane No-Ad Inc Drug Treatment

10690 Socorro Rd
El Paso, TX
(915) 858-6208

Aliviane No-Ad Inc Substance

7722 N. Loop Dr. 5160 El Paso Dr.
El Paso, TX El Paso, TX
(915) 782-4042 (915) 779-3764

El Paso Methadone Ctr.

5004 Alameda Ave
El Paso, TX

2007 Texas Ave.
El Paso, TX
(915) 775-2501



"I was so worried about my mom when she was diagnosed with cancer. The EAP offered a lot of helpful resources! Now, I'm actually feeling hopeful and strong. Thank You EAP!"



"The EAP really helped me to get my life back together. My wife and I are getting along much better now, and our finances are actually under control. What a relief!"

"I was getting really stressed out and the EAP helped me to get my priorities back in perspective. Now I'm exercising, eating right, and really getting things done at work!"



Easy Access

Help is just a phone call or click away. Access your EAP 24 hours per day, 7 days per week, 365 days per year. Simply call the toll-free number, visit the website, or send an e-mail for helpful resources, guidance, and support.



EAP Helpline

1 (866) 327-2400

E-mail:

eap@deeroaks.com

Website:

www.deeroaks.com

EMPLOYEE ASSISTANCE PROGRAM



(915) 772-6555



What is an EAP?

An Employee Assistance Program (EAP) provides free and confidential assessments, short-term counseling, referrals, prevention, and education services for you and your dependents. The benefit is provided through Deer Oaks EAP Services.

How Can the EAP Help?

A trained counselor is available 24/7, 365 days of the year to help you and your dependents cope with life's stressors so that you can live a happy, productive lifestyle. Simply call the toll-free number or visit the EAP website.



What Types of Problems does the EAP Cover?

- Stress, Tension, Anxiety
- Depression, Grief
- Anger Management
- Marital/Family Problems
- Work-Related Difficulties
- Legal/Financial Concerns
- Health and Wellness Issues
- Trauma Recovery
- Substance Abuse



EAP Services

- Assessment & Short-term Counseling
- Crisis Intervention
- Community & Health Plan Referrals
- Leadership & Supervisor Training
- Online Tools, Tips & Articles
- Work/Life Balance Coaching
- Child Care/Elder Care Resources
- Retiree Assistance Program
- Legal & Financial Consultations
- Substance Abuse Services
- Health & Wellness Education
- Take the High Road on the Highways



How Can the EAP Help Me Balance Work and Life?

It is difficult to be at your best when you are worried about emotional, health, financial, legal, child care/elder care, or family problems. Resolving your personal concerns can help you:

- Increase your morale and well-being
- Stay focused on your goals
- Achieve a healthy balance in your life
- Establish positive relationships
- Remain productive and efficient
- Decrease your overall stress level



APPENDIX C ALCOHOL FACT SHEET

ALCOHOL FACT SHEET

Alcohol is a socially acceptable drug that has been consumed throughout the world for centuries. It is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. However, when consumed primarily for its physical and mood altering effects, it is substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

Sign and Symptoms of Use

- Dulled mental processes
- Lack of coordination
- Odor of alcohol on breath
- Possible constricted pupils
- Sleepy or stuporous condition
- Slowed reaction rate
- Slurred speech

(Note: Except for the odor, these are the general signs and symptoms of any depressant substance.)

Health Effects

The chronic consumption of alcohol [average of 3 servings per day of beer (12 ounces), whiskey (1 ounce) or wine (6 ounce glass)] over time may result in the following health hazards:

- Decreased sexual functioning
- Dependency (Up to ten percent of all people who drink become physically and/or mentally dependent on alcohol and can be termed "alcoholic.")
- Fatal liver diseases
- Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast and malignant melanoma
- Kidney disease
- Pancreatitis
- Spontaneous abortion and neonatal mortality
- Ulcers
- Birth defects (up to 54 percent of all birth defects) are alcohol related.

Social Issues

- People who drink prior to the crime commit two-thirds of all homicides.
- Two to three percent of the driving population is legally drunk at any one time. This rate is doubled at night and on weekends.
- Two-thirds of all Americans will be involved in an alcohol related vehicle accident during their lifetimes.
- The rate of separation and divorce in families with alcohol dependency problems is seven times the average.
- Forty percent of family cases are alcohol problem related.
- Alcoholics are fifteen times more likely to commit suicide than are other segments of the population.
- More than 60 percent of burns, 40 percent of falls, 69 percent of boating accidents, and 76 percent of private aircraft accidents are alcohol related.

The Annual Toll

- 24,000 people will die on the highway due to the legally impaired driver [0.10 blood alcohol content (BAC) or more].
- 12,000 more will die on the highway due to the alcohol affected driver (0.099 BAC or less).
- 15,800 will die in non-highway accidents
- 30,000 will die due to alcohol caused liver disease.
- 10,000 will die due to alcohol induced brain disease or suicide.
- Up to another 125,000 will die due to alcohol related conditions or accidents

Workplace Issues

- It takes one hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.
- Impairment in coordination and judgment can be objectively measured with as little as two drinks in the body (0.030 BAC)
- A person who is legally intoxicated (BAC level of 0.10) is six times more likely to have an accident than a sober person.

APPENDIX D ALCOHOL TESTING PROCEDURES

Step-by-step guide to alcohol testing procedures

Sequence of events

- 1 You are notified that you must submit to an alcohol test. You go immediately to the Breath Alcohol Technician (BAT) as directed by your City official in charge of alcohol testing.
- 2 You follow the BAT's instructions to complete the alcohol testing form and the screening test.
- 3 If the result of the screening test is lower than .02 BAC (blood alcohol concentration), you complete your part of the form, receive your copy of the form and are free to go.
- 4 If the result of the screening test is .02 BAC or above, a confirmation test is required. If the confirmation result is below .02 BAC, you complete your part of the form, receive your copy and are free to go. *If the result remains above .02 BAC, the BAT will notify your City official and you will be subject to disciplinary action up to and including termination as per City policy.*

Section 655.35 (a) states: No employer shall permit a covered employee tested under the provisions of subpart E of this part who is found to have an alcohol concentration of 0.02 or greater but less than 0.04 to perform or continue to perform safety-sensitive functions. Unless (1) the employee's alcohol concentration measure less than 0.02 or (2) the start of the employee's next regularly schedule duty period, but not less than eight hours following administration of the test .Section 35(b) states: Expect as provided in paragraph (a) of this section, no employer shall take any action under this part against an employee based solely on test results showing an alcohol concentration less than 0.04. **This does not prohibit an employer with authority independent of this part from taking any action otherwise consistent with Law.**

Safeguards in place to protect you

- The BAT confirms your identification before starting the test.
- You must be presented with an individually-sealed mouthpiece. The technician will unwrap the package in your presence or give it to you to unwrap just before the test.
- The testing device has been DOT approved.
- The BAT is specifically trained to operate the breath device being used.
- If the screening test result indicates .02 BAC, or above, the technician will ask you to wait at least 15 minutes and not more than 30 minutes before taking the confirmation test.
- A new mouthpiece is used for the confirmation test.

The testing procedure

- You must arrive at the collection site at the scheduled date and time.
- Show your photo identification to the technician.

Breath testing

The technician will give you the wrapped mouthpiece and either unwrap it in your presence or ask you to unwrap it. The mouthpiece will be attached to the breath testing device and the technician will ask you to blow steadily and forcefully into the mouthpiece for six seconds or until the unit signals that enough breath has been gathered to complete the test. If you are unable to produce sufficient breath, you will be referred for medical evaluation.

Results of your screen

If your initial test result is below .02 BAC, you will be asked to sign and date part four of the testing form. If your result is .02 BAC or above, you must take a confirmation test. The Technician will have your wait at least 15 minutes, but no longer than 30 minutes, before the confirmation test. You will be instructed not to eat, drink, and chew anything, smoke, etc., during that waiting period.

Consequences of a positive test

Alcohol tests of .04 BAC and above

Positive drug tests

Violating the prohibitions

If your breath alcohol test confirmation is .04 or above; or if you test positive for drugs; or if you violate any of the prohibitions listed on page 3 ("Prohibited conduct"):

- You may not perform a safety-sensitive function.
- You will be made aware of resources for solving drug or alcohol problems.
- You will be subject to disciplinary action

Alcohol test over .02 but less than .04

If your test results is a BAC of .02 or greater but less than .04 your employer will be notified and you will be subject to disciplinary action up to and including termination of employment.

If you refuse to take a drug or alcohol test as required by federal regulation, your employer must take the same action as if you had tested positive.

Conduct considered a refusal to test

In addition to outright refusing to test, the DOT considers it a refusal to test if you:

- fail to provide adequate breath for alcohol testing without a valid medical explanation; or,
- fail to provide adequate urine for drug testing without a valid medical explanation; or,
- refuse to complete the second section of the alcohol testing form; or,
- engage in conduct that clearly obstructs the testing process. (If you attempt to submit a urine specimen other than your own, for example, that is conduct obstructing the testing process.)

APPENDIX E REVIEW PROCEDURES FOR PRESCRIPTION MEDICATIONS

Review Procedures for Employees Performing Safety Sensitive Functions *Who are Taking Prescription Medications*

Within the Substance Abuse Policy, a requirement to notify the Safety Department in writing referencing the use of prescribed medications is required by section "6.3 Legal Drugs" of the policy, for those employees performing Safety Sensitive duties.

Notification will initiate the following procedures:

1. The employee will have their medical practitioner (who is certified to dispense/prescribe medications) complete a Return to Work Form (see following page) indicating the medications said employee is taking.
2. The Return to Work Form will have the employee's Job Description attached (as indicated on the form) to facilitate the medical practitioner' approval/release process.
3. If there are no red flags indicated, the employee will be allowed to return to work and perform safety-sensitive functions.
4. Employees will not be discouraged to follow their physician's advice.
5. The completed Return to Work Form (**See Appendix F**) will be reviewed by a SUN METRO Safety Officer and then placed in the employee's personnel file.

Adverse reactions that negatively affect the safe performance of safety-sensitive duties (i.e., drowsiness, dizziness, or other indication of difficulty performing the duties safely) will be considered a red flag and the employee should refer medication(s) to their medical practitioner, who is certified to dispense and/or prescribe medications.

APPENDIX F RETURN TO WORK FORM



**Return To Work
Form**

10151 Montana Ave; El Paso, Texas 79925 (915) 212-3381

(To Be Completed By Doctor)

Based on Employee's Current Medical Examination and the Physical job Activities submitted by the City of El Paso / Sun Metro (refer to attached Job Description): (Check One)

1. ☐ _____ can perform the work without restrictions.

(PATIENT)

2. ☐ _____ can perform the work with the following

(PATIENT)

Exceptions:

3. ☐ _____ cannot perform the work as described.

(PATIENT)

I release the City of El Paso/ Sun Metro employee, _____ to perform

(PATIENT)

Safety sensitive duties (refer to attached Job Description) while taking the following

Medication(s) (if any) without adverse reactions that may interfere with the performance of

their duties:

(Date)

PRINTED PHYSICIAN'S NAME AND ADDRESS

(PHYSICIAN'S SIGNATURE)

APPENDIX G REASONABLE SUSPICION/BELIEF FORM

CITY OF EL PASO-REASONABLE SUSPICION /BELIEF FORM

Department Submitting Form:	Division:
Contact Name/Title:	Phone No.:
Employee's Name:	Employee ID No.:
Job Class Title:	Witness Names/ Titles:
Location:	Date:
	Time of Observations:
Is employee in a Safety-Sensitive position? YES ____ NO ____	

The Supervisor or manager observing the behavior as well as another supervisor/manager, as witness, if possible, are to complete the checklist below.

Check all that apply		
Observation by Supervisor	Observation by Witness	Behavior(s) Observed
		Possessing, using, or dispensing a prohibited substance
		Abnormal or erratic Behavior
		Verbal abusiveness
		Physical abusiveness
		Extreme aggressiveness or agitation
		Withdrawal, depression, mood changes , or unresponsiveness
		Inappropriate verbal response to questioning or instructions
		Slurred or incoherent speech
		Unsteady gait or other loss of physical control; poor coordination
		Dilated or constricted pupils or unusual eye movement
		Bloodshot or water eyes
		Extreme fatigue or sleeping on the job
		Excessive sweating or clamminess of the skin
		Flushed or very Pale face
		Highly excited or nervous

Page 1 of 4

CITY OF EL PASO-REASONABLE SUSPICION /BELIEF FORM

Observation by Supervisor	Observation by Witness	Behavior(s) Observed
		Nausea or vomiting
		Odor of alcohol
		Odor of marijuana
		Dry mouth(Frequent swallowing/lip wetting)
		Dizziness or fainting
		Shaking hands or body tremors/twitching
		Irregular or difficult breathing
		Runny noses or sores around nostrils
		Inappropriate wearing of sunglasses
		Puncture marks or tracks
		Other erratic or inappropriate behavior (e.g. hallucinations, disorientation, excessive euphoria, confusion) (Please specify below)

CITY OF EL PASO-REASONABLE SUSPICION /BELIEF FORM

Other erratic or inappropriate behavior:

(Complete this portion at time of observation or no later than 24 hours following.)

Please describe your observations and summarize the facts (include dates and time of day) and circumstances of the incident, employee response, supervisor actions, including if the employee was escorted home, and any other pertinent information not previously noted. Please state the facts in narrative form that gave rise to your reasonable suspicion. Attach additional sheets as needed.

Employee declined to take drug/alcohol test: YES: _____ NO: _____

Signature of Supervisor:	Date:
Signature of Witness:	Date:
Signature of Witness:	Date:

Page 3 of 4

CITY OF EL PASO—REASONABLE SUSPICION /BELIEF FORM

Department Director's signature or designee:	Date:
--	-------

HUMAN RESOURCES DEPARTMENT USE ONLY

Reviewed by (Print):	Date:
Signature:	

Supervisors should secure witness signatures at the time of the incident. The Department Director's signature must be secured at the earliest possible time and the Human Resources Department must review this documentation before filing the form in the employee's personnel file, providing a copy to the employee or issuing discipline. The supervisor may proceed with securing the safety of the employee and/or drug and alcohol testing prior to obtaining the Director's signature and Human Resources review.

APPENDIX H CERTIFICATION OF DRIVING RECORD

DATE:

TO: ALL EMPLOYEES REQUIRED HAVING COMMERCIAL LICENSE

FROM: Jay Banasiak, Director

SUBJECT: Certification of Driving Record

As required by federal rules and regulations, all drivers must prepare and furnish a list of all violations of motor vehicle traffic laws and ordinances (other than parking violations) of which the driver has been convicted, or of which he/she forfeited bond or collateral during the preceding twelve (12) months (Sec. 391. 27) :*

I certify that the following is a true and complete list of traffic violations (other than parking violations) for which I have been convicted or forfeited bond or collateral during the past twelve (12) months.

Date	Offense	Location	Type of Vehicle Operated
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

IF NO VIOLATIONS ARE LISTED ABOVE, I certify that I have NOT been convicted or forfeited bond or collateral on account of any violation required to be listed during the past 12 months.

* DEPARTMENT RULES REQUIRE TIMELY REPORT OF ALL CITATIONS OR ARRESTS REGARDLESS OF CONVICTION. *

Driver's License No. _____ State _____ Expiration Date _____

Signature (Date) Job Title

Print Name ID Number

For Office Use Only

Reviewed By: Signature Date

APPENDIX I **RELEASE OF INFORMATION FORM**

“Release of Information Form – 49 CFR Part 40 Drug and Alcohol Testing”

SECTION I. To be completed by the new employer, signed by the employee, and transmitted to the previous employer:

Employee Printed or Typed Name: _____

Employee Social Security Number: _____

I hereby authorize release of information from my Department of Transportation regulated drug and alcohol testing records by my previous employer, listed in Section I-B, to the employer listed in Section I-A. This release is in accordance with DOT Regulation 49 CFR Part 40, Section 40.25. I understand that information to be released in Section II-A by my previous employer, is limited to the following DOT-regulated testing items:

1. Alcohol tests with a result of 0.04 or higher;
2. Verified positive drug tests;
3. Refusals to be tested;
4. Other violations of DOT agency drug and alcohol testing regulations;
5. Information obtained from previous employers of a drug and alcohol rule violation;
6. Documentation, if any, of completion of the return-to-duty process following a rule violation.

Employee Signature: _____ Date: _____

I-A

New Employer Name: _____

Address: _____

Phone # _____ Fax # _____

Designated Employer Representative: _____

I-B (to be completed for each employer, where safety sensitive functions were assigned)

Previous Employer Name: _____

Address: _____

Phone #: _____

Designated Employer Representative (if known): _____

SECTION II. To be completed by the previous employer and transmitted by mail or fax to the new employer:

II-A In the two years prior to the date of the employee's signature (in Section I), for DOT-regulated testing ~

1. Did the employee have alcohol tests with a result of 0.04 or higher? YES____ NO____
2. Did the employee have verified positive drug tests? YES____ NO____
3. Did the employee refuse to be tested? YES____ NO____
4. Did the employee have other violations of DOT agency drug and alcohol testing regulations? YES____ NO____
5. Did a previous employer report a drug and alcohol rule violation to you? YES____ NO____
6. If you answered "yes" to any of the above items, did the employee complete the return-to-duty process? N/A____ YES____ NO____

NOTE: If you answered "yes" to item 5, you must provide the previous employer's report. If you answered "yes" to item 6, you must also transmit the appropriate return-to-duty documentation (e.g., SAP report(s), follow-up testing record).

II-B

Name of person providing information in *Section II-A*: _____

Title: _____

Phone #: _____

Date: _____

APPENDIX J CERTIFICATE OF RECEIPT FOR SUBSTANCE ABUSE POLICY

**CERTIFICATE OF RECEIPT OF
THE CITY OF EL PASO / SUN METRO
SUBSTANCE ABUSE POLICY
FOR SAFETY-SENSITIVE EMPLOYEES
(REVISED 04/01/18)
AS DEFINED BY THE
FEDERAL TRANSIT ADMINISTRATION**

I hereby certify that I have received a copy of the City of El Paso / Sun Metro Policy on Substance Abuse for Safety-Sensitive Employees (**Revised 04/01/18**) as defined by the Federal Transit Administration. **I am responsible for reading this policy when received.**

NOTE: Attached memo reflects changes / additions to this policy.

Name: _____
(Please Print)

Kronos ID: _____



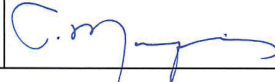
Title: _____

Department: _____

Signature: _____

Date: _____

APPENDIX K FINAL AUTHORITY SIGNATURES

Title: Sun Metro Substance Abuse Policy		
Previous Issue: * 7/11/16	Revision Date 04/01/18	Page 31 of 31
Prepared By: Paul Guercio / Steve Perea	Approved By: Final Authority Signatures	
APPROVED AS TO FORM Elizabeth M. Ruhmann Assistant City Attorney		
APPROVED AS TO CONTENT Jay Banasiak Director of Mass Transit		
City Manager Tommy Gonzalez		

*Previous issues of Sun Metro Substance Abuse Policy:

7/11/16 Policy updated per 49 CFR Part 655

4/11/13 Policy updated per 49 CFR Part 655

8/23/12 Policy updated per 49 CFR Part 655

2/11/12 Policy updated per 49 CFR Part 655

6/09/10 Policy updated per 49 CFR Part 655

8/17/09 Policy update per 49 CFR Part 655

3/29/07

Attachment B-10

Sun Metro LIFT Driver, Supervisor and Maintenance Uniform Requirements

UNIFORM (TRANSIT OPERATORS)

- When in uniform, each operator must wear the complete uniform prescribed in this Manual.
- The uniform must be neat, clean, properly pressed and shoes shined. The primary consideration is to have a neatly groomed appearance while wearing the operator uniform.
- The standards established here are not intended to be overly restrictive. The standards are reasonable, enforceable, and ensure that personal appearance contributes to a favorable image for you and the Department.
- When retraining is required, operators must report in uniform with required equipment.
- The uniform can only be worn to and from work and while on duty.
- Operators who are off duty must not wear the uniform at any time or place that may bring discredit to the Department.
- All operators are expected to dress in accordance with the City of El Paso Professional Appearance Standards Policy, which is incorporated herein by reference.
- Request for a uniform accommodation may be granted on a case by case basis by contacting the Department's Human Resources Division.
- The following standards regarding appearance must be observed when reporting for duty and while on duty.
 - Pants must be neatly pressed and in good repair.
 - A belt must be worn if the trousers have belt loops.
 - A clean shirt must be worn.
 - Shirts/Polos must be properly buttoned and tucked into the pants.
 - Short sleeve shirts shall not have the sleeves rolled up.
 - Only a department issued winter jacket is allowed.
 - Name tags shall be worn while operating all departmental vehicles or when on departmental property, on the left shirt pocket when the blazer is not used, or on the blazer breast pocket when it is used.
 - For safety reasons, platform soles, heels over two inches high, open toes or heels, black athletic shoes, moccasins, sandals, and clogs are not permitted.
 - Hair, sideburns, mustaches and beards must be clean, combed and neatly trimmed.
 - Hair must be under control so as not to interfere with the safe operation of your coach.

- Only Department caps may be worn while on duty.
 - The only patches, badges, pins or awards to be worn on your uniforms are those provided by the Department, Amigo Man pins, El Paso pins, or other authorized official items.
 - Items having political, social or religious implications should not be worn.
 - Buttons for specific departmental campaigns shall be worn as directed.
 - Display of tattoos and body piercings (other than earrings) is prohibited while the employee is at work.
- The following are the parameters set as to the different classes of uniforms and their usage.
- The Class “C” uniform is the uniform worn by operators only during daylight savings time in situations in which non-formal dress is called for.
 - It is worn in most workday situations in which business dress (Class “A”, “B”, or “C”) would be called for.
 - The Class “B” uniform is the uniform authorized to be worn by operators year round, unless otherwise mandated by management for a special assignment.
 - The Class “A” uniform is the uniform used for special assignments or formal occasions such as UTEP shuttles, Sun Bowl Shuttles, transporting dignitaries, parades, or other such occasions as dictated by Management.
 - The Department blazer and tie accessories will be worn as part of the class “A” uniform unless otherwise specified by management.

<u>CLASS A</u>	<u>CLASS B</u>	<u>CLASS C</u>
Blazer Long sleeve shirt Dress slacks Tie	Short sleeve shirt - or Polo shirt Dress slacks - or trousers	Short sleeve shirt - or Polo shirt Shorts ONLY during Daylight Savings Time

UNIFORM (TRANSIT SUPERVISORS)

Transit Supervisors must be in uniform: pants (choice of cargo, dress or wranglers). Shirts (choice of polo shirt, long sleeve dress shirt or short sleeve dress shirt). Tie, Blazer and Jacket.

UNIFORM (MAINTENANCE SERVICES)

The following standards regarding appearance of all Maintenance personnel must be observed when reporting for duty and while on duty.

- Trousers must be clean and in good repair.
- Must be navy blue in color.
- A clean shirt and a belt must be worn if the trousers have belt loops.
- Shirts must be properly buttoned.
- Short sleeve shirts shall not have the sleeves rolled up.
 - Any shirt issued by the Department as a designated uniform for that division of Maintenance with the Department patch or logo.
 - Employees may wear their uniform or a Department t-shirt.
 - All t-shirts must have both the employee name and the Department's logo patch.
- For safety reasons, all employees must wear safety shoes with approved steel or reinforced toe.
 - Must be of compatible color, complementary to uniform and steel toed.
- Hair, sideburns, mustaches and beards must be clean, combed and neatly trimmed.
- Only authorized hats or caps will be worn while on duty.
- Only patches, badges, pins or awards provided by the City or the Department, or other authorized official items are to be worn on uniforms.
- The uniform can only be worn to and from work and while on duty.

Attachment B-11 REVISED REVISED
Contractor-Furnished Transit Supervisor
Vehicle Specifications

TECHNICAL SPECIFICATIONS

1.0 GENERAL

- 1.1 The vehicles are required to meet all regulations, standards and laws including revisions. Vehicles shall meet or exceed the Federal Motor Vehicle Safety Standards. Vehicles should also meet FTA regulations when purchasing vehicles and maintaining vehicles.
- 1.2 Vehicles shall be equipped with the following equipment installed by the successful contractor:
- Trapeze AVL/Ranger MDT system (software and hardware provided by the City – wiring and installation performed by Contractor)
 - Video Camera system with recording and audio capability
 - At least one wheelchair accessible position with related lift/ramp
 - Dispatch Motorola two-way radio system connected to Sun Metro's dispatch system (provided and installed by Contractor)
- 1.3 Contractor is solely responsible for the entire maintenance of the contractor-furnished vehicles, including maintenance, licensing, registration, interior/exterior equipment and paint-schematic. The City will provide MDTs and fuel for the units. Sun Metro will provide and install Sun Metro logo decals.

2.0 ENGINE

- 2.1 The engine may be clean diesel, unleaded gasoline, or Compressed Natural Gas fueled configuration. Engine must be equipped with an external engine oil cooling system. The engine shall be certified by the Environmental Protection Agency (EPA).
- 2.2 If the engine is CNG-fueled, all aspects of the fuel system must comply with the Texas Railroad Commission requirements. Vehicle should be a dedicated CNG system specific to the vehicle.

3.0 NATURAL GAS STORAGE TANK(S)

- 3.1 If the engine is CNG-fueled, the tanks shall be located in a way to maximize fuel capacity without impeding interior access. Remote fill access door will be identified with a red colored "Compressed Natural Gas Only" decal. The decal material will be the highest quality material available using the highest quality inks for longevity. The tank(s) will be equipped with a common mechanical fuel gauge located in close proximity to the operator or the fuel fill location - visible from a standing position. A dash board mounted fuel gauge shall be provided inside the vehicle so the driver can monitor the fuel level from the driver's work station. If possible the OEM fuel gauge would be the preferred gauge to measure the fuel level from the operator's work station.
- 3.2 If the vehicle is CNG fueled, the CONTRACTOR is responsible for installation and

removal of any existing equipment that is necessary to install the Compressed Natural Gas fuel system.

4.0 HEATING AND AIR CONDITIONING

4.1 Factory installed fresh air type front HVAC. Heating and air conditioning for maximum comfort of the driver and passengers.

4.2 Defroster is to be of sufficient capacity to keep windshield window clear of fog, ice, and snow.

5.0 WINDOWS

5.1 All windows shall be factory tinted to the darkest shade allowed by Texas Law.

5.2 Intermittent wipers shall be provided for the windshield.

6.0 INTERIOR

6.1 Seating shall be for minimum 2 ambulatory seats (depending on floor plan and space provided to accommodate dedicated CNG system) with one wheelchair position.

6.2 Vehicles need to be equipped with lift/ramp.

6.3 Driver's seat and passenger seats shall be manufactured specification.

6.4 A dry chemical fire extinguisher with a minimum 5 lb. capacity shall be located in the front of the vehicle. It shall be easily accessible to the driver and out of the way of passengers.

6.5 Supervisor vehicles must follow the same cleaning and sanitizing procedures as the revenue vehicles.

7.0 FIRE SUPPRESSION AND METHANE DETECTION SYSTEM

7.1 If the engine is CNG-fueled, AMEREX Fire Suppression and Methane detection shall be installed in each vehicle to ensure consistency with current Sun Metro vehicles.

Attachment B-12 Sun Metro LIFT Vehicle Markings and Paint Schematic

Sun Metro LIFT

1. PAINTING, DECALS AND MONOGRAMS: All signs required by State and

Federal law shall be affixed to each vehicle exterior and interior.

To include RRC CNG Safety Rule §13.140 for Labeling

(A) A vehicle equipped with a compressed natural gas (CNG) fuel system shall bear a durable label, readily visible and located at the fueling connection receptacle.

(B) The label shall include the following:

- (1) CNG fueled vehicle;
- (2) System working pressure;
- (3) Name of company or entity and license number;
- (4) Cylinder retest date(s) (where applicable); and
- (5) Total cylinder water volume in cubic inches.

(C) Each vehicle shall be identified with a weather-resistant diamond-shaped label located on an exterior vertical or near vertical surface on the lower right rear of the vehicle (on the trunk lid of a vehicle so equipped, but not on the bumper of any vehicle), inboard from any other markings. The label shall be approximately 4-3/4 inches by 3-1/4 inches.

The marking shall consist of a border and the letters "CNG" (one inch minimum height centered in the diamond) of silver or white reflective luminous material on a blue background. (See Attachment Pictures as a Sample)

2.0 PAINT

2.1

Vehicle colors and paint scheme shall be selected by Sun Metro. The whole exterior paint scheme will be selected by Sun Metro to maintain uniformity with color and graphics design with other Sun Metro vehicles. See the attached sample pictures provided by Sun Metro. Sun Metro approval will be required before the successful contractor can authorize to have the vehicle painted.

2.2

Paint type shall be of a highest quality composition to last for 5 to 7 years when exposed to the El Paso, TX High Desert environment.

Attachment B-13 Sun Metro LIFT Maintenance Manager, Technicians and Fueler Requirements.

Sun Metro LIFT

Maintenance Manager, Supervisors, Technicians, and Fueler Requirements

Requirements are base off the CNG Safety Rules for qualified personnel to be able to fuel vehicles and to be able to work on CNG system.

SUBCHAPTER C - LICENSING AND REGISTRATION for CNG (this is a section of the Railroad Commission of Texas regulations manual)

§116.031 License Requirement

(a) Unless otherwise provided in this chapter or by commission rule, a person shall be required to obtain a license from the commission to engage in any of the following activities:

(1) work that includes the manufacture, assembly, repair, testing, sale, installation, or sub framing of CNG cylinders or LNG containers for use in this state;

(2) systems work that includes the sale, installation, modification, or servicing of CNG or LNG systems for use in this state, including the installation, modification, or servicing by any person, except a political subdivision, of a CNG or LNG motor fuel system or mobile fuel system on a vehicle used in the transportation of the general public; or

(3) product work that includes the sale, storage, transportation for delivery, or dispensing of CNG or LNG in this state.

(b) A license obtained by a partnership, corporation, or other legal entity extends to the entity's employees who are performing CNG or LNG work, provided that each employee is qualified and registered as required by rules adopted by the commission.

(c) No license is required by an original vehicle manufacturer or a subcontractor of such manufacturer for the installation and sale of a new CNG or LNG system when such system is installed on a new original vehicle fueled by CNG or LNG.

(d) The commission by rule may provide for the annual registration of all individuals performing CNG-related or LNG-related activities who are exempt from the licensing requirements of the commission. Employees of a political subdivision are not required to be licensed or registered under this chapter.

§116.032 License and Registration Fees

(a) The commission shall adopt rules establishing registration fees and license categories and license fees to be charged for application for and issuance and renewal of a license or registration.

(b) The commission by rule may establish reasonable fees for each category of license.

Supervisory Staff and Technicians

All first line floor supervisory staff and two thirds of the Technicians used in the repair of vehicles shall be Master Automotive Service Excellence (ASE) certified. The Master rating shall include A1-A8, F1 & H1 areas of automotive repair/transit bus and servicing. The remainder of the Technicians hired to repair vehicles shall be ASE certified, and work in the area of their ASE certification. ASE certified Technicians not holding a Master certification, can work in a non-ASE certified area while under the guidance of a Master, or assisting a master Technician. The Supervisors and Technicians must be capable of utilizing diagnostic equipment specifically designed for use on all Contract required vehicles and be certified in Natural Gas (supervisor or technician) by the Texas Railroad Commission (TRRC).

The Contractor may be allowed to start this Contract without the full complement of required Master ASE certified Technicians and supervisory staff. Within two (2) years of the Contract execution, the full complement of ASE certifications must be met. Subsequent hired mechanics may also be allowed two (1) year from hire date to become ASE certified with the required certifications. If the Contractor fails to get the necessary certifications within the (2) year grace period the Contractor shall be subject to additional liquidated damages or may be considered grounds for Contract termination.

Only Master ASE certified Supervisors, Technicians, and non-master ASE Certified Technicians shall repair vehicles required by this Contract. All Supervisors and Technicians must keep their ASE certifications current and up to date. For supervisory staff, or Technicians with certifications that have expired during their employment with the Contractor, will have one (1) year from the date of expiration of their certification(s) in which to acquire re-certification up to the required rating level. If the supervisory staff, or Technicians fails to get the necessary certifications within the (1) year period the Contractor shall be subject to liquidated damages or may be considered grounds for Contract termination.

DAILY VEHICLE INSPECTION Report

Vehicle No.	Date	Drivers Name	Start Miles	Start Time	End Miles	End Time
		1				
		2				
		3				

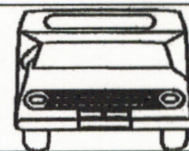
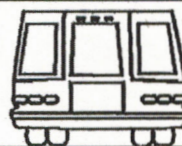
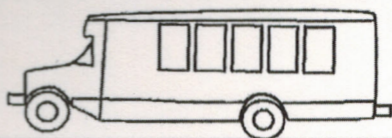
✓ = Satisfactory

X = Unsatisfactory

1	2	3	INSPECTION ITEM	1	2	3	INSPECTION ITEM
			TIRES AND WHEELS				INSPECTION ITEM
			TIRE CONDITION, TREAD DEPTH AND AIR PRESSURE				Valid Registration present and visible
			Wheels and rims for cracks, rips, welds or protruding objects.				Valid proof of insurance
			LUG NUTS TIGHT, NO EXCESSIVE RUST OR DAMAGE				2 way radio is complete and operational – RADIO CHECK
			ENGINE COMPARTMENT				DRIVE CAM INTACT AND OPERABLE
			Under vehicle leaks				MDT INTACT AND OPERABLE
			VEHICLE GLASS				LICENSE PLATE INTACT
			Windshield has no chips or cracks				BRAKES
			MIRRORS ARE COMPLETE AND IN GOOD CONDITION				BRAKE PEDAL FEELS GOOD AND STOPPING PROPERLY
			Windows complete				PARKING BRAKE COMPLETE AND OPERATING PROPERLY
			Emergency windows complete and operable				STEERING AND SUSPENSION SYSTEM
			VEHICLE LIGHTING				STEERING WHEEL SECURE, NO EXCESSIVE PLAY
			HEADLIGHTS OPERATIONAL – HIGH AND LOW BEAM				Gearshift mechanism tight and working properly
			All Clearance lights operational & reflectors present				SAFETY ITEMS
			BRAKE LIGHTS COMPLETE AND OPERATIONAL				Seat Belt web cutter present
			TURN SIGNALS COMPLETE AND OPERATIONAL				Triangle reflectors present and complete
			Backup lights complete and operational				FIRE EXTINGUISHER PRESENT, FULLY CHARGED
			Back up alarm complete and audible				Vehicle accident packet present and accesible
			EMERGENCY 4 WAY FLASHERS OPERATIONAL				Safety cone on vehicle
			VEHICLE INTERIOR ENVIRONMENT				
			Front & rear air conditioner complete and operational				WHEELCHAIR LIFT
			Front & Rear heater complete and operational				Lift free from leakage
			Defroster complete and operational				Lift operating properly electronically
			INTERIOR				Lift roll stop working properly
			Clean				Lift working properly manually
			Seats and cushions are secure				LIFT INTERLOCK OPERATING PROPERLY
			Seat belts are complete, operational and secure				# of Lap Belts: _____ # of Tie Downs: _____
			WINDSHIELD WIPERS OPERATIONAL				TIE DOWNS OPERABLE
			Windshield washer operational				POSEY BELT PRESENT AND OPERABLE
			HORN OPERATIONAL				
			PASSENGER DOOR COMPLETE AND OPERATIONAL				

Next PMS due is:

Please explain in detail below any problems you are having with the vehicle and when the problem occurs.



Any items in **bold** marked unsatisfactory must be brought to the attention of the Supervisor immediately. The **bold** typeface indicates items that place a vehicle out of service.

I declare that I have properly performed a vehicle inspection on the vehicle indicated above and have inspected and marked the inspection items, listed above, accordingly.

Driver's signature Pre Trip inspection: _____
There have been no incidents or accidents with this vehicle since the above signed inspection.

Driver's signature mid trip inspection: _____

Driver's post trip inspection: _____

- ☐ Reviewed
☐ Noted for repair
☐ Could not duplicate problem
☐ Repaired

Technicians Signature: _____

Shop Managers Signature: _____

Driver number 2, mid trip, only has to perform a walk around inspection. Only inspect items where a mark can be placed.

Attachment B-15 Sun Metro LIFT Vehicle Preventive Maintenance Requirements

LIFT Vehicle Preventive Maintenance

a. LIFT maintenance vehicles service frequency and level is determined by the anticipated annual mileage, the conditions in which the vehicle operates, manufacturer's recommendations and

on the vehicles performance and reliability.

Strict adherence to the manufactures maintenance recommendations and intervals is expected.

b. Should the successful contractor elect to perform the maintenance intervals more often than recommended by the manufacturer, they are free to do so. However, at no time is the contractor to extend the intervals longer than recommended by the Manufacturer.

c. It is the responsibility of LIFT Maintenance Shop to monitor the condition of Vehicles in the Fleet and to report where amendments to the maintenance PM program need to be made or given consideration to improve performance and quality and reduce costs.

2. The Vehicle Maintenance Service

a. LIFT Maintenance Shop staff is responsible for undertaking the following works on vehicles, as per the recommendations from the manufacture;

b. Carry out statutory scheduled annual safety inspections and routine servicing of vehicles to meet or exceed the Texas Department of Public Safety regulations.

c. Carry out unscheduled fair wear and tear repairs noted by drivers and reported on the defect cards.

d. Co-ordinate of a vehicle repair following an accident damage where the nature and extent of that require requires the attention of a specialist repairer.

e. Any other vehicle works routine or otherwise within the capabilities of the vehicle workshop staff.

f. Successful contractor's preventive maintenance documentation shall include specific measurements be recorded on the PM documentation. Examples include:

- HVAC suction and pressure hose temperatures measured right off the compressor(s),
- HVAC outlet temperatures measured at the same location on each type of vehicle,
- tire pressure and tread depth at each tire location,
- upshift and down shift speeds on the transmission,
- acceleration time from 0 – 30 mph on a flat level surface,
- brake deceleration test reading using a digital decelerometer,
- Battery load test readings,
- Charging system readings
- etc.

To include CNG system needs to be Maintained and worked as needed to keep CNG system working in optimal conditions abiding by the rules established in The RRC of Texas regulations manual for CNG.

RRC- CNG Safety Rule §13.141 System Testing

- (a) The complete assembly shall be leak tested using natural gas or inert gas (carbon dioxide or nitrogen, or a mixture of these).
- (b) After installation, every connection shall be checked with a non-ammonia soap solution or a leak detector instrument after the equipment is connected and pressurized to its working pressure.
- (c) If the completed assembly is leak tested with natural gas, the testing shall be done under adequately ventilated conditions.
- (d) When a compressed natural gas (CNG) cylinder is involved in an accident or fire causing damage to the cylinder, the cylinder shall be replaced or removed and returned to a currently licensed Category 1 licensee (manufacturer) or Category 4 licensee (tester) to be inspected and retested in accordance with the originally manufactured specifications. Before being returned to service, a CNG Form 1008, Manufacturers Report of Retest or Repair, shall be sent to LP-Gas

Operations.

- (e) When a vehicle is involved in an accident or fire causing damage to any part of the CNG fuel system, the system shall be retested before being returned to service.

RRC- CNG Safety Rule §13.142 Maintenance and Repair

- (a) Damaged supply lines shall be replaced, not repaired.
- (b) The owner or user, or both, shall maintain all cylinders, cylinder appurtenances, piping systems, venting systems, and other components in a safe condition. (Needs to be inspected on every PM schedule)
- (c) As a precaution to keep pressure relief devices in reliable operating condition, care shall be taken in the handling or storing of compressed natural gas (CNG) cylinders to avoid damage. Care shall also be exercised to avoid plugging by paint or other dirt accumulation of pressure relief device channels or other parts which could interfere with the functioning of the device.
- (d) No repair or alteration will be permitted on pressure relief devices.

RRC- CNG Safety Rule §13.106 Maintenance

- (a) Cylinders and their appurtenances, piping systems, compression equipment, controls, vehicle fueling hose(s), and devices shall be maintained in proper operating condition at all times.

(b) While in transit, fueling hose and flexible metal hose on a cargo vehicle to be used in a transfer operation, including their connections, shall be depressurized and protected from wear and injury.

(c) Pressure relief valves shall be maintained in proper operating condition.

(d) As a precaution to keep pressure relief devices in reliable operating condition, care shall be taken in the handling or storing of compressed natural gas (CNG) cylinders to avoid damage. Care shall also be exercised to avoid plugging by paint or other dirt accumulation of pressure relief device channels or other parts which could interfere with the functioning of the device.

Attachment B-16 – Sun Metro LIFT Fare Policy and Procedures

Sun Metro Fare Collection Policy

“Fare is Fair” Policy

When boarding a vehicle, coach operators are to collect and verify all fares. Forms of payments are \$2.50 in cash, blue Sun Metro Lift hologram tickets, Sun Metro issued “OOPS” tickets or LIFT-stamped paper tickets (similar to fixed route). Passengers are expected to provide full fare and understand that the coach operator does not carry change.

No Fare Collected Form

In the event, a passenger does not have the correct fare amount the coach operator is expected to complete at Fare Collection Discrepancy Form, recording the event and reasons as to no fare. All coach operators are expected to call and advise dispatch of the incident and will be directed to complete this form and turn in at the end of the shift. At no point may a driver deny transportation service for passengers not meeting full fare expectation.

We understand that there are situations when a client may not have all the currency required for our service.

- Check to see if there are any special instructions for this client and follow through accordingly.
- Dispatch feels this is an isolated and legitimate occurrence, proceed to allow the driver to transport the client, have the driver fill out a ‘Fare Collection Discrepancy’ voucher and distribute:
 - The top copy into the farebox
 - The second carbon copy to the customer
 - Leave the final copy in the book
- Dispatch documents the incident (Client Name/ID Number, Date/Time, Amt, Driver)
- If this is not an isolated incident, dispatch may proceed to allow the driver to transport the client using the above procedures, but notification is given to the Dispatch Supervisor, so a letter is sent to the client.
- If this is a recurring event, Contractor can take additional measures to communicate with passenger and come up with a plan to eliminate such practice, including refusal of service whenever payment is not fully provided.

Note: There are no special discounts for paratransit passengers. Contractor must create policies and procedures to collect all revenues throughout the week and to reconcile against each driver’s manifest.

Attachment B-17 - Sun Metro LIFT Facility Equipment Maintenance Schedule

Sun Metro LIFT Facility Maintenance Schedule

As of Jan 2018

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
	Indoor/ Outdoor Lighting	Floor Jacks	Restrooms	Exhaust System		
	Hydraulic Press	Monitors	Annual inspection			
	Breakrooms	Emergency Lighting	Back Flow Preventers			

8	9	10	11	12	13	14
AC Window Units	Four Post Lift's	Chiller	Electric Water Heater			
AC Split Unit	Hot Water Boiler	Chiller Water Pumps	Gas Water Heater	Overhead Doors		
	Fire Sprinkler System	Hot Water Pumps				

15	16	17	18	19	20	21
Two Post Lift's	Air Compressors	Annual Inspection/Test	Barrier Gates	Water Fountains		
	Air Dryers	Bus Wash Area				
		Reclaim Water System:				

22	23	24	25	26	27	28
	Emergency Generator	Annual Inspection/Test				
		Fire Extinguishers				

29	30	31				
	Eye Wash Stations					
	Ladders					
	Ice Machine Filters					

FEBRUARY 2018

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
			Indoor/ Outdoor Lighting	Garden Irrigation System		
			Breakrooms			

5	6	7	8	9	10	11
Eye Wash Stations	Emergency Lighting		Restrooms	Diaphragm Pumps		
Ladders				Oil/Antifreeze		
Ice Machine Filters						

12	13	14	15	16	17	18
Fire Sprinkler Sytem	AC Window Units		Gas Methane Sensors	Chiller Water Pumps		
	AC Split Unit			Hot Water Pumps		

19	20	21	22	23	24	25
Gas Boiler	Air Handler #1	Elevator Annual Insp.		Air Compressors		
	Air Handler #2	Hose and Electric Reels	Air Washer # 3	Air Dryers		

26	27	28				
Bus Wash Area	Emergency Generator	Fire Extinguishers				

MARCH 2018

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
			Indoor/ Outdoor Lighting	Jack Stands		
				Emergency Lighting		

5	6	7	8	9	10	11
	Restrooms	Fire Sprinkler Sytem	AC Window Units	Chiller Water Pumps		
	Breakrooms		AC Split Unit	Hot Water Pumps		

12	13	14	15	16	17	18
	Eye Wash Stations	HVAC Sheet Metal	Chiller Water Pumps	Electric Control Panels		
	Ladders	Rotary lifts Annual	Hot Water Pumps			
	Ice Machine Filters					

19	20	21	22	23	24	25
	Air Compressors			Bus Wash Area		
	Air Dryers					

26	27	28	29	30	31	
Emergency Generator		Fire Extinguishers				

APRIL 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
		Indoor/ Outdoor Lighting	Hydraulic Press	Garden Irrigation System	Breakrooms	
			Eye Wash Stations	AC Window Units		
			Ladders	AC Split Unit		
			Ice Machine Filters			

8	9	10	11	12	13	14
		Restrooms	Exhaust Fans	Floor Jacks	Overhead Doors	
		Monitors		Emergency Lighting		

15	16	17	18	19	20	21
		Fire sprinkler Sytem	Water Fountains	Two Post Lift's	Electric Water Heater	
		Chiller Water Pumps		Four Post Lift's	Gas Warer Heater	
		Hot Water Pumps				

22	23	24	25	26	27	28
		Air Compressors	Air Handler #1	Hose and Electric Reels	Bus Wash Area	
		Air Dryers	Air Handler #2		Fire Extinguisher's	
		Elevator				

29	30					
	Barrier Gates					
	Emergency Generator					

MAY 2018

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
1	2	3	4	5	6	7
Indoor/ Outdoor Lighting	Fire Alarm System	Restrooms	Breakrooms			
Emergency Lighting	Fire Sprinkler Sytem	Office Doors	Breakrooms			

8	9	10	11	12	13	14
Diaphragm Pumps	AC Window Units	Eye Wash Stations				
Oil/antifreeze	AC Split Unit	Ladders				
		Ice Machine Filters				

15	16	17	18	19	20	21
Gas Methane Sensors		Chiller Water Pumps	Air Washer			
		Hot Water Pumps				

22	23	24	25	26	27	28
Air Compressors		Bus Wash Area		Emergency Generator		
Air Dryers						

[illegible]

June 2018

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
1	2	3	4	5	6	
Jack Stands	Indoor/ Outdoor Lighting				Garden Irrigation System	Restrooms
Emergency Lighting					Breakrooms	

7	8	9	10	11	12	13
AC Window Units	Chiller Water Pumps				Fire Sprinkler Sytem	Eye Wash Stations
AC Split Unit	Hot Water Pumps					Ladders
						Ice Machine Filters

14	15	16	17	18	19	20
Air Handler #1	Bus Wash Area				Service (Cummins)	
Air Handler #2					Emergency Generator	

21	22	23	24	25	26	27
Air Compressors	Hose and Electric Reels					
Air Dryers						

28	29	30				
Fire Extinguishers						

July 2018

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
		1	2	3	4	5
				Indoor/ Outdoor Lighting	Hydraulic Press	Monitors
				Emergency Lighting	Eye Wash Stations	Fire Sprinkler Sytem
					Ladders	
					Ice Machine Filters	

6	7	8	9	10	11	12
Breakrooms				Four Post Lifts	AC Window Units	Chiller Water Pumps
Restrooms				Two Post Lift's	AC Split Unit	Hot Water Pumps

13	14	15	16	17	18	19
				Electric Water Heater	Bus Wash Area	Exhaust System
				Gas Water Heater		

20	21	22	23	24	25	26
Air Compressors				Overhead Doors		Barrier Gates
Air Dryers						

27	28	29	30	31		
Emergency Generator				Fire Extinguishers		

August 2018

Wednesday 1	Thursday 2	Friday 3	Saturday 4	Sunday 5	Monday 6	Tuesday 7
Indoor/ Outdoor Lighting	Annual Ice Machine					Eye Wash Stations
Emergency Lighting						Ladders
						Ice Machine Filters

8	9	10	11	12	13	14
Restrooms	Eye Wash Stations	Diaphragm Pumps				Breakrooms
	AC Window Units	Oil/Antifreeze				Garden Irrigation System
	AC Split Unit					

15	16	17	18	19	20	21
Gas Methane Sensors	Chiller Water Pumps	Floor Jacks				
	Hot Water Pumps	Fire Sprinkler Sytem				
	Ice Machine filters					

22	23	24	25	26	27	28
Air Compressors	Bus Wash Area	Air Washer				Water Fountains
Air Dryers						

29	30	31				
Emergency Generator	Air Handler 1	Hose and electric reels				
	Air Handler 2	Fire Extinguishers				

September 2018

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
		1	2	3	4	5
					Indoor/ Outdoor Lighting	Emergency Lighting

6	7	8	9	10	11	12
Fire Sprinkler Sytem	Restrooms				Jack Stands	Eye Wash Stations
Breakrooms						Ladders
						Ice Machine Filters

13	14	15	16	17	18	19
AC Window Units					Chiller Water Pumps	
AC Split Unit					Hot Water Pumps	

22	21	22	23	24	25	26
Emergency Generator						

27	28	29	30			
Fire Extinguisher's	Bus Wash					

October 2018

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
	Indoor/ Outdoor Lighting	AC Window Units	Chiller	Hydraulic Press	Fire Sprinkler Sytem	
	Garden Irrigation System	AC Split Unit	Chiller Water Pumps	Breakrooms	Restrooms	
	Emergency Lighting		Hot Water Pumps		Monitors	

8	9	10	11	12	13	14
	Exhaust System	Electric Water Heater	Overhead Doors			
		Gas Water Heater				

15	16	17	18	19	20	21
	Barrier Gates	Air Compressors	Bus wash area	Air Handler 1		
	Eye Wash Station	Air Dryers		Air Handler 2		

22	23	24	25	26	27	28
	Hose and electric reels		Two Post Lifts	Eye Wash Stations		
			Four Post Lifts	Ladders		
				Ice Machine Filters		

29	30	31				
	Fire Extinguishers	Hose and electric reels	Emergency Generator			
	Gas Boiler		Barrier Gates			

November 2018

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
1	2	3	4	5	6	7
Indoor/ Outdoor Lighting	Breakrooms				Ice Machine Filters	Eye Wash Stations
Emergency Lighting					Ladders	Ladders
						Ice Machine Filters

8	9	10	11	12	13	14
Diaphragm Pumps	Office Doors				Restrooms	AC Window Units
Oil/Antifreeze					Fire Sprinkler Sytem	AC Split Unit

15	16	17	18	19	20	21
Gas Methane Sensors	Chiller Water Pumps				Gas Boiler	Chiller
	Hot Water Pumps					

22	23	24	25	26	27	28
Air Compressors					Air Washer	Fire Extinguishers
Air Dryers						Emergency Generator

29	30					
Bus Wash Area						

December 2018

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
		1	2	3	4	5
					Indoor/ Outdoor Lighting	Jack Stands
					Emergency Lighting	Breakrooms

6	7	8	9	10	11	12
Garden Irrigation System	Restrooms				Floor Jacks	Chiller Water Pumps
Eye Wash Stations					AC Window Units	Hot Water Pumps
Ladders					AC Split Unit	
Ice Machine Filters						

13	14	15	16	17	18	19
Water Fountains	Fire Sprinkler Sytem				Air Handler 1	Air Compressors
					Air Handler 2	Air Dryers

20	21	22	23	24	25	26
Bus Wash Area	Hose and Electric Reels				Service (Cummins)	
					Emergency Generator	

27	28	29	30	31		
Fire Extinguishers						

Attachment B-18 - Sun Metro LIFT Facility Major Tools and Components

GENERATOR



CUMMINS-NATURAL GAS EMERGENCY BACKUP GENERATOR- MODEL GGHE-5003551- 60HZ- 1/3 PHASE RATED- LOCATED WEST SIDE OF THE BUILDING. INSTALLED 2001.



BOILER ROOM

TRANE INTELLIPAK CHILLER PLANT UNIT- MODEL CQAF504AFAIAOCDF- SERIAL 0000000TOW00- 460V 60 HZ 3 PHASE –WITH 4 460V COMPRESSOR MOTORS AND 6 460V CONDENSOR FANS – LOCATED ON THE WEST SIDE OF THE BUILDING. INSTALLED IN 2001.



BRYAN BOILER NATURAL GAS FIRED- MODEL AB-200W- FDG-LX –GAS BURNER MODEL LNSR8-2-C-15 – WATER TUBE -1,6000,000 btu/hr- 120 VOLTS 60HZ 1PH –LOCATED IN THE MECHANICAL ROOM NORTH SIDE OF BUILDING. INSTALLED IN 2001



SELLARS NATURAL GAS BOILER – DOMESTIC WATER- LOW PRESSURE WATER BOILER- INSTALLED IN 2017- MODEL A2C050NG SERIAL # 105257- 400,000 btu/hr- 120V 60HZ 1PH- LOCATED IN THE MECHANICAL RM NORTH SIDE OF THE BUILDING



THESE RECIRCULATION PUMPS ARE PART OF THE BRYAN BOILER UNIT UP ABOVE- TWO US ELECTRIC 2 h.p. 230/460V MOTORS- FRAME 145T AND TWO STERLING WATER PUMPS MODEL F1825 6.75in. LOCATED IN MECHANICAL ROOM ON NORTH SIDE OF THE BUILDING. INSTALLED IN 2001.



MODEL STG2-40hp ELECTRA SAVER II ROTARY SCREW GENERATION 2 WITH INTENSIVE INJECTION LUBE -460V 3PH 60HZ 125psi - INSTALLED IN 2018.



GARDNER DENVER AIR COMPRESSOR UNITS –
MODEL ECFQHB AND SERIAL 767663- 1640RPM- 40hp -460V 3PH- 125psi- ROTARY SCREW SINGLE
STAGE POSITIVE DISPLACEMENT AIR . INSTALLED IN 2001.



TOTAL OF THREE RECEPTACLES ARE RENTAL UNITS – THEY EACH HAVE A 200 GALLON CAPACITY. ONE OF THEM STORE CLEAN ANTIFREZZE COLLANT AND THE OTHER TWO STORE USED OIL. THEY ARE LEASED AND SERVICED BY SAFETY KLEEN. THEY ARE KEPT INDOORS IN THE COMPRESSOR RM. THEY ARE LOCATED ON THE NORTH SIDE OF THE BUILDING.

4 POST LIFT (4) TWO POST LIFT (2)



THREE ROTARY 4 POST LIFTS- MODEL SM300-200- 30,000LBS CAPACITY EACH LIFT- 208V 3PH 60HZ- TWO LIFTS WERE INSTALLED IN 2001 AND ONE LIFT WAS INSTALLED IN 2018



THREE ROTARY 2 POST LIFTS- MODEL SPO18N210 18,000lbs CAPACITY -208V 3PH 60HZ-ALL THREE INSTALLED IN 2001. EQUIPMENT LOCATED IN THE MAINTENANCE SHOP



SPX OTC -HYDRAULIC PRESS 17.5 TONS-
WITH HYDRAULIC PUMP MODEL B-MAX
W.P. 10,000psi -LOCATED IN THE MACHINE
SHOP NORTH SIDE OF THE BUILDING



AEROQUIP MODEL FT 1330- FLAT FIELD HOSE
CRIMP MACHINE - WITH BARREL CRIMPS - 120V
1PH 60HZ. LOCATED IN THE MACHINE SHOP
NORTH SIDE OF THE BUILDING



STAR BRAKE LATHE MACHINE - MODEL ZDL-2 -120V 1PH 60HZ -LOCATED INSIDE THE
MACHINE SHOP NORTHSIDE BUILDING



HVAC UNIT



SPEC AIR -AIR WASHER/HEATER UNIT – MODEL #10 460V 3PH 60HZ –LOCATED ON IN THE MAINTENANCE SHOP ON 2ND FLOOR. INSTALLED 2001

BUS WASH



GARDNER DENVER MODEL M3311T-CH 80 gal AIR COMPRESSOR –MAWP 200psi-230/460V 1PH 60HZ BALDOR MOTOR 7.5 hp-LOCATED EAST SIDE OF THE SERVICE/STORAGE AREA. INSTALLED IN 2001



WATER RECOVERY SYSTEM- MODEL DGOELES-CAPACITY 550 GALLONS-ELECTRIC MARATHON MOTOR 230/460V 3PH 60HZ-HIGH PRESSURE CARVER PUMP- INSTALLED IN 2001

FUEL STATION



TWO ANGI CNG DISPENSERS –TWO CT-1000 CNG NOZZLES INSTALLED PER DISPENSER (TOTAL OF 4 CNG NOZZLES)– WHITE TULSA CNG DISPENSER IS NOT OPERABLE-PART OF DECOMMISSIONED LCNG STATION. ANGI DISPENSERS INSTALLED IN 2013.



LCNG STATION WAS DECOMMISSIONED BACK IN 2013.



MART AUTOMOTIVE POWER WASHER –
TORNADO 40- 460 VOLTAGE 60HZ 3PH -
YEAR INSTALLED 2001. POWER WASHER IS
NOT IN USE-INSIDE OF CABINET IS RUSTED
AND IS BEYOND REPAIR. LOCATED INSIDE
COMPRESSOR RM ON NORTHSIDE OF
BUILDING

Attachment B-19 Call Center and Dispatch Call Volume Statistics

Columns:

CSQ Name – Dispatch or Call Center – Each call center is handled separately

CSQ ID

Skills (required skills – not used)

Calls Presented

Avg Queue

Max Queue

Calls Handled

Avg Speed of Answer

Avg Handled Time

Max Handle Time

Calls Abandoned

Avg Time to Abandon

Max Time to Abandon

Avg Abandon Per Day

Max Abandon Per Day

Calls Dequeued

Avg Time to Dequeue

Max Time to Dequeue

Calls Handled by Others

Note: Current reporting system does not provide # of calls answered by time. This report will be available upon start of new contract.

Call Summary report by month – FY2018

Sept 2017

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Queue...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handl...	Max Handl...	Calls Aban...	Avg Time T...	Max Time ...	Avg Aband...	Max Aban...	Calls Dequ...	Avg Tim...	Max Time To D...	Calls H
- SM_LIFT_Reser...			13202		03:59:37	12379			00:44:26	823		03:59:37		106	0		00:00:00	0
	- 2		13202		03:59:37	12379			00:44:26	823		03:59:37		106	0		00:00:00	0
		(SM...	13202	00:01:10	03:59:37	12379	00:01:05	00:03:18	00:44:26	823	00:02:25	03:59:37	26.55	106	0	00:00:00	00:00:00	0
- SM_Lift_Dispatc...			7195		00:37:45	6201			00:20:16	990		00:19:52		143	0		00:00:00	3
	- 1		7195		00:37:45	6201			00:20:16	990		00:19:52		143	0		00:00:00	3
		(SM...	7195	00:01:33	00:37:45	6201	00:01:29	00:01:38	00:20:16	990	00:02:02	00:19:52	31.94	143	0	00:00:00	00:00:00	3

Oct 2017

Name	CSQ ID	Skills	Calls Pres...	Avg Queue...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handl...	Max Handl...	Calls Aban...	Avg Time T...	Max Time ...	Avg Aband...	Max Aban...	Calls Dequ...	Avg Tim...	Max Time To D...	Calls Hand...
SM_LIFT_Reser...			13877		00:54:28	13249			00:55:23	628		00:54:28		52	0		00:00:00	0
	- 2		13877		00:54:28	13249			00:55:23	628		00:54:28		52	0		00:00:00	0
		(SM...	13877	00:00:57	00:54:28	13249	00:00:54	00:03:01	00:55:23	628	00:01:52	00:54:28	19.63	52	0	00:00:00	00:00:00	0
SM_Lift_Dispatc...			7565		00:28:09	6581			00:28:03	984		00:18:07		80	0		00:00:00	0
	- 1		7565		00:28:09	6581			00:28:03	984		00:18:07		80	0		00:00:00	0
		(SM...	7565	00:01:37	00:28:09	6581	00:01:30	00:01:42	00:28:03	984	00:02:22	00:18:07	30.75	80	0	00:00:00	00:00:00	0

Nov 2017

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls De... ▲	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			13129		06:35:00	12387			00:43:13	742		06:35:00		94	0		00:00:00	0
	- 2		13129		06:35:00	12387			00:43:13	742		06:35:00		94	0		00:00:00	0
		(SM...	13129	00:01:11	06:35:00	12387	00:01:05	00:03:00	00:43:13	742	00:02:49	06:35:00	23.94	94	0	00:00:00	00:00:00	0
- SM_Lift_Dispa...			7126		00:45:11	6185			00:18:49	938		00:26:48		93	0		00:00:00	1
	- 1		7126		00:45:11	6185			00:18:49	938		00:26:48		93	0		00:00:00	1
		(SM...	7126	00:01:34	00:45:11	6185	00:01:25	00:01:36	00:18:49	938	00:02:31	00:26:48	30.26	93	0	00:00:00	00:00:00	1

Dec 2017

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			12687		01:21:30	12094			00:37:30	591		01:21:30		100	0		00:00:00	1
	- 2		12687		01:21:30	12094			00:37:30	591		01:21:30		100	0		00:00:00	1
		(SM...	12687	00:00:47	01:21:30	12094	00:00:42	00:02:46	00:37:30	591	00:02:18	01:21:30	18.47	100	0	00:00:00	00:00:00	1
- SM_Lift_Dis...			7015		00:54:03	6149			00:21:38	866		00:34:16		83	0		00:00:00	0
	- 1		7015		00:54:03	6149			00:21:38	866		00:34:16		83	0		00:00:00	0
		(SM...	7015	00:01:33	00:54:03	6149	00:01:25	00:01:37	00:21:38	866	00:02:31	00:34:16	27.06	83	0	00:00:00	00:00:00	0

Jan 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			13262		02:06:54	12465			00:49:53	797		02:06:54		59	0		00:00:00	0
	- 2		13262		02:06:54	12465			00:49:53	797		02:06:54		59	0		00:00:00	0
		(SM...	13262	00:01:06	02:06:54	12465	00:01:04	00:02:55	00:49:53	797	00:01:50	02:06:54	24.91	59	0	00:00:00	00:00:00	0
- SM_Lift_Dis...			6962		01:08:15	6204			00:22:55	756		01:08:15		47	0		00:00:00	0
	- 1		6962		01:08:15	6204			00:22:55	756		01:08:15		47	0		00:00:00	0
		(SM...	6962	00:01:17	01:08:15	6204	00:01:10	00:01:32	00:22:55	756	00:02:22	01:08:15	23.63	47	0	00:00:00	00:00:00	0

Feb 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			12410		00:46:15	11348			00:35:26	1061		00:46:15		93	0		00:00:00	0
	- 2		12410		00:46:15	11348			00:35:26	1061		00:46:15		93	0		00:00:00	0
		(SM...	12410	00:01:39	00:46:15	11348	00:01:36	00:03:03	00:35:26	1061	00:02:10	00:46:15	36.59	93	0	00:00:00	00:00:00	0
- SM_Lift_Dis...			7143		00:42:32	6368			00:13:45	774		00:42:32		65	0		00:00:00	0
	- 1		7143		00:42:32	6368			00:13:45	774		00:42:32		65	0		00:00:00	0
		(SM...	7143	00:01:17	00:42:32	6368	00:01:09	00:01:29	00:13:45	774	00:02:16	00:42:32	26.69	65	0	00:00:00	00:00:00	0

Mar 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
<input type="checkbox"/> SM_LIFT_Res...			12600		03:05:19	11856			00:33:05	743		03:05:19		49	0		00:00:00	0
	<input type="checkbox"/> 2		12600		03:05:19	11856			00:33:05	743		03:05:19		49	0		00:00:00	0
		(SM...	12600	00:01:11	03:05:19	11856	00:01:06	00:02:53	00:33:05	743	00:02:28	03:05:19	23.22	49	0	00:00:00	00:00:00	0
<input type="checkbox"/> SM_Lift_Dis...			7137		00:30:00	6371			00:24:43	765		00:22:11		68	0		00:00:00	0
	<input type="checkbox"/> 1		7137		00:30:00	6371			00:24:43	765		00:22:11		68	0		00:00:00	0
		(SM...	7137	00:01:17	00:30:00	6371	00:01:08	00:01:28	00:24:43	765	00:02:32	00:22:11	23.91	68	0	00:00:00	00:00:00	0

April 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
<input type="checkbox"/> SM_LIFT_Res...			12945		02:28:11	12185			00:46:18	759		02:28:11		81	0		00:00:00	1
	<input type="checkbox"/> 2		12945		02:28:11	12185			00:46:18	759		02:28:11		81	0		00:00:00	1
		(SM...	12945	00:01:16	02:28:11	12185	00:01:12	00:03:10	00:46:18	759	00:02:13	02:28:11	24.48	81	0	00:00:00	00:00:00	1
<input type="checkbox"/> SM_Lift_Dis...			6925		00:35:35	6090			00:20:43	834		00:22:01		67	0		00:00:00	0
	<input type="checkbox"/> 1		6925		00:35:35	6090			00:20:43	834		00:22:01		67	0		00:00:00	0
		(SM...	6925	00:01:24	00:35:35	6090	00:01:16	00:01:35	00:20:43	834	00:02:23	00:22:01	26.90	67	0	00:00:00	00:00:00	0

May 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
<input type="checkbox"/> SM_LIFT_Res...			13316		03:59:06	12799			00:41:21	516		03:59:06		45	0		00:00:00	1
	<input type="checkbox"/> 2		13316		03:59:06	12799			00:41:21	516		03:59:06		45	0		00:00:00	1
		(SM...	13316	00:00:41	03:59:06	12799	00:00:35	00:02:48	00:41:21	516	00:03:07	03:59:06	16.13	45	0	00:00:00	00:00:00	1
<input type="checkbox"/> SM_Lift_Dis...			7485		00:23:14	6630			00:23:08	855		00:20:17		62	0		00:00:00	0
	<input type="checkbox"/> 1		7485		00:23:14	6630			00:23:08	855		00:20:17		62	0		00:00:00	0
		(SM...	7485	00:01:24	00:23:14	6630	00:01:17	00:01:35	00:23:08	855	00:02:24	00:20:17	26.72	62	0	00:00:00	00:00:00	0

June 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			13002		01:03:51	12517			00:29:12	485		01:03:51		45	0		00:00:00	0
	- 2		13002		01:03:51	12517			00:29:12	485		01:03:51		45	0		00:00:00	0
		(SM...	13002	00:00:42	01:03:51	12517	00:00:40	00:02:38	00:29:12	485	00:01:43	01:03:51	15.65	45	0	00:00:00	00:00:00	0
- SM_Lift_Disp...			7630		00:30:53	6564			00:31:31	1064		00:27:34		93	0		00:00:00	2
	- 1		7630		00:30:53	6564			00:31:31	1064		00:27:34		93	0		00:00:00	2
		(SM...	7630	00:01:36	00:30:53	6564	00:01:26	00:01:35	00:31:31	1064	00:02:37	00:27:34	34.32	93	0	00:00:00	00:00:00	2

Jul 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			13416		02:16:51	12860			00:33:26	555		02:16:51		55	0		00:00:00	0
	- 2		13416		02:16:51	12860			00:33:26	555		02:16:51		55	0		00:00:00	0
		(SM...	13416	00:00:46	02:16:51	12860	00:00:42	00:02:39	00:33:26	555	00:02:11	02:16:51	17.34	55	0	00:00:00	00:00:00	0
- SM_Lift_Disp...			7718		01:18:20	6728			01:16:48	990		01:18:20		62	0		00:00:00	0
	- 1		7718		01:18:20	6728			01:16:48	990		01:18:20		62	0		00:00:00	0
		(SM...	7718	00:01:39	01:18:20	6728	00:01:31	00:01:38	01:16:48	990	00:02:32	01:18:20	30.94	62	0	00:00:00	00:00:00	0

Aug 2018

CSQ Name	CSQ ID	Skills	Calls Pres...	Avg Qu...	Max Queu...	Calls Hand...	Avg Speed...	Avg Handle...	Max Handl...	Calls Ab...	Avg Time...	Max Time T...	Avg Aband...	Max Aband...	Calls Dequeu...	Avg Tim...	Max Time To ...	Calls Handled
- SM_LIFT_Res...			13727		08:08:01	13318			00:28:52	409		08:08:01		44	0		00:00:00	0
	- 2		13727		08:08:01	13318			00:28:52	409		08:08:01		44	0		00:00:00	0
		(SM...	13727	00:00:35	08:08:01	13318	00:00:32	00:02:34	00:28:52	409	00:02:24	08:08:01	12.78	44	0	00:00:00	00:00:00	0
- SM_Lift_Disp...			8399		00:39:23	7181			00:21:33	1215		00:39:23		91	0		00:00:00	2
	- 1		8399		00:39:23	7181			00:21:33	1215		00:39:23		91	0		00:00:00	2
		(SM...	8399	00:01:39	00:39:23	7181	00:01:32	00:01:33	00:21:33	1215	00:02:25	00:39:23	37.97	91	0	00:00:00	00:00:00	2

Call Center and Dispatch by Day & Time Report (Period Aug 2018)

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeued
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/1/18 4:00:00 AM	8/1/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	8	4	50.00	4	50.00	
8/1/18 5:00:00 AM	8/1/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	20.00	20.00	20.00	5	3	60.00	2	40.00	
8/1/18 6:00:00 AM	8/1/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	50.00	50.00	50.00	50.00	20	20	100.00	0	0.00	
8/1/18 6:00:00 AM	8/1/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	33.33	33.33	33.33	33.33	15	15	100.00	0	0.00	
8/1/18 7:00:00 AM	8/1/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	63.64	63.64	63.64	63.64	22	22	100.00	0	0.00	
8/1/18 7:00:00 AM	8/1/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	42.86	40.00	40.00	40.00	15	14	93.33	1	6.67	
8/1/18 8:00:00 AM	8/1/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	36.00	36.00	36.00	36.00	25	25	100.00	0	0.00	
8/1/18 8:00:00 AM	8/1/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	35.71	31.25	31.25	31.25	16	14	87.50	2	12.50	
8/1/18 9:00:00 AM	8/1/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	50.00	50.00	50.00	50.00	36	36	100.00	0	0.00	
8/1/18 9:00:00 AM	8/1/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	26.09	20.69	20.69	20.69	29	23	79.31	6	20.69	
8/1/18 10:00:00 AM	8/1/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	55.26	53.85	53.85	53.85	39	38	97.44	1	2.56	
8/1/18 10:00:00 AM	8/1/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	25.00	25.00	25.00	20	18	90.00	2	10.00	
8/1/18 11:00:00 AM	8/1/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	46.88	45.45	45.45	45.45	33	32	96.97	1	3.03	
8/1/18 11:00:00 AM	8/1/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	36.36	34.78	34.78	34.78	23	22	95.65	1	4.35	
8/1/18 12:00:00 PM	8/1/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	54.84	54.84	54.84	54.84	31	31	100.00	0	0.00	
8/1/18 12:00:00 PM	8/1/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	33.33	32.14	32.14	32.14	28	27	96.43	1	3.57	
8/1/18 1:00:00 PM	8/1/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	27	0	60.00	60.00	60.00	60.00	45	45	100.00	0	0.00	
8/1/18 1:00:00 PM	8/1/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	21.05	20.00	20.00	20.00	20	19	95.00	1	5.00	
8/1/18 2:00:00 PM	8/1/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	3	19.05	18.60	23.91	17.39	46	42	91.30	4	8.70	
8/1/18 2:00:00 PM	8/1/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	1	10.71	9.09	11.76	8.82	34	28	82.35	6	17.65	
8/1/18 3:00:00 PM	8/1/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	56.10	56.10	56.10	56.10	41	41	100.00	0	0.00	
8/1/18 3:00:00 PM	8/1/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	16.00	15.38	15.38	15.38	26	25	96.15	1	3.85	
8/1/18 4:00:00 PM	8/1/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	0	49.02	47.17	47.17	47.17	53	51	96.23	2	3.77	
8/1/18 4:00:00 PM	8/1/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	5.56	4.35	4.35	4.35	23	18	78.26	5	21.74	
8/1/18 5:00:00 PM	8/1/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	32.50	32.50	32.50	32.50	40	40	100.00	0	0.00	
8/1/18 5:00:00 PM	8/1/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	18.75	17.65	17.65	17.65	17	16	94.12	1	5.88	
8/1/18 6:00:00 PM	8/1/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	48.48	48.48	48.48	48.48	33	33	100.00	0	0.00	
8/1/18 6:00:00 PM	8/1/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	33.33	33.33	33.33	33.33	15	15	100.00	0	0.00	
8/1/18 7:00:00 PM	8/1/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	9	60.00	60.00	68.18	47.73	44	35	79.55	9	20.45	
8/1/18 7:00:00 PM	8/1/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/1/18 8:00:00 PM	8/1/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	44.44	44.44	44.44	9	8	88.89	1	11.11	
8/1/18 9:00:00 PM	8/1/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	25.00	25.00	25.00	4	1	25.00	3	75.00	
8/1/18 10:00:00 PM	8/1/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/2/18 4:00:00 AM	8/2/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	66.67	66.67	66.67	3	2	66.67	1	33.33	
8/2/18 5:00:00 AM	8/2/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	22.22	22.22	22.22	9	9	100.00	0	0.00	
8/2/18 6:00:00 AM	8/2/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	46.67	46.67	46.67	46.67	15	15	100.00	0	0.00	
8/2/18 6:00:00 AM	8/2/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	20.00	20.00	20.00	20.00	5	5	100.00	0	0.00	
8/2/18 7:00:00 AM	8/2/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	52.38	52.38	52.38	52.38	21	21	100.00	0	0.00	
8/2/18 7:00:00 AM	8/2/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	33.33	31.25	35.29	29.41	17	15	88.24	2	11.76	
8/2/18 8:00:00 AM	8/2/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	48.48	48.48	48.48	48.48	33	33	100.00	0	0.00	
8/2/18 8:00:00 AM	8/2/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.09	8.00	8.00	8.00	25	22	88.00	3	12.00	
8/2/18 9:00:00 AM	8/2/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	30.77	30.19	30.19	30.19	53	52	98.11	1	1.89	
8/2/18 9:00:00 AM	8/2/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	8.33	8.33	8.33	24	21	87.50	3	12.50	
8/2/18 10:00:00 AM	8/2/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	24.49	21.82	21.82	21.82	55	49	89.09	6	10.91	
8/2/18 10:00:00 AM	8/2/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	5.00	4.35	4.35	4.35	23	20	86.96	3	13.04	
8/2/18 11:00:00 AM	8/2/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	28.12	25.00	25.00	25.00	36	32	88.89	4	11.11	
8/2/18 11:00:00 AM	8/2/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.57	2.86	2.86	2.86	35	28	80.00	7	20.00	
8/2/18 12:00:00 PM	8/2/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	28.57	27.27	27.27	27.27	44	42	95.45	2	4.55	
8/2/18 12:00:00 PM	8/2/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	1	3.70	3.23	6.25	3.12	32	27	84.38	5	15.63	
8/2/18 1:00:00 PM	8/2/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	42.86	41.67	41.67	41.67	36	35	97.22	1	2.78	
8/2/18 1:00:00 PM	8/2/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	9.09	9.09	9.09	22	21	95.45	1	4.55	
8/2/18 2:00:00 PM	8/2/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	38.30	37.50	37.50	37.50	48	47	97.92	1	2.08	
8/2/18 2:00:00 PM	8/2/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	11.11	9.38	9.38	9.38	32	27	84.38	5	15.63	
8/2/18 3:00:00 PM	8/2/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	3	15.22	13.46	18.18	12.73	55	46	83.64	9	16.36	
8/2/18 3:00:00 PM	8/2/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	15.79	14.29	14.29	14.29	42	38	90.48	4	9.52	
8/2/18 4:00:00 PM	8/2/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	1	9.76	8.33	10.20	8.16	49	41	83.67	8	16.33	
8/2/18 4:00:00 PM	8/2/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	27.78	27.78	27.78	18	18	100.00	0	0.00	
8/2/18 5:00:00 PM	8/2/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	25.00	23.08	23.08	23.08	39	36	92.31	3	7.69	
8/2/18 5:00:00 PM	8/2/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	16.67	15.38	15.38	15.38	13	12	92.31	1	7.69	
8/2/18 6:00:00 PM	8/2/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	11.90	10.64	10.64	10.64	47	42	89.36	5	10.64	
8/2/18 6:00:00 PM	8/2/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	16.67	16.67	16.67	16.67	12	12	100.00	0	0.00	
8/2/18 7:00:00 PM	8/2/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	10.87	9.62	9.62	9.62	52	46	88.46	6	11.54	
							38.91	38.20	22126	20499	92.65	1624	7.34			

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/2/18 7:00:00 PM	8/2/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	12.50	12.50	12.50	8	3	37.50	5	62.50	
8/2/18 8:00:00 PM	8/2/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	60.00	50.00	50.00	50.00	6	5	83.33	1	16.67	
8/2/18 9:00:00 PM	8/2/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	100.00	100.00	100.00	100.00	4	4	100.00	0	0.00	
8/2/18 10:00:00 PM	8/2/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	0	0.00	5	100.00	
8/2/18 11:00:00 PM	8/3/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/3/18 4:00:00 AM	8/3/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/3/18 5:00:00 AM	8/3/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	1	25.00	25.00	40.00	20.00	5	4	80.00	1	20.00	
8/3/18 6:00:00 AM	8/3/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	59.26	59.26	59.26	59.26	27	27	100.00	0	0.00	
8/3/18 6:00:00 AM	8/3/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	16.67	16.67	16.67	16.67	12	12	100.00	0	0.00	
8/3/18 7:00:00 AM	8/3/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	64.00	64.00	64.00	64.00	25	25	100.00	0	0.00	
8/3/18 7:00:00 AM	8/3/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	2	0.00	0.00	11.11	0.00	18	15	83.33	3	16.67	
8/3/18 8:00:00 AM	8/3/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	28.57	25.64	25.64	25.64	39	35	89.74	4	10.26	
8/3/18 8:00:00 AM	8/3/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.11	9.52	9.52	9.52	21	18	85.71	3	14.29	
8/3/18 9:00:00 AM	8/3/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	43.59	42.50	42.50	42.50	40	39	97.50	1	2.50	
8/3/18 9:00:00 AM	8/3/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	10.00	8.57	8.57	8.57	35	30	85.71	5	14.29	
8/3/18 10:00:00 AM	8/3/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	58.82	58.82	58.82	58.82	34	34	100.00	0	0.00	
8/3/18 10:00:00 AM	8/3/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	28.57	27.27	30.43	26.09	23	21	91.30	2	8.70	
8/3/18 11:00:00 AM	8/3/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	66.67	66.67	66.67	66.67	33	33	100.00	0	0.00	
8/3/18 11:00:00 AM	8/3/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	42.11	40.00	40.00	40.00	20	19	95.00	1	5.00	
8/3/18 12:00:00 PM	8/3/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	46.43	43.33	43.33	43.33	30	28	93.33	2	6.67	
8/3/18 12:00:00 PM	8/3/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	5.56	4.17	4.17	4.17	24	18	75.00	6	25.00	
8/3/18 1:00:00 PM	8/3/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	80.00	77.42	77.42	77.42	31	30	96.77	1	3.23	
8/3/18 1:00:00 PM	8/3/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	15.00	13.04	13.04	13.04	23	20	86.96	3	13.04	
8/3/18 2:00:00 PM	8/3/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	45.24	44.19	44.19	44.19	43	42	97.67	1	2.33	
8/3/18 2:00:00 PM	8/3/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	14.29	14.29	14.29	14.29	14	14	100.00	0	0.00	
8/3/18 3:00:00 PM	8/3/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	33.33	33.33	33.33	33.33	27	27	100.00	0	0.00	
8/3/18 3:00:00 PM	8/3/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	14.29	12.50	12.50	12.50	16	14	87.50	2	12.50	
8/3/18 4:00:00 PM	8/3/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	20.69	19.35	19.35	19.35	31	29	93.55	2	6.45	
8/3/18 4:00:00 PM	8/3/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	26.32	26.32	26.32	19	18	94.74	1	5.26	
8/3/18 5:00:00 PM	8/3/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	30.00	27.27	27.27	27.27	22	20	90.91	2	9.09	
8/3/18 5:00:00 PM	8/3/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	33.33	30.77	30.77	30.77	13	12	92.31	1	7.69	
8/3/18 6:00:00 PM	8/3/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	42.86	41.67	41.67	41.67	36	35	97.22	1	2.78	
8/3/18 6:00:00 PM	8/3/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	37.50	33.33	33.33	33.33	9	8	88.89	1	11.11	
8/3/18 7:00:00 PM	8/3/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	50.00	50.00	50.00	50.00	16	16	100.00	0	0.00	
8/3/18 7:00:00 PM	8/3/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	50.00	50.00	50.00	4	3	75.00	1	25.00	
8/3/18 8:00:00 PM	8/3/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	50.00	50.00	50.00	10	9	90.00	1	10.00	
8/3/18 9:00:00 PM	8/3/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	77.78	77.78	77.78	77.78	9	9	100.00	0	0.00	
8/3/18 10:00:00 PM	8/3/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/3/18 11:00:00 PM	8/4/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/4/18 4:00:00 AM	8/4/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	33.33	33.33	33.33	6	3	50.00	3	50.00	
8/4/18 5:00:00 AM	8/4/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/4/18 6:00:00 AM	8/4/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/4/18 6:00:00 AM	8/4/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	28.57	28.57	28.57	7	7	100.00	0	0.00	
8/4/18 7:00:00 AM	8/4/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	65.00	65.00	65.00	65.00	20	20	100.00	0	0.00	
8/4/18 7:00:00 AM	8/4/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	50.00	46.67	46.67	46.67	15	14	93.33	1	6.67	
8/4/18 8:00:00 AM	8/4/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	1	50.00	50.00	51.85	48.15	27	26	96.30	1	3.70	
8/4/18 8:00:00 AM	8/4/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	1	33.33	27.27	33.33	25.00	12	9	75.00	3	25.00	
8/4/18 9:00:00 AM	8/4/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	50.00	50.00	50.00	50.00	16	16	100.00	0	0.00	
8/4/18 9:00:00 AM	8/4/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	18.18	16.67	23.08	15.38	13	11	84.62	2	15.38	
8/4/18 10:00:00 AM	8/4/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	62.50	62.50	62.50	62.50	16	16	100.00	0	0.00	
8/4/18 10:00:00 AM	8/4/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	50.00	50.00	55.56	44.44	9	8	88.89	1	11.11	
8/4/18 11:00:00 AM	8/4/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	33.33	30.00	30.00	30.00	20	18	90.00	2	10.00	
8/4/18 11:00:00 AM	8/4/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	75.00	75.00	75.00	75.00	8	8	100.00	0	0.00	
8/4/18 12:00:00 PM	8/4/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	42.11	42.11	42.11	42.11	19	19	100.00	0	0.00	
8/4/18 12:00:00 PM	8/4/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	46.15	46.15	46.15	46.15	13	13	100.00	0	0.00	
8/4/18 1:00:00 PM	8/4/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	46.67	46.67	46.67	46.67	15	15	100.00	0	0.00	
8/4/18 1:00:00 PM	8/4/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	25.00	25.00	25.00	8	7	87.50	1	12.50	
8/4/18 2:00:00 PM	8/4/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	33.33	33.33	33.33	33.33	27	27	100.00	0	0.00	
8/4/18 2:00:00 PM	8/4/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	20.00	20.00	20.00	10	9	90.00	1	10.00	
8/4/18 3:00:00 PM	8/4/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	35.48	35.48	35.48	35.48	31	31	100.00	0	0.00	
8/4/18 3:00:00 PM	8/4/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	10	0	71.43	71.43	71.43	71.43	14	14	100.00	0	0.00	
8/4/18 4:00:00 PM	8/4/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	52.38	52.38	52.38	52.38	21	21	100.00	0	0.00	
8/4/18 4:00:00 PM	8/4/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	75.00	64.29	64.29	64.29	14	12	85.71	2	14.29	
							38.91	38.20	22126	20499	92.65	1624	7.34			

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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/4/18 5:00:00 PM	8/4/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	52.17	50.00	50.00	50.00	24	23	95.83	1	4.17	
8/4/18 5:00:00 PM	8/4/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	8	8	100.00	0	0.00	
8/4/18 6:00:00 PM	8/4/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	40.54	38.46	38.46	38.46	39	37	94.87	2	5.13	
8/4/18 6:00:00 PM	8/4/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	25.00	25.00	25.00	25.00	12	12	100.00	0	0.00	
8/4/18 7:00:00 PM	8/4/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/4/18 7:00:00 PM	8/4/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	66.67	66.67	71.43	57.14	7	6	85.71	1	14.29	
8/4/18 8:00:00 PM	8/4/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/4/18 9:00:00 PM	8/4/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	33.33	33.33	33.33	33.33	6	6	100.00	0	0.00	
8/4/18 10:00:00 PM	8/4/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	100.00	100.00	100.00	100.00	5	5	100.00	0	0.00	
8/5/18 5:00:00 AM	8/5/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/5/18 6:00:00 AM	8/5/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/5/18 7:00:00 AM	8/5/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	50.00	46.67	46.67	46.67	15	14	93.33	1	6.67	
8/5/18 7:00:00 AM	8/5/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	10	0	76.92	76.92	76.92	76.92	13	13	100.00	0	0.00	
8/5/18 8:00:00 AM	8/5/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	57.14	57.14	57.14	57.14	14	14	100.00	0	0.00	
8/5/18 8:00:00 AM	8/5/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	60.00	60.00	60.00	60.00	10	10	100.00	0	0.00	
8/5/18 9:00:00 AM	8/5/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	23.08	22.22	22.22	22.22	27	26	96.30	1	3.70	
8/5/18 9:00:00 AM	8/5/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	77.78	77.78	77.78	77.78	9	9	100.00	0	0.00	
8/5/18 10:00:00 AM	8/5/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	20.00	20.00	20.00	20.00	20	20	100.00	0	0.00	
8/5/18 10:00:00 AM	8/5/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	26.67	26.67	26.67	26.67	15	15	100.00	0	0.00	
8/5/18 11:00:00 AM	8/5/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	2	0	10.00	9.52	9.52	9.52	21	20	95.24	1	4.76	
8/5/18 11:00:00 AM	8/5/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	1	53.85	53.85	57.14	50.00	14	13	92.86	1	7.14	
8/5/18 12:00:00 PM	8/5/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	30.43	28.00	28.00	28.00	25	23	92.00	2	8.00	
8/5/18 12:00:00 PM	8/5/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	22.22	22.22	22.22	9	7	77.78	2	22.22	
8/5/18 1:00:00 PM	8/5/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	1	38.46	35.71	37.93	34.48	29	26	89.66	3	10.34	
8/5/18 1:00:00 PM	8/5/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	57.14	57.14	57.14	57.14	14	14	100.00	0	0.00	
8/5/18 2:00:00 PM	8/5/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	46.88	46.88	48.48	45.45	33	32	96.97	1	3.03	
8/5/18 2:00:00 PM	8/5/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	23.08	23.08	23.08	23.08	13	13	100.00	0	0.00	
8/5/18 3:00:00 PM	8/5/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	83.33	83.33	83.33	83.33	24	24	100.00	0	0.00	
8/5/18 3:00:00 PM	8/5/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	40.00	40.00	40.00	40.00	10	10	100.00	0	0.00	
8/5/18 4:00:00 PM	8/5/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	65.38	65.38	65.38	65.38	26	26	100.00	0	0.00	
8/5/18 4:00:00 PM	8/5/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	16.67	16.67	16.67	16.67	6	6	100.00	0	0.00	
8/5/18 5:00:00 PM	8/5/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	61.54	61.54	61.54	61.54	39	39	100.00	0	0.00	
8/5/18 5:00:00 PM	8/5/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	23.08	16.67	16.67	16.67	18	13	72.22	5	27.78	
8/5/18 6:00:00 PM	8/5/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	5	45.00	40.91	46.94	36.73	49	40	81.63	9	18.37	
8/5/18 6:00:00 PM	8/5/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	66.67	66.67	66.67	66.67	6	6	100.00	0	0.00	
8/5/18 7:00:00 PM	8/5/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	50.00	50.00	60.00	40.00	5	4	80.00	1	20.00	
8/5/18 8:00:00 PM	8/5/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	33.33	33.33	33.33	12	5	41.67	7	58.33	
8/5/18 9:00:00 PM	8/5/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	60.00	60.00	60.00	60.00	5	5	100.00	0	0.00	
8/5/18 10:00:00 PM	8/5/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	83.33	62.50	62.50	62.50	8	6	75.00	2	25.00	
8/6/18 4:00:00 AM	8/6/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	25.00	25.00	25.00	25.00	4	4	100.00	0	0.00	
8/6/18 5:00:00 AM	8/6/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	50.00	50.00	50.00	6	6	100.00	0	0.00	
8/6/18 6:00:00 AM	8/6/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	57.14	57.14	57.14	57.14	21	21	100.00	0	0.00	
8/6/18 6:00:00 AM	8/6/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	18.18	18.18	18.18	18.18	11	11	100.00	0	0.00	
8/6/18 7:00:00 AM	8/6/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	1	57.14	57.14	59.09	54.55	22	21	95.45	1	4.55	
8/6/18 7:00:00 AM	8/6/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	22.22	22.22	22.22	9	9	100.00	0	0.00	
8/6/18 8:00:00 AM	8/6/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	43.90	42.86	42.86	42.86	42	41	97.62	1	2.38	
8/6/18 8:00:00 AM	8/6/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	16.67	16.00	16.00	16.00	25	24	96.00	1	4.00	
8/6/18 9:00:00 AM	8/6/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	1	26.00	24.53	25.93	24.07	54	50	92.59	4	7.41	
8/6/18 9:00:00 AM	8/6/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	23.08	20.00	22.58	19.35	31	26	83.87	5	16.13	
8/6/18 10:00:00 AM	8/6/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	35.42	34.69	34.69	34.69	49	48	97.96	1	2.04	
8/6/18 10:00:00 AM	8/6/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	14.29	12.12	12.12	12.12	33	28	84.85	5	15.15	
8/6/18 11:00:00 AM	8/6/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	32.00	30.19	30.19	30.19	53	50	94.34	3	5.66	
8/6/18 11:00:00 AM	8/6/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	45	26	57.78	19	42.22	
8/6/18 12:00:00 PM	8/6/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	50.00	48.84	48.84	48.84	43	42	97.67	1	2.33	
8/6/18 12:00:00 PM	8/6/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	6.67	5.00	7.32	4.88	41	30	73.17	11	26.83	
8/6/18 1:00:00 PM	8/6/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	27	1	64.29	64.29	65.12	62.79	43	42	97.67	1	2.33	
8/6/18 1:00:00 PM	8/6/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	14.81	12.90	12.90	12.90	31	27	87.10	4	12.90	
8/6/18 2:00:00 PM	8/6/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	22.22	21.74	21.74	21.74	46	45	97.83	1	2.17	
8/6/18 2:00:00 PM	8/6/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	15.15	13.16	13.16	13.16	38	33	86.84	5	13.16	
8/6/18 3:00:00 PM	8/6/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	1	9.84	8.70	10.00	8.57	70	61	87.14	9	12.86	
8/6/18 3:00:00 PM	8/6/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	40	21	52.50	19	47.50	
8/6/18 4:00:00 PM	8/6/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	1	25.49	23.21	24.56	22.81	57	51	89.47	6	10.53	
8/6/18 4:00:00 PM	8/6/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	12.00	8.57	8.57	8.57	35	25	71.43	10	28.57	
							8453	8453	8453	8453	22126	20499	92.65	1624	7.34	

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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/6/18 5:00:00 PM	8/6/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	27.27	26.09	26.09	26.09	46	44	95.65	2	4.35	
8/6/18 5:00:00 PM	8/6/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	31.58	28.57	28.57	28.57	21	19	90.48	2	9.52	
8/6/18 6:00:00 PM	8/6/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	30.61	30.61	30.61	30.61	49	49	100.00	0	0.00	
8/6/18 6:00:00 PM	8/6/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	10	1	50.00	45.45	47.83	43.48	23	20	86.96	3	13.04	
8/6/18 7:00:00 PM	8/6/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	31.71	31.71	31.71	31.71	41	41	100.00	0	0.00	
8/6/18 7:00:00 PM	8/6/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	40.00	40.00	40.00	40.00	10	10	100.00	0	0.00	
8/6/18 8:00:00 PM	8/6/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	80.00	80.00	80.00	5	5	100.00	0	0.00	
8/6/18 9:00:00 PM	8/6/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/6/18 10:00:00 PM	8/6/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/7/18 4:00:00 AM	8/7/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/7/18 5:00:00 AM	8/7/18 6:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/7/18 5:00:00 AM	8/7/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/7/18 6:00:00 AM	8/7/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	65.22	65.22	65.22	65.22	23	23	100.00	0	0.00	
8/7/18 6:00:00 AM	8/7/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/7/18 7:00:00 AM	8/7/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	52.17	52.17	52.17	52.17	23	23	100.00	0	0.00	
8/7/18 7:00:00 AM	8/7/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.76	10.53	10.53	10.53	19	17	89.47	2	10.53	
8/7/18 8:00:00 AM	8/7/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	27	1	57.45	57.45	58.33	56.25	48	47	97.92	1	2.08	
8/7/18 8:00:00 AM	8/7/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	27.27	26.09	26.09	26.09	23	22	95.65	1	4.35	
8/7/18 9:00:00 AM	8/7/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	53.66	52.38	52.38	52.38	42	41	97.62	1	2.38	
8/7/18 9:00:00 AM	8/7/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	33.33	25.00	25.00	25.00	24	18	75.00	6	25.00	
8/7/18 10:00:00 AM	8/7/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	36.84	35.90	35.90	35.90	39	38	97.44	1	2.56	
8/7/18 10:00:00 AM	8/7/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	66.67	66.67	66.67	66.67	12	12	100.00	0	0.00	
8/7/18 11:00:00 AM	8/7/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	52.50	51.22	51.22	51.22	41	40	97.56	1	2.44	
8/7/18 11:00:00 AM	8/7/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	28.57	28.57	28.57	28.57	14	14	100.00	0	0.00	
8/7/18 12:00:00 PM	8/7/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	65.52	65.52	65.52	65.52	29	29	100.00	0	0.00	
8/7/18 12:00:00 PM	8/7/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.76	9.52	9.52	9.52	21	17	80.95	4	19.05	
8/7/18 1:00:00 PM	8/7/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	61.11	61.11	61.11	61.11	36	36	100.00	0	0.00	
8/7/18 1:00:00 PM	8/7/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	39.13	33.33	33.33	33.33	27	23	85.19	4	14.81	
8/7/18 2:00:00 PM	8/7/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	30	1	73.17	73.17	73.81	71.43	42	41	97.62	1	2.38	
8/7/18 2:00:00 PM	8/7/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	33.33	25.93	25.93	25.93	27	21	77.78	6	22.22	
8/7/18 3:00:00 PM	8/7/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	28.26	25.49	25.49	25.49	51	46	90.20	5	9.80	
8/7/18 3:00:00 PM	8/7/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	1	29.63	26.67	29.03	25.81	31	27	87.10	4	12.90	
8/7/18 4:00:00 PM	8/7/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	1	0	2.22	1.82	1.82	1.82	55	45	81.82	10	18.18	
8/7/18 4:00:00 PM	8/7/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	23.53	18.18	18.18	18.18	22	17	77.27	5	22.73	
8/7/18 5:00:00 PM	8/7/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	9.30	8.51	8.51	8.51	47	43	91.49	4	8.51	
8/7/18 5:00:00 PM	8/7/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	13.33	13.33	13.33	13.33	15	15	100.00	0	0.00	
8/7/18 6:00:00 PM	8/7/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	28.57	28.57	28.57	28.57	35	35	100.00	0	0.00	
8/7/18 6:00:00 PM	8/7/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	25.00	20.00	20.00	20.00	5	4	80.00	1	20.00	
8/7/18 7:00:00 PM	8/7/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	31.58	30.77	30.77	30.77	39	38	97.44	1	2.56	
8/7/18 7:00:00 PM	8/7/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	50.00	50.00	50.00	8	8	100.00	0	0.00	
8/7/18 8:00:00 PM	8/7/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	85.71	75.00	75.00	75.00	8	7	87.50	1	12.50	
8/8/18 4:00:00 AM	8/8/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	4	3	75.00	1	25.00	
8/8/18 5:00:00 AM	8/8/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	42.86	42.86	42.86	7	6	85.71	1	14.29	
8/8/18 6:00:00 AM	8/8/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	60.00	57.14	57.14	57.14	21	20	95.24	1	4.76	
8/8/18 6:00:00 AM	8/8/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	18.18	18.18	18.18	18.18	11	11	100.00	0	0.00	
8/8/18 7:00:00 AM	8/8/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	1	72.41	72.41	73.33	70.00	30	29	96.67	1	3.33	
8/8/18 7:00:00 AM	8/8/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	1	11.11	10.00	18.18	9.09	11	9	81.82	2	18.18	
8/8/18 8:00:00 AM	8/8/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	1	73.33	73.33	74.19	70.97	31	30	96.77	1	3.23	
8/8/18 8:00:00 AM	8/8/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	22.73	20.00	20.00	20.00	25	22	88.00	3	12.00	
8/8/18 9:00:00 AM	8/8/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	43.75	43.75	43.75	43.75	32	32	100.00	0	0.00	
8/8/18 9:00:00 AM	8/8/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	19.05	16.00	16.00	16.00	25	21	84.00	4	16.00	
8/8/18 10:00:00 AM	8/8/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	31.43	30.56	30.56	30.56	36	35	97.22	1	2.78	
8/8/18 10:00:00 AM	8/8/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	57.14	53.33	53.33	53.33	15	14	93.33	1	6.67	
8/8/18 11:00:00 AM	8/8/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	50.00	48.72	48.72	48.72	39	38	97.44	1	2.56	
8/8/18 11:00:00 AM	8/8/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	18.18	16.00	16.00	16.00	25	22	88.00	3	12.00	
8/8/18 12:00:00 PM	8/8/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	1	56.67	56.67	58.06	54.84	31	30	96.77	1	3.23	
8/8/18 12:00:00 PM	8/8/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	30.00	28.57	28.57	28.57	21	20	95.24	1	4.76	
8/8/18 1:00:00 PM	8/8/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	44.44	43.48	43.48	43.48	46	45	97.83	1	2.17	
8/8/18 1:00:00 PM	8/8/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	20.00	16.67	16.67	16.67	18	15	83.33	3	16.67	
8/8/18 2:00:00 PM	8/8/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	1	61.90	61.90	62.79	60.47	43	42	97.67	1	2.33	
8/8/18 2:00:00 PM	8/8/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.09	7.69	7.69	7.69	26	22	84.62	4	15.38	
8/8/18 3:00:00 PM	8/8/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	46.34	45.24	45.24	45.24	42	41	97.62	1	2.38	
8/8/18 3:00:00 PM	8/8/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.85	3.45	3.45	3.45	29	26	89.66	3	10.34	
							38.91	38.20	38.91	38.20	22126	20499	92.65	1624	7.34	

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/8/18 4:00:00 PM	8/8/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	65.38	65.38	65.38	65.38	26	26	100.00	0	0.00	
8/8/18 4:00:00 PM	8/8/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	42.86	42.86	42.86	7	7	100.00	0	0.00	
8/8/18 5:00:00 PM	8/8/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	48.28	46.67	46.67	46.67	30	29	96.67	1	3.33	
8/8/18 5:00:00 PM	8/8/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	33.33	33.33	33.33	9	9	100.00	0	0.00	
8/8/18 6:00:00 PM	8/8/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	36.59	36.59	38.10	35.71	42	41	97.62	1	2.38	
8/8/18 6:00:00 PM	8/8/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	53.33	53.33	53.33	53.33	15	15	100.00	0	0.00	
8/8/18 7:00:00 PM	8/8/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	27.03	26.32	26.32	26.32	38	37	97.37	1	2.63	
8/8/18 7:00:00 PM	8/8/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	50.00	50.00	50.00	50.00	10	10	100.00	0	0.00	
8/8/18 8:00:00 PM	8/8/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	40.00	40.00	40.00	5	4	80.00	1	20.00	
8/8/18 9:00:00 PM	8/8/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	60.00	60.00	60.00	60.00	5	5	100.00	0	0.00	
8/8/18 10:00:00 PM	8/8/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/9/18 4:00:00 AM	8/9/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	25.00	0.00	4	3	75.00	1	25.00	
8/9/18 5:00:00 AM	8/9/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/9/18 6:00:00 AM	8/9/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	57.14	57.14	57.14	57.14	21	21	100.00	0	0.00	
8/9/18 6:00:00 AM	8/9/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	66.67	66.67	66.67	66.67	6	6	100.00	0	0.00	
8/9/18 7:00:00 AM	8/9/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	61.54	61.54	61.54	61.54	13	13	100.00	0	0.00	
8/9/18 7:00:00 AM	8/9/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	57.14	57.14	57.14	57.14	14	14	100.00	0	0.00	
8/9/18 8:00:00 AM	8/9/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	42.86	40.00	40.00	40.00	30	28	93.33	2	6.67	
8/9/18 8:00:00 AM	8/9/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	18.18	14.29	14.29	14.29	14	11	78.57	3	21.43	
8/9/18 9:00:00 AM	8/9/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	16.67	16.13	16.13	16.13	31	30	96.77	1	3.23	
8/9/18 9:00:00 AM	8/9/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	40.00	37.50	37.50	37.50	16	15	93.75	1	6.25	
8/9/18 10:00:00 AM	8/9/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	1	27.50	26.19	27.91	25.58	43	40	93.02	3	6.98	
8/9/18 10:00:00 AM	8/9/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	2	53.33	50.00	55.56	44.44	18	15	83.33	3	16.67	
8/9/18 11:00:00 AM	8/9/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	58.06	54.55	54.55	54.55	33	31	93.94	2	6.06	
8/9/18 11:00:00 AM	8/9/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	33.33	33.33	33.33	33.33	15	15	100.00	0	0.00	
8/9/18 12:00:00 PM	8/9/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	50.00	48.39	50.00	46.88	32	30	93.75	2	6.25	
8/9/18 12:00:00 PM	8/9/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	20.00	17.24	17.24	17.24	29	25	86.21	4	13.79	
8/9/18 1:00:00 PM	8/9/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	1	68.00	68.00	69.23	65.38	26	25	96.15	1	3.85	
8/9/18 1:00:00 PM	8/9/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	25.00	21.05	21.05	21.05	19	16	84.21	3	15.79	
8/9/18 2:00:00 PM	8/9/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	48.72	48.72	48.72	48.72	39	39	100.00	0	0.00	
8/9/18 2:00:00 PM	8/9/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	52.94	47.37	47.37	47.37	19	17	89.47	2	10.53	
8/9/18 3:00:00 PM	8/9/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	59.26	59.26	59.26	59.26	27	27	100.00	0	0.00	
8/9/18 3:00:00 PM	8/9/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	23.53	22.22	26.32	21.05	19	17	89.47	2	10.53	
8/9/18 4:00:00 PM	8/9/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	21.88	19.44	19.44	19.44	36	32	88.89	4	11.11	
8/9/18 4:00:00 PM	8/9/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	13	13	100.00	0	0.00	
8/9/18 5:00:00 PM	8/9/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	1	0	3.70	3.12	3.12	3.12	32	27	84.38	5	15.63	
8/9/18 5:00:00 PM	8/9/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	62.50	62.50	62.50	8	8	100.00	0	0.00	
8/9/18 6:00:00 PM	8/9/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	56.25	54.55	54.55	54.55	33	32	96.97	1	3.03	
8/9/18 6:00:00 PM	8/9/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	16.67	12.50	12.50	12.50	8	6	75.00	2	25.00	
8/9/18 7:00:00 PM	8/9/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	43.48	40.00	40.00	40.00	25	23	92.00	2	8.00	
8/9/18 7:00:00 PM	8/9/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/9/18 8:00:00 PM	8/9/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/9/18 8:00:00 PM	8/9/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	100.00	40.00	50.00	33.33	6	2	33.33	4	66.67	
8/9/18 9:00:00 PM	8/9/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/9/18 11:00:00 PM	8/10/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/10/18 4:00:00 AM	8/10/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	6	0	0.00	6	100.00	
8/10/18 5:00:00 AM	8/10/18 6:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/10/18 5:00:00 AM	8/10/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	2	66.67	1	33.33	
8/10/18 6:00:00 AM	8/10/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	36.84	36.84	36.84	36.84	19	19	100.00	0	0.00	
8/10/18 6:00:00 AM	8/10/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	44.44	44.44	44.44	44.44	9	9	100.00	0	0.00	
8/10/18 7:00:00 AM	8/10/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	70.59	70.59	70.59	70.59	17	17	100.00	0	0.00	
8/10/18 7:00:00 AM	8/10/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	50.00	50.00	50.00	8	8	100.00	0	0.00	
8/10/18 8:00:00 AM	8/10/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	52.17	52.17	52.17	52.17	23	23	100.00	0	0.00	
8/10/18 8:00:00 AM	8/10/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	38.46	33.33	37.50	31.25	16	13	81.25	3	18.75	
8/10/18 9:00:00 AM	8/10/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	48.39	48.39	50.00	46.88	32	31	96.88	1	3.13	
8/10/18 9:00:00 AM	8/10/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	15.00	13.64	13.64	13.64	22	20	90.91	2	9.09	
8/10/18 10:00:00 AM	8/10/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	48.28	48.28	48.28	48.28	29	29	100.00	0	0.00	
8/10/18 10:00:00 AM	8/10/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	41.18	35.00	35.00	35.00	20	17	85.00	3	15.00	
8/10/18 11:00:00 AM	8/10/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	46.43	46.43	46.43	46.43	28	28	100.00	0	0.00	
8/10/18 11:00:00 AM	8/10/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	20.00	17.65	17.65	17.65	17	15	88.24	2	11.76	
8/10/18 12:00:00 PM	8/10/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	67.74	67.74	67.74	67.74	31	31	100.00	0	0.00	
8/10/18 12:00:00 PM	8/10/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	20.00	18.18	18.18	18.18	22	20	90.91	2	9.09	
8/10/18 1:00:00 PM	8/10/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	40.00	40.00	40.00	40.00	35	35	100.00	0	0.00	
							8453	8453	8453	8453	22126	20499	92.65	1624	7.34	

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/10/18 1:00:00 PM	8/10/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	35.00	30.43	30.43	30.43	23	20	86.96	3	13.04	
8/10/18 2:00:00 PM	8/10/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	56.10	56.10	56.10	56.10	41	41	100.00	0	0.00	
8/10/18 2:00:00 PM	8/10/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	7.69	7.69	7.69	26	21	80.77	5	19.23	
8/10/18 3:00:00 PM	8/10/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	1	1	2.78	2.56	5.00	2.50	40	36	90.00	4	10.00	
8/10/18 3:00:00 PM	8/10/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	31.03	29.03	29.03	29.03	31	29	93.55	2	6.45	
8/10/18 4:00:00 PM	8/10/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	13.89	12.82	12.82	12.82	39	36	92.31	3	7.69	
8/10/18 4:00:00 PM	8/10/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	27.27	23.08	23.08	23.08	13	11	84.62	2	15.38	
8/10/18 5:00:00 PM	8/10/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	25.00	25.00	25.00	25.00	24	24	100.00	0	0.00	
8/10/18 5:00:00 PM	8/10/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	44.44	44.44	44.44	44.44	9	9	100.00	0	0.00	
8/10/18 6:00:00 PM	8/10/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	65.38	65.38	65.38	65.38	26	26	100.00	0	0.00	
8/10/18 6:00:00 PM	8/10/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	25.00	18.18	18.18	18.18	11	8	72.73	2	18.18	
8/10/18 7:00:00 PM	8/10/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	36.36	36.36	36.36	36.36	22	22	100.00	0	0.00	
8/10/18 7:00:00 PM	8/10/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	80.00	80.00	80.00	5	5	100.00	0	0.00	
8/10/18 8:00:00 PM	8/10/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	28.57	28.57	28.57	7	4	57.14	3	42.86	
8/10/18 9:00:00 PM	8/10/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	2	66.67	1	33.33	
8/10/18 10:00:00 PM	8/10/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	28.57	28.57	28.57	7	5	71.43	2	28.57	
8/10/18 11:00:00 PM	8/11/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	50.00	50.00	50.00	2	1	50.00	1	50.00	
8/11/18 4:00:00 AM	8/11/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	2	66.67	1	33.33	
8/11/18 5:00:00 AM	8/11/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/11/18 6:00:00 AM	8/11/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/11/18 7:00:00 AM	8/11/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	80.00	80.00	80.00	80.00	10	10	100.00	0	0.00	
8/11/18 7:00:00 AM	8/11/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	42.86	42.86	42.86	7	6	85.71	1	14.29	
8/11/18 8:00:00 AM	8/11/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	64.71	64.71	64.71	64.71	17	17	100.00	0	0.00	
8/11/18 8:00:00 AM	8/11/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	25.00	25.00	25.00	12	9	75.00	3	25.00	
8/11/18 9:00:00 AM	8/11/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	80.00	80.00	80.00	80.00	15	15	100.00	0	0.00	
8/11/18 9:00:00 AM	8/11/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	40.00	40.00	40.00	40.00	10	10	100.00	0	0.00	
8/11/18 10:00:00 AM	8/11/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	80.00	80.00	80.00	80.00	25	25	100.00	0	0.00	
8/11/18 10:00:00 AM	8/11/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	18.18	18.18	18.18	11	9	81.82	2	18.18	
8/11/18 11:00:00 AM	8/11/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	61.54	61.54	61.54	61.54	26	26	100.00	0	0.00	
8/11/18 11:00:00 AM	8/11/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	30.77	30.77	30.77	30.77	13	13	100.00	0	0.00	
8/11/18 12:00:00 PM	8/11/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	2	0	8.00	7.69	7.69	7.69	26	25	96.15	1	3.85	
8/11/18 12:00:00 PM	8/11/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	25.00	25.00	25.00	25.00	12	12	100.00	0	0.00	
8/11/18 1:00:00 PM	8/11/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	81.25	81.25	81.25	81.25	16	16	100.00	0	0.00	
8/11/18 1:00:00 PM	8/11/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	29.41	29.41	29.41	29.41	17	17	100.00	0	0.00	
8/11/18 2:00:00 PM	8/11/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	56.52	56.52	56.52	56.52	23	23	100.00	0	0.00	
8/11/18 2:00:00 PM	8/11/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	25.00	25.00	25.00	25.00	8	8	100.00	0	0.00	
8/11/18 3:00:00 PM	8/11/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	47.06	47.06	47.06	47.06	17	17	100.00	0	0.00	
8/11/18 3:00:00 PM	8/11/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	62.50	62.50	62.50	8	8	100.00	0	0.00	
8/11/18 4:00:00 PM	8/11/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	61.54	61.54	61.54	61.54	26	26	100.00	0	0.00	
8/11/18 4:00:00 PM	8/11/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/11/18 5:00:00 PM	8/11/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	75.00	75.00	75.00	75.00	20	20	100.00	0	0.00	
8/11/18 5:00:00 PM	8/11/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/11/18 6:00:00 PM	8/11/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	87.50	87.50	87.50	87.50	24	24	100.00	0	0.00	
8/11/18 6:00:00 PM	8/11/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	20.00	20.00	20.00	20.00	5	5	100.00	0	0.00	
8/11/18 7:00:00 PM	8/11/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	50.00	50.00	50.00	50.00	10	10	100.00	0	0.00	
8/11/18 8:00:00 PM	8/11/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	50.00	50.00	50.00	4	4	100.00	0	0.00	
8/11/18 9:00:00 PM	8/11/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/11/18 10:00:00 PM	8/11/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/12/18 5:00:00 AM	8/12/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/12/18 6:00:00 AM	8/12/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/12/18 7:00:00 AM	8/12/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	52.63	52.63	52.63	52.63	19	19	100.00	0	0.00	
8/12/18 7:00:00 AM	8/12/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	50.00	50.00	50.00	50.00	10	10	100.00	0	0.00	
8/12/18 8:00:00 AM	8/12/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	69.23	69.23	69.23	69.23	13	13	100.00	0	0.00	
8/12/18 8:00:00 AM	8/12/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	42.86	42.86	42.86	7	7	100.00	0	0.00	
8/12/18 9:00:00 AM	8/12/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	41.18	41.18	41.18	41.18	17	17	100.00	0	0.00	
8/12/18 9:00:00 AM	8/12/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	20.00	20.00	20.00	20.00	10	10	100.00	0	0.00	
8/12/18 10:00:00 AM	8/12/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	47.37	47.37	47.37	47.37	19	19	100.00	0	0.00	
8/12/18 10:00:00 AM	8/12/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	45.45	45.45	45.45	45.45	11	11	100.00	0	0.00	
8/12/18 11:00:00 AM	8/12/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	25.93	23.33	23.33	23.33	30	27	90.00	3	10.00	
8/12/18 11:00:00 AM	8/12/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	22.22	21.05	21.05	21.05	19	18	94.74	1	5.26	
8/12/18 12:00:00 PM	8/12/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	30.00	28.57	28.57	28.57	21	20	95.24	1	4.76	
8/12/18 12:00:00 PM	8/12/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	42.86	42.86	42.86	7	7	100.00	0	0.00	
8/12/18 1:00:00 PM	8/12/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	33.33	33.33	33.33	33.33	21	21	100.00	0	0.00	
							38.91	38.20	38.91	38.20	22126	20499	92.65	1624	7.34	

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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/12/18 1:00:00 PM	8/12/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	19	16	84.21	3	15.79	
8/12/18 2:00:00 PM	8/12/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	21.43	20.00	20.00	20.00	30	28	93.33	2	6.67	
8/12/18 2:00:00 PM	8/12/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	14.29	14.29	14.29	14.29	7	7	100.00	0	0.00	
8/12/18 3:00:00 PM	8/12/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	45.45	45.45	45.45	45.45	22	22	100.00	0	0.00	
8/12/18 3:00:00 PM	8/12/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	33.33	33.33	33.33	33.33	6	6	100.00	0	0.00	
8/12/18 4:00:00 PM	8/12/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	53.57	53.57	53.57	53.57	28	28	100.00	0	0.00	
8/12/18 4:00:00 PM	8/12/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	50.00	50.00	50.00	6	6	100.00	0	0.00	
8/12/18 5:00:00 PM	8/12/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	68.00	68.00	68.00	68.00	25	25	100.00	0	0.00	
8/12/18 5:00:00 PM	8/12/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	42.86	42.86	42.86	7	6	85.71	1	14.29	
8/12/18 6:00:00 PM	8/12/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	29.63	28.57	28.57	28.57	28	27	96.43	1	3.57	
8/12/18 6:00:00 PM	8/12/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/12/18 7:00:00 PM	8/12/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/12/18 8:00:00 PM	8/12/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	0.00	0.00	11	1	9.09	10	90.91	
8/12/18 8:00:00 PM	8/12/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	22.22	22.22	22.22	9	4	44.44	5	55.56	
8/12/18 10:00:00 PM	8/12/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/13/18 4:00:00 AM	8/13/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	1	20.00	4	80.00	
8/13/18 5:00:00 AM	8/13/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	50.00	50.00	50.00	8	8	100.00	0	0.00	
8/13/18 6:00:00 AM	8/13/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	2	0	15.38	15.38	15.38	15.38	13	13	100.00	0	0.00	
8/13/18 6:00:00 AM	8/13/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	16.67	0.00	6	5	83.33	1	16.67	
8/13/18 7:00:00 AM	8/13/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	40.74	39.29	39.29	39.29	28	27	96.43	1	3.57	
8/13/18 7:00:00 AM	8/13/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	21.05	20.00	20.00	20.00	20	19	95.00	1	5.00	
8/13/18 8:00:00 AM	8/13/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	27.03	26.32	26.32	26.32	38	37	97.37	1	2.63	
8/13/18 8:00:00 AM	8/13/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	40.00	33.33	33.33	33.33	24	20	83.33	4	16.67	
8/13/18 9:00:00 AM	8/13/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	16.67	15.56	15.56	15.56	45	42	93.33	3	6.67	
8/13/18 9:00:00 AM	8/13/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	15.79	12.50	12.50	12.50	24	19	79.17	5	20.83	
8/13/18 10:00:00 AM	8/13/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	1	30.19	28.07	29.31	27.59	58	53	91.38	5	8.62	
8/13/18 10:00:00 AM	8/13/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	4.17	3.12	3.12	3.12	32	24	75.00	8	25.00	
8/13/18 11:00:00 AM	8/13/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	3	1	6.25	5.88	7.69	5.77	52	48	92.31	4	7.69	
8/13/18 11:00:00 AM	8/13/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	20.83	19.23	19.23	19.23	26	24	92.31	2	7.69	
8/13/18 12:00:00 PM	8/13/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	70.27	70.27	70.27	70.27	37	37	100.00	0	0.00	
8/13/18 12:00:00 PM	8/13/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	19.05	16.67	16.67	16.67	24	21	87.50	3	12.50	
8/13/18 1:00:00 PM	8/13/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	70.37	70.37	70.37	70.37	27	27	100.00	0	0.00	
8/13/18 1:00:00 PM	8/13/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	23.53	22.22	26.32	21.05	19	17	89.47	2	10.53	
8/13/18 2:00:00 PM	8/13/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	25.49	25.49	25.49	25.49	51	51	100.00	0	0.00	
8/13/18 2:00:00 PM	8/13/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	17.39	12.90	12.90	12.90	31	23	74.19	8	25.81	
8/13/18 3:00:00 PM	8/13/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	1	58.93	58.93	59.65	57.89	57	56	98.25	1	1.75	
8/13/18 3:00:00 PM	8/13/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	8.00	8.00	8.00	25	21	84.00	4	16.00	
8/13/18 4:00:00 PM	8/13/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	42.00	41.18	41.18	41.18	51	50	98.04	1	1.96	
8/13/18 4:00:00 PM	8/13/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	41.18	38.89	38.89	38.89	18	17	94.44	1	5.56	
8/13/18 5:00:00 PM	8/13/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	35.48	34.38	34.38	34.38	32	31	96.88	1	3.13	
8/13/18 5:00:00 PM	8/13/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	40.00	36.36	36.36	36.36	11	10	90.91	1	9.09	
8/13/18 6:00:00 PM	8/13/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	10.00	9.26	9.26	9.26	54	50	92.59	4	7.41	
8/13/18 6:00:00 PM	8/13/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	66.67	66.67	66.67	66.67	9	9	100.00	0	0.00	
8/13/18 7:00:00 PM	8/13/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	45.71	42.11	42.11	42.11	38	35	92.11	3	7.89	
8/13/18 7:00:00 PM	8/13/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	60.00	60.00	60.00	5	4	80.00	1	20.00	
8/13/18 8:00:00 PM	8/13/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	55.56	55.56	55.56	9	9	100.00	0	0.00	
8/13/18 9:00:00 PM	8/13/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	75.00	75.00	75.00	4	3	75.00	1	25.00	
8/13/18 10:00:00 PM	8/13/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/14/18 4:00:00 AM	8/14/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	20.00	16.67	16.67	16.67	6	5	83.33	1	16.67	
8/14/18 5:00:00 AM	8/14/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	4	80.00	1	20.00	
8/14/18 6:00:00 AM	8/14/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	71.43	71.43	71.43	71.43	14	14	100.00	0	0.00	
8/14/18 6:00:00 AM	8/14/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	41.67	41.67	46.15	38.46	13	12	92.31	1	7.69	
8/14/18 7:00:00 AM	8/14/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	72.22	72.22	72.22	72.22	18	18	100.00	0	0.00	
8/14/18 7:00:00 AM	8/14/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	31.82	31.82	31.82	31.82	22	22	100.00	0	0.00	
8/14/18 8:00:00 AM	8/14/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	1	64.00	64.00	65.38	61.54	26	25	96.15	1	3.85	
8/14/18 8:00:00 AM	8/14/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	42.86	40.00	43.75	37.50	16	14	87.50	2	12.50	
8/14/18 9:00:00 AM	8/14/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	4	46.81	46.81	50.98	43.14	51	47	92.16	4	7.84	
8/14/18 9:00:00 AM	8/14/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	14.29	13.04	13.04	13.04	23	21	91.30	2	8.70	
8/14/18 10:00:00 AM	8/14/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	1	54.55	54.55	55.88	52.94	34	33	97.06	1	2.94	
8/14/18 10:00:00 AM	8/14/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.33	8.00	8.00	8.00	25	24	96.00	1	4.00	
8/14/18 11:00:00 AM	8/14/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	28.57	27.78	27.78	27.78	36	35	97.22	1	2.78	
8/14/18 11:00:00 AM	8/14/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	28.57	26.67	26.67	26.67	15	14	93.33	1	6.67	
8/14/18 12:00:00 PM	8/14/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	1	72.73	72.73	73.53	70.59	34	33	97.06	1	2.94	
							8453	1156	4122	2948	22126	20499	92.65	1624	7.34	

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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/14/18 12:00:00 PM	8/14/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	28.00	24.14	24.14	24.14	29	25	86.21	4	13.79	
8/14/18 1:00:00 PM	8/14/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	52.78	52.78	52.78	52.78	36	36	100.00	0	0.00	
8/14/18 1:00:00 PM	8/14/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	19.05	12.12	12.12	12.12	33	21	63.64	12	36.36	
8/14/18 2:00:00 PM	8/14/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	34.09	33.33	34.78	32.61	46	44	95.65	2	4.35	
8/14/18 2:00:00 PM	8/14/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	18.75	16.67	16.67	16.67	36	32	88.89	4	11.11	
8/14/18 3:00:00 PM	8/14/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	1	45.45	44.44	45.65	43.48	46	44	95.65	2	4.35	
8/14/18 3:00:00 PM	8/14/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	21.74	16.13	18.75	15.62	32	23	71.88	9	28.13	
8/14/18 4:00:00 PM	8/14/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	57.14	55.56	55.56	55.56	36	35	97.22	1	2.78	
8/14/18 4:00:00 PM	8/14/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	16.67	13.89	13.89	13.89	36	30	83.33	6	16.67	
8/14/18 5:00:00 PM	8/14/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	1	33.33	33.33	36.00	32.00	25	24	96.00	1	4.00	
8/14/18 5:00:00 PM	8/14/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	23.08	18.75	18.75	18.75	16	13	81.25	3	18.75	
8/14/18 6:00:00 PM	8/14/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	30.00	29.03	29.03	29.03	31	30	96.77	1	3.23	
8/14/18 6:00:00 PM	8/14/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	33.33	28.57	28.57	28.57	7	6	85.71	1	14.29	
8/14/18 7:00:00 PM	8/14/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	34.48	34.48	34.48	34.48	29	29	100.00	0	0.00	
8/14/18 7:00:00 PM	8/14/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	80.00	80.00	80.00	5	5	100.00	0	0.00	
8/14/18 8:00:00 PM	8/14/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	50.00	50.00	50.00	4	4	100.00	0	0.00	
8/14/18 9:00:00 PM	8/14/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	100.00	100.00	100.00	100.00	4	4	100.00	0	0.00	
8/14/18 10:00:00 PM	8/14/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/15/18 4:00:00 AM	8/15/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	3	100.00	0	0.00	
8/15/18 5:00:00 AM	8/15/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	25.00	25.00	25.00	4	3	75.00	1	25.00	
8/15/18 6:00:00 AM	8/15/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	44.44	44.44	44.44	44.44	18	18	100.00	0	0.00	
8/15/18 6:00:00 AM	8/15/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	33.33	22.22	30.00	20.00	10	6	60.00	4	40.00	
8/15/18 7:00:00 AM	8/15/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	53.85	53.85	53.85	53.85	26	26	100.00	0	0.00	
8/15/18 7:00:00 AM	8/15/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	54.55	42.86	42.86	42.86	14	11	78.57	3	21.43	
8/15/18 8:00:00 AM	8/15/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	1	53.12	53.12	54.55	51.52	33	32	96.97	1	3.03	
8/15/18 8:00:00 AM	8/15/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	29.17	26.92	26.92	26.92	26	24	92.31	2	7.69	
8/15/18 9:00:00 AM	8/15/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	60.61	60.61	60.61	60.61	33	33	100.00	0	0.00	
8/15/18 9:00:00 AM	8/15/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	30.00	23.08	23.08	23.08	26	20	76.92	6	23.08	
8/15/18 10:00:00 AM	8/15/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	56.67	56.67	56.67	56.67	30	30	100.00	0	0.00	
8/15/18 10:00:00 AM	8/15/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	31.58	28.57	31.82	27.27	22	19	86.36	3	13.64	
8/15/18 11:00:00 AM	8/15/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	64.71	64.71	64.71	64.71	34	34	100.00	0	0.00	
8/15/18 11:00:00 AM	8/15/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	15.00	13.64	13.64	13.64	22	20	90.91	2	9.09	
8/15/18 12:00:00 PM	8/15/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	34	0	80.95	80.95	80.95	80.95	42	42	100.00	0	0.00	
8/15/18 12:00:00 PM	8/15/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	26.32	23.81	23.81	23.81	21	19	90.48	2	9.52	
8/15/18 1:00:00 PM	8/15/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	1	73.33	73.33	73.91	71.74	46	45	97.83	1	2.17	
8/15/18 1:00:00 PM	8/15/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	6.45	4.76	6.98	4.65	43	31	72.09	12	27.91	
8/15/18 2:00:00 PM	8/15/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	8.51	8.33	8.33	8.33	48	47	97.92	1	2.08	
8/15/18 2:00:00 PM	8/15/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	2.86	2.13	2.13	2.13	47	35	74.47	12	25.53	
8/15/18 3:00:00 PM	8/15/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	35	0	77.78	77.78	77.78	77.78	45	45	100.00	0	0.00	
8/15/18 3:00:00 PM	8/15/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	2.56	2.00	2.00	2.00	50	39	78.00	11	22.00	
8/15/18 4:00:00 PM	8/15/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	30.43	28.57	28.57	28.57	49	46	93.88	3	6.12	
8/15/18 4:00:00 PM	8/15/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.23	2.56	2.56	2.56	39	31	79.49	8	20.51	
8/15/18 5:00:00 PM	8/15/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	57.89	57.89	57.89	57.89	38	38	100.00	0	0.00	
8/15/18 5:00:00 PM	8/15/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	9.09	6.25	6.25	6.25	16	11	68.75	5	31.25	
8/15/18 6:00:00 PM	8/15/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	56.41	56.41	56.41	56.41	39	39	100.00	0	0.00	
8/15/18 6:00:00 PM	8/15/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	20.00	18.18	18.18	18.18	11	10	90.91	1	9.09	
8/15/18 7:00:00 PM	8/15/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	62.96	62.96	62.96	62.96	27	27	100.00	0	0.00	
8/15/18 7:00:00 PM	8/15/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	12.50	12.50	12.50	12.50	8	8	100.00	0	0.00	
8/15/18 8:00:00 PM	8/15/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/15/18 8:00:00 PM	8/15/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/15/18 9:00:00 PM	8/15/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/15/18 10:00:00 PM	8/15/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/16/18 4:00:00 AM	8/16/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/16/18 5:00:00 AM	8/16/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/16/18 6:00:00 AM	8/16/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	76.47	76.47	76.47	76.47	17	17	100.00	0	0.00	
8/16/18 6:00:00 AM	8/16/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	66.67	66.67	66.67	66.67	6	6	100.00	0	0.00	
8/16/18 7:00:00 AM	8/16/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	1	60.87	60.87	62.50	58.33	24	23	95.83	1	4.17	
8/16/18 7:00:00 AM	8/16/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	44.44	44.44	44.44	9	8	88.89	1	11.11	
8/16/18 8:00:00 AM	8/16/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	50.00	50.00	50.00	50.00	18	18	100.00	0	0.00	
8/16/18 8:00:00 AM	8/16/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	19.05	19.05	22.73	18.18	22	21	95.45	1	4.55	
8/16/18 9:00:00 AM	8/16/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	52.63	52.63	52.63	52.63	38	38	100.00	0	0.00	
8/16/18 9:00:00 AM	8/16/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	1	13.04	12.50	16.00	12.00	25	23	92.00	2	8.00	
8/16/18 10:00:00 AM	8/16/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	82.14	82.14	82.14	82.14	28	28	100.00	0	0.00	
Solicitation No. 8450-2019-607R Amendment No. A002							38.91	38.20	22126	20499	92.65	1624	7.34			

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/16/18 10:00:00 AM	8/16/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	26.32	25.00	25.00	25.00	20	19	95.00	1	5.00	
8/16/18 11:00:00 AM	8/16/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	56.25	56.25	56.25	56.25	32	32	100.00	0	0.00	
8/16/18 11:00:00 AM	8/16/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	21.05	19.05	19.05	19.05	21	19	90.48	2	9.52	
8/16/18 12:00:00 PM	8/16/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	0	62.50	60.98	60.98	60.98	41	40	97.56	1	2.44	
8/16/18 12:00:00 PM	8/16/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	18.18	17.39	17.39	17.39	23	22	95.65	1	4.35	
8/16/18 1:00:00 PM	8/16/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	63.16	61.54	61.54	61.54	39	38	97.44	1	2.56	
8/16/18 1:00:00 PM	8/16/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	12.00	10.00	10.00	10.00	30	25	83.33	5	16.67	
8/16/18 2:00:00 PM	8/16/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	62.16	62.16	62.16	62.16	37	37	100.00	0	0.00	
8/16/18 2:00:00 PM	8/16/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.33	7.41	7.41	7.41	27	24	88.89	3	11.11	
8/16/18 3:00:00 PM	8/16/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	42.86	42.86	42.86	42.86	49	49	100.00	0	0.00	
8/16/18 3:00:00 PM	8/16/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.85	2.56	2.56	2.56	39	26	66.67	13	33.33	
8/16/18 4:00:00 PM	8/16/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	29	0	67.44	67.44	67.44	67.44	43	43	100.00	0	0.00	
8/16/18 4:00:00 PM	8/16/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.09	7.41	7.41	7.41	27	22	81.48	5	18.52	
8/16/18 5:00:00 PM	8/16/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	64.52	64.52	64.52	64.52	31	31	100.00	0	0.00	
8/16/18 5:00:00 PM	8/16/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	41.67	35.71	35.71	35.71	14	12	85.71	2	14.29	
8/16/18 6:00:00 PM	8/16/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	20.83	20.00	20.00	20.00	50	48	96.00	2	4.00	
8/16/18 6:00:00 PM	8/16/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	33.33	29.41	29.41	29.41	17	15	88.24	2	11.76	
8/16/18 7:00:00 PM	8/16/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	29	0	72.50	72.50	72.50	72.50	40	40	100.00	0	0.00	
8/16/18 7:00:00 PM	8/16/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	2	66.67	1	33.33	
8/16/18 8:00:00 PM	8/16/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/16/18 9:00:00 PM	8/16/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	50.00	50.00	50.00	2	1	50.00	1	50.00	
8/16/18 10:00:00 PM	8/16/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/16/18 11:00:00 PM	8/17/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/17/18 4:00:00 AM	8/17/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	4	4	100.00	0	0.00	
8/17/18 5:00:00 AM	8/17/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	83.33	83.33	85.71	71.43	7	6	85.71	1	14.29	
8/17/18 6:00:00 AM	8/17/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	60.00	60.00	60.00	60.00	15	15	100.00	0	0.00	
8/17/18 6:00:00 AM	8/17/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/17/18 7:00:00 AM	8/17/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	1	45.00	45.00	47.62	42.86	21	20	95.24	1	4.76	
8/17/18 7:00:00 AM	8/17/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	44.44	44.44	44.44	44.44	18	18	100.00	0	0.00	
8/17/18 8:00:00 AM	8/17/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	45.71	43.24	43.24	43.24	37	35	94.59	2	5.41	
8/17/18 8:00:00 AM	8/17/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	22.22	19.35	19.35	19.35	31	27	87.10	4	12.90	
8/17/18 9:00:00 AM	8/17/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	29.63	28.57	28.57	28.57	28	27	96.43	1	3.57	
8/17/18 9:00:00 AM	8/17/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	20.00	19.23	19.23	19.23	26	25	96.15	1	3.85	
8/17/18 10:00:00 AM	8/17/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	53.33	53.33	53.33	53.33	30	30	100.00	0	0.00	
8/17/18 10:00:00 AM	8/17/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	11.76	9.09	13.04	8.70	23	17	73.91	6	26.09	
8/17/18 11:00:00 AM	8/17/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	0	71.74	71.74	71.74	71.74	46	46	100.00	0	0.00	
8/17/18 11:00:00 AM	8/17/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	26.32	26.32	26.32	26.32	19	19	100.00	0	0.00	
8/17/18 12:00:00 PM	8/17/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	1	58.62	58.62	60.00	56.67	30	29	96.67	1	3.33	
8/17/18 12:00:00 PM	8/17/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	20	17	85.00	3	15.00	
8/17/18 1:00:00 PM	8/17/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	31	0	67.39	67.39	67.39	67.39	46	46	100.00	0	0.00	
8/17/18 1:00:00 PM	8/17/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.57	3.33	3.33	3.33	30	28	93.33	2	6.67	
8/17/18 2:00:00 PM	8/17/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	0	73.53	73.53	73.53	73.53	34	34	100.00	0	0.00	
8/17/18 2:00:00 PM	8/17/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	5.56	0.00	18	17	94.44	1	5.56	
8/17/18 3:00:00 PM	8/17/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	70.97	70.97	70.97	70.97	31	31	100.00	0	0.00	
8/17/18 3:00:00 PM	8/17/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	1	36.84	31.82	34.78	30.43	23	19	82.61	4	17.39	
8/17/18 4:00:00 PM	8/17/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	0	69.44	69.44	69.44	69.44	36	36	100.00	0	0.00	
8/17/18 4:00:00 PM	8/17/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.76	9.09	9.09	9.09	22	17	77.27	5	22.73	
8/17/18 5:00:00 PM	8/17/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	41.03	40.00	40.00	40.00	40	39	97.50	1	2.50	
8/17/18 5:00:00 PM	8/17/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	7.14	6.67	6.67	6.67	15	14	93.33	1	6.67	
8/17/18 6:00:00 PM	8/17/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	61.11	61.11	61.11	61.11	36	36	100.00	0	0.00	
8/17/18 6:00:00 PM	8/17/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	30.00	30.00	30.00	30.00	10	10	100.00	0	0.00	
8/17/18 7:00:00 PM	8/17/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	2	50.00	50.00	54.55	45.45	22	20	90.91	2	9.09	
8/17/18 7:00:00 PM	8/17/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	50.00	40.00	40.00	40.00	5	4	80.00	1	20.00	
8/17/18 8:00:00 PM	8/17/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/17/18 8:00:00 PM	8/17/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	33.33	33.33	33.33	9	7	77.78	2	22.22	
8/17/18 9:00:00 PM	8/17/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/17/18 10:00:00 PM	8/17/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/17/18 11:00:00 PM	8/18/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/18/18 4:00:00 AM	8/18/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/18/18 5:00:00 AM	8/18/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/18/18 6:00:00 AM	8/18/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/18/18 7:00:00 AM	8/18/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	42.86	42.86	42.86	42.86	14	14	100.00	0	0.00	
8/18/18 7:00:00 AM	8/18/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	11	5	45.45	6	54.55	
Solicitation No. 8453-2019-607R Amendment No. A002							38.91	38.20	22126	20499	92.65	1624	7.34			

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Ca Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/18/18 8:00:00 AM	8/18/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	54.55	54.55	54.55	54.55	22	22	100.00	0	0.00	
8/18/18 8:00:00 AM	8/18/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	38.46	38.46	38.46	13	8	61.54	5	38.46	
8/18/18 9:00:00 AM	8/18/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	82.35	82.35	82.35	82.35	17	17	100.00	0	0.00	
8/18/18 9:00:00 AM	8/18/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	37.50	30.00	30.00	30.00	10	8	80.00	2	20.00	
8/18/18 10:00:00 AM	8/18/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	50.00	48.28	48.28	48.28	29	28	96.55	1	3.45	
8/18/18 10:00:00 AM	8/18/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	31.25	31.25	31.25	31.25	16	16	100.00	0	0.00	
8/18/18 11:00:00 AM	8/18/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	85.19	85.19	85.19	85.19	27	27	100.00	0	0.00	
8/18/18 11:00:00 AM	8/18/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	53.33	53.33	53.33	53.33	15	15	100.00	0	0.00	
8/18/18 12:00:00 PM	8/18/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	41.18	38.89	38.89	38.89	18	17	94.44	1	5.56	
8/18/18 12:00:00 PM	8/18/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	0	78.57	78.57	78.57	78.57	14	14	100.00	0	0.00	
8/18/18 1:00:00 PM	8/18/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	87.50	87.50	87.50	87.50	16	16	100.00	0	0.00	
8/18/18 1:00:00 PM	8/18/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/18/18 2:00:00 PM	8/18/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	40.00	40.00	40.00	40.00	20	20	100.00	0	0.00	
8/18/18 2:00:00 PM	8/18/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	23.08	23.08	23.08	13	9	69.23	4	30.77	
8/18/18 3:00:00 PM	8/18/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	6	0	50.00	50.00	50.00	50.00	12	12	100.00	0	0.00	
8/18/18 3:00:00 PM	8/18/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	88.89	88.89	88.89	88.89	9	9	100.00	0	0.00	
8/18/18 4:00:00 PM	8/18/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	75.00	75.00	75.00	75.00	24	24	100.00	0	0.00	
8/18/18 4:00:00 PM	8/18/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	60.00	60.00	60.00	60.00	10	10	100.00	0	0.00	
8/18/18 5:00:00 PM	8/18/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	46.67	46.67	46.67	46.67	30	30	100.00	0	0.00	
8/18/18 5:00:00 PM	8/18/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	10.00	9.09	9.09	9.09	11	10	90.91	1	9.09	
8/18/18 6:00:00 PM	8/18/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	66.67	66.67	66.67	66.67	27	27	100.00	0	0.00	
8/18/18 6:00:00 PM	8/18/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/18/18 7:00:00 PM	8/18/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	80.00	80.00	80.00	5	5	100.00	0	0.00	
8/18/18 8:00:00 PM	8/18/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/18/18 9:00:00 PM	8/18/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	25.00	25.00	25.00	4	3	75.00	1	25.00	
8/18/18 10:00:00 PM	8/18/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	13	0	0.00	13	100.00	
8/18/18 11:00:00 PM	8/19/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	4	0	0.00	4	100.00	
8/19/18 5:00:00 AM	8/19/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/19/18 6:00:00 AM	8/19/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/19/18 7:00:00 AM	8/19/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	100.00	100.00	100.00	100.00	10	10	100.00	0	0.00	
8/19/18 7:00:00 AM	8/19/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	33.33	33.33	33.33	9	9	100.00	0	0.00	
8/19/18 8:00:00 AM	8/19/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	52.94	52.94	52.94	52.94	17	17	100.00	0	0.00	
8/19/18 8:00:00 AM	8/19/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	57.14	57.14	57.14	57.14	14	14	100.00	0	0.00	
8/19/18 9:00:00 AM	8/19/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	33.33	33.33	33.33	33.33	21	21	100.00	0	0.00	
8/19/18 9:00:00 AM	8/19/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	28.57	25.00	25.00	25.00	16	14	87.50	2	12.50	
8/19/18 10:00:00 AM	8/19/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	59.38	59.38	59.38	59.38	32	32	100.00	0	0.00	
8/19/18 10:00:00 AM	8/19/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	47.06	47.06	47.06	47.06	17	17	100.00	0	0.00	
8/19/18 11:00:00 AM	8/19/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	1	81.82	81.82	82.61	78.26	23	22	95.65	1	4.35	
8/19/18 11:00:00 AM	8/19/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	66.67	57.14	57.14	57.14	14	12	85.71	2	14.29	
8/19/18 12:00:00 PM	8/19/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	28.00	25.00	25.00	25.00	28	25	89.29	3	10.71	
8/19/18 12:00:00 PM	8/19/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	10	0	45.45	40.00	40.00	40.00	25	22	88.00	3	12.00	
8/19/18 1:00:00 PM	8/19/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	16.67	16.67	16.67	16.67	24	24	100.00	0	0.00	
8/19/18 1:00:00 PM	8/19/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	10.00	8.33	8.33	8.33	24	20	83.33	4	16.67	
8/19/18 2:00:00 PM	8/19/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	5	0	13.89	13.89	13.89	13.89	36	36	100.00	0	0.00	
8/19/18 2:00:00 PM	8/19/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	37.50	37.50	37.50	8	7	87.50	1	12.50	
8/19/18 3:00:00 PM	8/19/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	48.28	46.67	46.67	46.67	30	29	96.67	1	3.33	
8/19/18 3:00:00 PM	8/19/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	25.00	25.00	33.33	22.22	9	8	88.89	1	11.11	
8/19/18 4:00:00 PM	8/19/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	43.59	42.50	42.50	42.50	40	39	97.50	1	2.50	
8/19/18 4:00:00 PM	8/19/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/19/18 5:00:00 PM	8/19/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	29.41	28.57	28.57	28.57	35	34	97.14	1	2.86	
8/19/18 5:00:00 PM	8/19/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	28.57	28.57	28.57	7	7	100.00	0	0.00	
8/19/18 6:00:00 PM	8/19/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	21.21	20.59	20.59	20.59	34	33	97.06	1	2.94	
8/19/18 6:00:00 PM	8/19/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	25.00	25.00	25.00	12	9	75.00	3	25.00	
8/19/18 7:00:00 PM	8/19/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	66.67	66.67	66.67	66.67	9	9	100.00	0	0.00	
8/19/18 8:00:00 PM	8/19/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/19/18 9:00:00 PM	8/19/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/19/18 10:00:00 PM	8/19/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/20/18 4:00:00 AM	8/20/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	40.00	40.00	40.00	5	3	60.00	2	40.00	
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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/20/18 7:00:00 AM	8/20/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	14.29	13.33	13.33	13.33	15	14	93.33	1	6.67	
8/20/18 8:00:00 AM	8/20/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	57.58	57.58	57.58	57.58	33	33	100.00	0	0.00	
8/20/18 8:00:00 AM	8/20/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	1	41.18	31.82	34.78	30.43	23	17	73.91	6	26.09	
8/20/18 9:00:00 AM	8/20/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	45.65	45.65	45.65	45.65	46	46	100.00	0	0.00	
8/20/18 9:00:00 AM	8/20/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	26.09	21.43	24.14	20.69	29	23	79.31	6	20.69	
8/20/18 10:00:00 AM	8/20/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	30	1	50.85	50.85	51.67	50.00	60	59	98.33	1	1.67	
8/20/18 10:00:00 AM	8/20/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	7.69	4.76	4.76	4.76	42	26	61.90	16	38.10	
8/20/18 11:00:00 AM	8/20/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	43.75	43.75	43.75	43.75	48	48	100.00	0	0.00	
8/20/18 11:00:00 AM	8/20/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.33	7.41	7.41	7.41	27	24	88.89	3	11.11	
8/20/18 12:00:00 PM	8/20/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	65.52	65.52	65.52	65.52	29	29	100.00	0	0.00	
8/20/18 12:00:00 PM	8/20/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	11.76	9.09	13.04	8.70	23	17	73.91	6	26.09	
8/20/18 1:00:00 PM	8/20/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	64.71	64.71	64.71	64.71	34	34	100.00	0	0.00	
8/20/18 1:00:00 PM	8/20/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	33.33	30.43	30.43	30.43	23	21	91.30	2	8.70	
8/20/18 2:00:00 PM	8/20/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	0	82.50	82.50	82.50	82.50	40	40	100.00	0	0.00	
8/20/18 2:00:00 PM	8/20/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.11	8.00	8.00	8.00	25	18	72.00	7	28.00	
8/20/18 3:00:00 PM	8/20/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	0	75.00	75.00	75.00	75.00	44	44	100.00	0	0.00	
8/20/18 3:00:00 PM	8/20/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	0	28.95	28.21	28.21	28.21	39	38	97.44	1	2.56	
8/20/18 4:00:00 PM	8/20/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	53.66	53.66	53.66	53.66	41	41	100.00	0	0.00	
8/20/18 4:00:00 PM	8/20/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	12.50	12.50	12.50	16	9	56.25	7	43.75	
8/20/18 5:00:00 PM	8/20/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	2	32.43	30.77	34.15	29.27	41	37	90.24	4	9.76	
8/20/18 5:00:00 PM	8/20/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	19.05	19.05	22.73	18.18	22	21	95.45	1	4.55	
8/20/18 6:00:00 PM	8/20/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	41.86	40.00	40.00	40.00	45	43	95.56	2	4.44	
8/20/18 6:00:00 PM	8/20/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	50.00	46.67	46.67	46.67	15	14	93.33	1	6.67	
8/20/18 7:00:00 PM	8/20/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	40.54	38.46	38.46	38.46	39	37	94.87	2	5.13	
8/20/18 7:00:00 PM	8/20/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	60.00	60.00	60.00	60.00	10	10	100.00	0	0.00	
8/20/18 8:00:00 PM	8/20/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/20/18 8:00:00 PM	8/20/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	50.00	37.50	37.50	37.50	8	6	75.00	2	25.00	
8/20/18 9:00:00 PM	8/20/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/20/18 10:00:00 PM	8/20/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/21/18 4:00:00 AM	8/21/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	50.00	50.00	50.00	2	1	50.00	1	50.00	
8/21/18 5:00:00 AM	8/21/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	40.00	28.57	37.50	25.00	8	5	62.50	3	37.50	
8/21/18 6:00:00 AM	8/21/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	3	0	37.50	37.50	37.50	37.50	8	8	100.00	0	0.00	
8/21/18 6:00:00 AM	8/21/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	42.86	42.86	42.86	7	7	100.00	0	0.00	
8/21/18 7:00:00 AM	8/21/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	57.14	57.14	57.14	57.14	21	21	100.00	0	0.00	
8/21/18 7:00:00 AM	8/21/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	25.00	25.00	25.00	25.00	8	8	100.00	0	0.00	
8/21/18 8:00:00 AM	8/21/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	48.65	48.65	48.65	48.65	37	37	100.00	0	0.00	
8/21/18 8:00:00 AM	8/21/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	0	45.83	44.00	44.00	44.00	25	24	96.00	1	4.00	
8/21/18 9:00:00 AM	8/21/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	61.29	61.29	61.29	61.29	31	31	100.00	0	0.00	
8/21/18 9:00:00 AM	8/21/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.09	7.41	7.41	7.41	27	22	81.48	5	18.52	
8/21/18 10:00:00 AM	8/21/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	43.59	43.59	43.59	43.59	39	39	100.00	0	0.00	
8/21/18 10:00:00 AM	8/21/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.70	2.94	2.94	2.94	34	27	79.41	7	20.59	
8/21/18 11:00:00 AM	8/21/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	41.46	41.46	41.46	41.46	41	41	100.00	0	0.00	
8/21/18 11:00:00 AM	8/21/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	18.18	14.63	16.67	14.29	42	33	78.57	9	21.43	
8/21/18 12:00:00 PM	8/21/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	2	36.11	35.14	38.46	33.33	39	36	92.31	3	7.69	
8/21/18 12:00:00 PM	8/21/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	13.33	10.81	10.81	10.81	37	30	81.08	7	18.92	
8/21/18 1:00:00 PM	8/21/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	43.90	41.86	41.86	41.86	43	41	95.35	2	4.65	
8/21/18 1:00:00 PM	8/21/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	28.00	25.00	25.00	25.00	28	25	89.29	3	10.71	
8/21/18 2:00:00 PM	8/21/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	0	65.79	64.10	64.10	64.10	39	38	97.44	1	2.56	
8/21/18 2:00:00 PM	8/21/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	3.03	2.56	2.56	2.56	39	33	84.62	6	15.38	
8/21/18 3:00:00 PM	8/21/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	1	26.92	25.93	28.57	25.00	28	26	92.86	2	7.14	
8/21/18 3:00:00 PM	8/21/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	40	26	65.00	14	35.00	
8/21/18 4:00:00 PM	8/21/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	22.73	21.74	21.74	21.74	46	44	95.65	2	4.35	
8/21/18 4:00:00 PM	8/21/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	2	15.38	9.52	17.39	8.70	23	13	56.52	10	43.48	
8/21/18 5:00:00 PM	8/21/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	2	0	5.88	4.76	4.76	4.76	42	34	80.95	8	19.05	
8/21/18 5:00:00 PM	8/21/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	50.00	44.44	44.44	44.44	9	8	88.89	1	11.11	
8/21/18 6:00:00 PM	8/21/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	1	9.30	8.51	10.42	8.33	48	43	89.58	5	10.42	
8/21/18 6:00:00 PM	8/21/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	28.57	28.57	28.57	7	7	100.00	0	0.00	
8/21/18 7:00:00 PM	8/21/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	30.43	30.43	30.43	30.43	23	23	100.00	0	0.00	
8/21/18 7:00:00 PM	8/21/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	80.00	80.00	80.00	80.00	5	5	100.00	0	0.00	
8/21/18 8:00:00 PM	8/21/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	50.00	50.00	50.00	10	9	90.00	1	10.00	
8/21/18 9:00:00 PM	8/21/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	60.00	60.00	60.00	5	4	80.00	1	20.00	
8/21/18 10:00:00 PM	8/21/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/22/18 4:00:00 AM	8/22/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	5	100.00	0	0.00	
Solicitation No. 8453-2019-607R Amendment No. A002							38.91	38.20	22126	20499	92.65	1624	7.34			

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/22/18 5:00:00 AM	8/22/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	33.33	33.33	33.33	33.33	6	6	100.00	0	0.00	
8/22/18 6:00:00 AM	8/22/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	47.06	47.06	47.06	47.06	17	17	100.00	0	0.00	
8/22/18 6:00:00 AM	8/22/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/22/18 7:00:00 AM	8/22/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	44.12	44.12	44.12	44.12	34	34	100.00	0	0.00	
8/22/18 7:00:00 AM	8/22/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	26.32	21.74	21.74	21.74	23	19	82.61	4	17.39	
8/22/18 8:00:00 AM	8/22/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	55.17	55.17	55.17	55.17	29	29	100.00	0	0.00	
8/22/18 8:00:00 AM	8/22/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	40.00	40.00	40.00	40.00	15	15	100.00	0	0.00	
8/22/18 9:00:00 AM	8/22/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	64.29	64.29	64.29	64.29	28	28	100.00	0	0.00	
8/22/18 9:00:00 AM	8/22/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	1	64.71	55.00	57.14	52.38	21	17	80.95	4	19.05	
8/22/18 10:00:00 AM	8/22/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	77.27	77.27	77.27	77.27	22	22	100.00	0	0.00	
8/22/18 10:00:00 AM	8/22/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	42.86	42.86	42.86	42.86	14	14	100.00	0	0.00	
8/22/18 11:00:00 AM	8/22/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	1	76.47	76.47	77.14	74.29	35	34	97.14	1	2.86	
8/22/18 11:00:00 AM	8/22/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	21.74	20.00	20.00	20.00	25	23	92.00	2	8.00	
8/22/18 12:00:00 PM	8/22/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	82.76	82.76	82.76	82.76	29	29	100.00	0	0.00	
8/22/18 12:00:00 PM	8/22/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	22.22	21.43	21.43	21.43	28	27	96.43	1	3.57	
8/22/18 1:00:00 PM	8/22/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	30	0	68.18	68.18	68.18	68.18	44	44	100.00	0	0.00	
8/22/18 1:00:00 PM	8/22/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	25.00	23.33	23.33	23.33	30	28	93.33	2	6.67	
8/22/18 2:00:00 PM	8/22/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	1	52.63	48.78	50.00	47.62	42	38	90.48	4	9.52	
8/22/18 2:00:00 PM	8/22/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	5.00	4.17	4.17	4.17	24	20	83.33	4	16.67	
8/22/18 3:00:00 PM	8/22/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	52.27	52.27	52.27	52.27	44	44	100.00	0	0.00	
8/22/18 3:00:00 PM	8/22/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	12.50	10.34	10.34	10.34	29	24	82.76	5	17.24	
8/22/18 4:00:00 PM	8/22/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	66.67	66.67	66.67	66.67	36	36	100.00	0	0.00	
8/22/18 4:00:00 PM	8/22/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	38.46	35.71	35.71	35.71	14	13	92.86	1	7.14	
8/22/18 5:00:00 PM	8/22/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	42.86	42.86	42.86	42.86	42	42	100.00	0	0.00	
8/22/18 5:00:00 PM	8/22/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	33.33	33.33	33.33	33.33	9	9	100.00	0	0.00	
8/22/18 6:00:00 PM	8/22/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	52.50	50.00	50.00	50.00	42	40	95.24	2	4.76	
8/22/18 6:00:00 PM	8/22/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	13.33	12.50	12.50	12.50	16	15	93.75	1	6.25	
8/22/18 7:00:00 PM	8/22/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	1	70.00	70.00	70.97	67.74	31	30	96.77	1	3.23	
8/22/18 7:00:00 PM	8/22/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	66.67	25.00	33.33	22.22	9	3	33.33	6	66.67	
8/22/18 8:00:00 PM	8/22/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/22/18 9:00:00 PM	8/22/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/22/18 10:00:00 PM	8/22/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/23/18 5:00:00 AM	8/23/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	2	66.67	1	33.33	
8/23/18 6:00:00 AM	8/23/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	2	0	22.22	22.22	22.22	22.22	9	9	100.00	0	0.00	
8/23/18 6:00:00 AM	8/23/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	62.50	62.50	62.50	8	8	100.00	0	0.00	
8/23/18 7:00:00 AM	8/23/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	64.71	64.71	64.71	64.71	17	17	100.00	0	0.00	
8/23/18 7:00:00 AM	8/23/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	54.55	50.00	50.00	50.00	12	11	91.67	1	8.33	
8/23/18 8:00:00 AM	8/23/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	51.43	50.00	50.00	50.00	36	35	97.22	1	2.78	
8/23/18 8:00:00 AM	8/23/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	46.67	41.18	41.18	41.18	17	15	88.24	2	11.76	
8/23/18 9:00:00 AM	8/23/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	1	38.71	37.50	39.39	36.36	33	31	93.94	2	6.06	
8/23/18 9:00:00 AM	8/23/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	35.29	35.29	35.29	35.29	17	17	100.00	0	0.00	
8/23/18 10:00:00 AM	8/23/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	1	61.76	61.76	62.86	60.00	35	34	97.14	1	2.86	
8/23/18 10:00:00 AM	8/23/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	38.89	35.00	35.00	35.00	20	18	90.00	2	10.00	
8/23/18 11:00:00 AM	8/23/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	28	0	80.00	80.00	80.00	80.00	35	35	100.00	0	0.00	
8/23/18 11:00:00 AM	8/23/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	66.67	57.14	57.14	57.14	14	12	85.71	2	14.29	
8/23/18 12:00:00 PM	8/23/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	66.67	66.67	66.67	66.67	30	30	100.00	0	0.00	
8/23/18 12:00:00 PM	8/23/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	46.15	40.00	40.00	40.00	15	13	86.67	2	13.33	
8/23/18 1:00:00 PM	8/23/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	73.08	73.08	73.08	73.08	26	26	100.00	0	0.00	
8/23/18 1:00:00 PM	8/23/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	25.00	22.22	22.22	22.22	18	16	88.89	2	11.11	
8/23/18 2:00:00 PM	8/23/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	43.90	42.86	42.86	42.86	42	41	97.62	1	2.38	
8/23/18 2:00:00 PM	8/23/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.70	6.67	6.67	6.67	30	23	76.67	6	20.00	
8/23/18 3:00:00 PM	8/23/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	28	0	82.35	82.35	82.35	82.35	34	34	100.00	0	0.00	
8/23/18 3:00:00 PM	8/23/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	17.39	14.81	14.81	14.81	27	23	85.19	4	14.81	
8/23/18 4:00:00 PM	8/23/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	28	0	50.91	50.00	50.00	50.00	56	55	98.21	1	1.79	
8/23/18 4:00:00 PM	8/23/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	17.39	14.81	14.81	14.81	27	23	85.19	4	14.81	
8/23/18 5:00:00 PM	8/23/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	53.85	52.50	52.50	52.50	40	39	97.50	1	2.50	
8/23/18 5:00:00 PM	8/23/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	36.36	36.36	36.36	36.36	11	11	100.00	0	0.00	
8/23/18 6:00:00 PM	8/23/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	60.00	60.00	60.00	60.00	35	35	100.00	0	0.00	
8/23/18 6:00:00 PM	8/23/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	50.00	50.00	54.55	45.45	11	10	90.91	1	9.09	
8/23/18 7:00:00 PM	8/23/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	28	0	57.14	54.90	54.90	54.90	51	49	96.08	2	3.92	
8/23/18 7:00:00 PM	8/23/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	66.67	66.67	66.67	66.67	6	6	100.00	0	0.00	
8/23/18 8:00:00 PM	8/23/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	1	33.33	2	66.67	
8/23/18 8:00:00 PM	8/23/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	60.00	60.00	60.00	60.00	5	5	100.00	0	0.00	
							8450	4124	38.91	38.20	22126	20499	92.65	1624	7.34	

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/23/18 9:00:00 PM	8/23/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	100.00	80.00	80.00	80.00	5	4	80.00	1	20.00	
8/23/18 10:00:00 PM	8/23/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/24/18 2:00:00 AM	8/24/18 3:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/24/18 4:00:00 AM	8/24/18 5:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/24/18 4:00:00 AM	8/24/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	25.00	20.00	20.00	20.00	5	4	80.00	1	20.00	
8/24/18 5:00:00 AM	8/24/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/24/18 6:00:00 AM	8/24/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	57.89	55.00	55.00	55.00	20	19	95.00	1	5.00	
8/24/18 6:00:00 AM	8/24/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/24/18 7:00:00 AM	8/24/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	38.89	36.84	36.84	36.84	19	18	94.74	1	5.26	
8/24/18 7:00:00 AM	8/24/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	71.43	71.43	71.43	71.43	7	7	100.00	0	0.00	
8/24/18 8:00:00 AM	8/24/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	47.62	47.62	47.62	47.62	21	21	100.00	0	0.00	
8/24/18 8:00:00 AM	8/24/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	26.67	22.22	22.22	22.22	18	15	83.33	3	16.67	
8/24/18 9:00:00 AM	8/24/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	58.62	58.62	58.62	58.62	29	29	100.00	0	0.00	
8/24/18 9:00:00 AM	8/24/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	20.00	16.67	16.67	16.67	30	25	83.33	5	16.67	
8/24/18 10:00:00 AM	8/24/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	43.24	41.03	41.03	41.03	39	37	94.87	2	5.13	
8/24/18 10:00:00 AM	8/24/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	26.32	20.83	24.00	20.00	25	19	76.00	6	24.00	
8/24/18 11:00:00 AM	8/24/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	50.00	50.00	51.61	48.39	31	30	96.77	1	3.23	
8/24/18 11:00:00 AM	8/24/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	8.00	8.00	8.00	25	21	84.00	4	16.00	
8/24/18 12:00:00 PM	8/24/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	1	28.12	28.12	30.30	27.27	33	32	96.97	1	3.03	
8/24/18 12:00:00 PM	8/24/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	0	44.00	35.48	35.48	35.48	31	25	80.65	6	19.35	
8/24/18 1:00:00 PM	8/24/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	55.26	55.26	55.26	55.26	38	38	100.00	0	0.00	
8/24/18 1:00:00 PM	8/24/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.33	6.06	6.06	6.06	33	24	72.73	9	27.27	
8/24/18 2:00:00 PM	8/24/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	41.03	40.00	40.00	40.00	40	39	97.50	1	2.50	
8/24/18 2:00:00 PM	8/24/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	29.63	25.00	25.00	25.00	32	27	84.38	5	15.63	
8/24/18 3:00:00 PM	8/24/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	51.61	51.61	51.61	51.61	31	31	100.00	0	0.00	
8/24/18 3:00:00 PM	8/24/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	25.00	25.00	25.00	20	18	90.00	2	10.00	
8/24/18 4:00:00 PM	8/24/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	47.06	43.24	43.24	43.24	37	34	91.89	3	8.11	
8/24/18 4:00:00 PM	8/24/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.76	11.76	11.76	11.76	17	17	100.00	0	0.00	
8/24/18 5:00:00 PM	8/24/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	40.00	40.00	40.00	40.00	35	35	100.00	0	0.00	
8/24/18 5:00:00 PM	8/24/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	9.09	9.09	9.09	9.09	11	11	100.00	0	0.00	
8/24/18 6:00:00 PM	8/24/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	62.96	62.96	62.96	62.96	27	27	100.00	0	0.00	
8/24/18 6:00:00 PM	8/24/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	50.00	50.00	50.00	50.00	14	14	100.00	0	0.00	
8/24/18 7:00:00 PM	8/24/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	50.00	47.83	47.83	47.83	23	22	95.65	1	4.35	
8/24/18 7:00:00 PM	8/24/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	4	80.00	1	20.00	
8/24/18 8:00:00 PM	8/24/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	57.14	57.14	57.14	7	7	100.00	0	0.00	
8/24/18 10:00:00 PM	8/24/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/24/18 11:00:00 PM	8/25/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/25/18 4:00:00 AM	8/25/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	4	4	100.00	0	0.00	
8/25/18 5:00:00 AM	8/25/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/25/18 6:00:00 AM	8/25/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/25/18 6:00:00 AM	8/25/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/25/18 7:00:00 AM	8/25/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	25.00	25.00	25.00	25.00	16	16	100.00	0	0.00	
8/25/18 7:00:00 AM	8/25/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	55.56	55.56	55.56	9	9	100.00	0	0.00	
8/25/18 8:00:00 AM	8/25/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	46.67	46.67	46.67	46.67	15	15	100.00	0	0.00	
8/25/18 8:00:00 AM	8/25/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	63.64	63.64	63.64	63.64	11	11	100.00	0	0.00	
8/25/18 9:00:00 AM	8/25/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	65.00	65.00	65.00	65.00	20	20	100.00	0	0.00	
8/25/18 9:00:00 AM	8/25/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	41.67	35.71	35.71	35.71	14	12	85.71	2	14.29	
8/25/18 10:00:00 AM	8/25/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	71.43	71.43	71.43	71.43	14	14	100.00	0	0.00	
8/25/18 10:00:00 AM	8/25/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	75.00	66.67	66.67	66.67	9	8	88.89	1	11.11	
8/25/18 11:00:00 AM	8/25/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	68.75	68.75	68.75	68.75	16	16	100.00	0	0.00	
8/25/18 11:00:00 AM	8/25/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	20.00	20.00	20.00	10	9	90.00	1	10.00	
8/25/18 12:00:00 PM	8/25/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	53.33	53.33	53.33	53.33	15	15	100.00	0	0.00	
8/25/18 12:00:00 PM	8/25/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	54.55	54.55	54.55	54.55	11	11	100.00	0	0.00	
8/25/18 1:00:00 PM	8/25/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	55.00	52.38	52.38	52.38	21	20	95.24	1	4.76	
8/25/18 1:00:00 PM	8/25/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	1	30.00	24.00	26.92	23.08	26	20	76.92	6	23.08	
8/25/18 2:00:00 PM	8/25/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	65.22	65.22	65.22	65.22	23	23	100.00	0	0.00	
8/25/18 2:00:00 PM	8/25/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	33.33	31.25	31.25	31.25	16	15	93.75	1	6.25	
8/25/18 3:00:00 PM	8/25/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	55.00	55.00	55.00	55.00	20	20	100.00	0	0.00	
8/25/18 3:00:00 PM	8/25/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	30.77	28.57	28.57	28.57	14	13	92.86	1	7.14	
8/25/18 4:00:00 PM	8/25/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	75.00	75.00	75.00	75.00	20	20	100.00	0	0.00	
8/25/18 4:00:00 PM	8/25/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	75.00	75.00	75.00	75.00	8	8	100.00	0	0.00	
8/25/18 5:00:00 PM	8/25/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	46.67	45.16	45.16	45.16	31	30	96.77	1	3.23	
8/25/18 5:00:00 PM	8/25/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	20.00	20.00	20.00	20.00	5	5	100.00	0	0.00	
Solicitation No. 8453-2019-607R Amendment No. A002							38.91	38.20	22126	20499	92.65	1624	7.34			

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/25/18 6:00:00 PM	8/25/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	1	55.56	53.57	55.17	51.72	29	27	93.10	2	6.90	
8/25/18 6:00:00 PM	8/25/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	28.57	28.57	28.57	7	5	71.43	2	28.57	
8/25/18 7:00:00 PM	8/25/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	42.86	42.86	42.86	7	4	57.14	3	42.86	
8/25/18 8:00:00 PM	8/25/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	60.00	50.00	50.00	50.00	6	5	83.33	1	16.67	
8/25/18 9:00:00 PM	8/25/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/25/18 10:00:00 PM	8/25/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/26/18 5:00:00 AM	8/26/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/26/18 6:00:00 AM	8/26/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	85.71	85.71	85.71	85.71	7	7	100.00	0	0.00	
8/26/18 7:00:00 AM	8/26/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	7	0	38.89	38.89	38.89	38.89	18	18	100.00	0	0.00	
8/26/18 7:00:00 AM	8/26/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	22.22	22.22	22.22	22.22	9	9	100.00	0	0.00	
8/26/18 8:00:00 AM	8/26/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	93.33	93.33	93.33	93.33	15	15	100.00	0	0.00	
8/26/18 8:00:00 AM	8/26/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	28.57	25.00	25.00	25.00	8	7	87.50	0	0.00	
8/26/18 9:00:00 AM	8/26/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	47.37	45.00	45.00	45.00	20	19	95.00	1	5.00	
8/26/18 9:00:00 AM	8/26/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	50.00	50.00	50.00	50.00	10	10	100.00	0	0.00	
8/26/18 10:00:00 AM	8/26/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	87.50	82.35	82.35	82.35	17	16	94.12	1	5.88	
8/26/18 10:00:00 AM	8/26/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	50.00	50.00	50.00	50.00	14	14	100.00	0	0.00	
8/26/18 11:00:00 AM	8/26/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	57.14	57.14	57.14	57.14	14	14	100.00	0	0.00	
8/26/18 11:00:00 AM	8/26/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	62.50	62.50	62.50	8	8	100.00	0	0.00	
8/26/18 12:00:00 PM	8/26/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	9	0	39.13	39.13	39.13	39.13	23	23	100.00	0	0.00	
8/26/18 12:00:00 PM	8/26/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	58.33	58.33	58.33	58.33	12	12	100.00	0	0.00	
8/26/18 1:00:00 PM	8/26/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	34.78	33.33	33.33	33.33	24	23	95.83	1	4.17	
8/26/18 1:00:00 PM	8/26/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	61.54	61.54	61.54	61.54	13	13	100.00	0	0.00	
8/26/18 2:00:00 PM	8/26/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	1	71.43	71.43	72.41	68.97	29	28	96.55	1	3.45	
8/26/18 2:00:00 PM	8/26/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	9	0	47.37	47.37	47.37	47.37	19	19	100.00	0	0.00	
8/26/18 3:00:00 PM	8/26/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	72.41	72.41	72.41	72.41	29	29	100.00	0	0.00	
8/26/18 3:00:00 PM	8/26/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	75.00	75.00	75.00	75.00	8	8	100.00	0	0.00	
8/26/18 4:00:00 PM	8/26/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	0	73.33	73.33	73.33	73.33	30	30	100.00	0	0.00	
8/26/18 4:00:00 PM	8/26/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	100.00	100.00	100.00	100.00	5	5	100.00	0	0.00	
8/26/18 5:00:00 PM	8/26/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	19	0	51.35	51.35	51.35	51.35	37	37	100.00	0	0.00	
8/26/18 5:00:00 PM	8/26/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	37.50	37.50	37.50	8	7	87.50	1	12.50	
8/26/18 6:00:00 PM	8/26/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	68.97	68.97	68.97	68.97	29	29	100.00	0	0.00	
8/26/18 6:00:00 PM	8/26/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	37.50	37.50	37.50	8	7	87.50	1	12.50	
8/26/18 7:00:00 PM	8/26/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	50.00	50.00	50.00	4	3	75.00	1	25.00	
8/26/18 8:00:00 PM	8/26/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	16.67	16.67	16.67	16.67	6	6	100.00	0	0.00	
8/26/18 9:00:00 PM	8/26/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	83.33	83.33	83.33	83.33	6	6	100.00	0	0.00	
8/26/18 10:00:00 PM	8/26/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	100.00	100.00	100.00	100.00	3	3	100.00	0	0.00	
8/27/18 4:00:00 AM	8/27/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	16.67	16.67	16.67	16.67	6	6	100.00	0	0.00	
8/27/18 5:00:00 AM	8/27/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	20.00	0.00	5	4	80.00	1	20.00	
8/27/18 6:00:00 AM	8/27/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	1	47.06	47.06	50.00	44.44	18	17	94.44	1	5.56	
8/27/18 6:00:00 AM	8/27/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	33.33	33.33	33.33	33.33	12	12	100.00	0	0.00	
8/27/18 7:00:00 AM	8/27/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	58.33	58.33	58.33	58.33	24	24	100.00	0	0.00	
8/27/18 7:00:00 AM	8/27/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	29.41	27.78	27.78	27.78	18	17	94.44	1	5.56	
8/27/18 8:00:00 AM	8/27/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	42.55	42.55	42.55	42.55	47	47	100.00	0	0.00	
8/27/18 8:00:00 AM	8/27/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	28.57	25.00	25.00	25.00	24	21	87.50	3	12.50	
8/27/18 9:00:00 AM	8/27/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	31.11	29.79	29.79	29.79	47	45	95.74	2	4.26	
8/27/18 9:00:00 AM	8/27/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	25.00	25.00	29.41	23.53	17	16	94.12	1	5.88	
8/27/18 10:00:00 AM	8/27/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	37.21	35.56	35.56	35.56	45	43	95.56	2	4.44	
8/27/18 10:00:00 AM	8/27/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	36.84	36.84	36.84	36.84	19	19	100.00	0	0.00	
8/27/18 11:00:00 AM	8/27/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	45.45	45.45	45.45	45.45	33	33	100.00	0	0.00	
8/27/18 11:00:00 AM	8/27/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	42.86	42.86	42.86	42.86	14	14	100.00	0	0.00	
8/27/18 12:00:00 PM	8/27/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	60.00	60.00	60.00	60.00	30	30	100.00	0	0.00	
8/27/18 12:00:00 PM	8/27/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	4.55	3.33	3.33	3.33	30	22	73.33	8	26.67	
8/27/18 1:00:00 PM	8/27/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	70.27	70.27	70.27	70.27	37	37	100.00	0	0.00	
8/27/18 1:00:00 PM	8/27/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	16.67	16.67	16.67	16.67	24	24	100.00	0	0.00	
8/27/18 2:00:00 PM	8/27/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	66.67	66.67	66.67	66.67	27	27	100.00	0	0.00	
8/27/18 2:00:00 PM	8/27/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	7.69	6.25	6.25	6.25	32	26	81.25	6	18.75	
8/27/18 3:00:00 PM	8/27/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	31	0	73.81	73.81	73.81	73.81	42	42	100.00	0	0.00	
8/27/18 3:00:00 PM	8/27/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	45	23	51.11	22	48.89	
8/27/18 4:00:00 PM	8/27/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	32	0	60.38	59.26	59.26	59.26	54	53	98.15	1	1.85	
8/27/18 4:00:00 PM	8/27/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	12.90	8.33	8.33	8.33	48	31	64.58	17	35.42	
8/27/18 5:00:00 PM	8/27/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	28	0	68.29	68.29	68.29	68.29	41	41	100.00	0	0.00	
8/27/18 5:00:00 PM	8/27/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	1	0.00	0.00	4.76	0.00	21	18	85.71	3	14.29	
8/27/18 6:00:00 PM	8/27/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	54.76	53.49	53.49	53.49	43	42	97.67	1	2.33	
							8450	8156	8122	8048	22126	20499	92.65	1624	7.34	

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/27/18 6:00:00 PM	8/27/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	1	25.00	25.00	29.41	23.53	17	16	94.12	1	5.88	
8/27/18 7:00:00 PM	8/27/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	1	65.71	65.71	66.67	63.89	36	35	97.22	1	2.78	
8/27/18 7:00:00 PM	8/27/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	62.50	62.50	62.50	62.50	8	8	100.00	0	0.00	
8/27/18 8:00:00 PM	8/27/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	60.00	60.00	60.00	5	4	80.00	1	20.00	
8/27/18 9:00:00 PM	8/27/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	75.00	75.00	75.00	4	4	100.00	0	0.00	
8/27/18 10:00:00 PM	8/27/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/28/18 4:00:00 AM	8/28/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/28/18 5:00:00 AM	8/28/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/28/18 6:00:00 AM	8/28/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	90.91	90.91	90.91	90.91	11	11	100.00	0	0.00	
8/28/18 6:00:00 AM	8/28/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/28/18 7:00:00 AM	8/28/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	68.42	68.42	68.42	68.42	19	19	100.00	0	0.00	
8/28/18 7:00:00 AM	8/28/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	41.67	38.46	38.46	38.46	13	12	92.31	1	7.69	
8/28/18 8:00:00 AM	8/28/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	65.71	65.71	65.71	65.71	35	35	100.00	0	0.00	
8/28/18 8:00:00 AM	8/28/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	25.00	23.08	23.08	23.08	26	24	92.31	2	7.69	
8/28/18 9:00:00 AM	8/28/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	1	59.26	57.14	58.62	55.17	29	27	93.10	2	6.90	
8/28/18 9:00:00 AM	8/28/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	38.10	34.78	34.78	34.78	23	21	91.30	2	8.70	
8/28/18 10:00:00 AM	8/28/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	54.84	54.84	54.84	54.84	31	31	100.00	0	0.00	
8/28/18 10:00:00 AM	8/28/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	33.33	30.00	30.00	30.00	20	18	90.00	2	10.00	
8/28/18 11:00:00 AM	8/28/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	1	56.41	56.41	57.50	55.00	40	39	97.50	1	2.50	
8/28/18 11:00:00 AM	8/28/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	25.00	25.00	25.00	20	18	90.00	2	10.00	
8/28/18 12:00:00 PM	8/28/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	60.47	57.78	57.78	57.78	45	43	95.56	2	4.44	
8/28/18 12:00:00 PM	8/28/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	22.22	17.14	17.14	17.14	35	27	77.14	8	22.86	
8/28/18 1:00:00 PM	8/28/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	35	0	74.47	74.47	74.47	74.47	47	47	100.00	0	0.00	
8/28/18 1:00:00 PM	8/28/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	9.52	7.41	10.71	7.14	28	21	75.00	7	25.00	
8/28/18 2:00:00 PM	8/28/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	29.55	29.55	29.55	29.55	44	44	100.00	0	0.00	
8/28/18 2:00:00 PM	8/28/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	31.58	26.09	26.09	26.09	23	19	82.61	4	17.39	
8/28/18 3:00:00 PM	8/28/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	63.41	63.41	63.41	63.41	41	41	100.00	0	0.00	
8/28/18 3:00:00 PM	8/28/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	18.18	13.79	13.79	13.79	29	22	75.86	7	24.14	
8/28/18 4:00:00 PM	8/28/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	58.62	58.62	58.62	58.62	29	29	100.00	0	0.00	
8/28/18 4:00:00 PM	8/28/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	1	41.18	38.89	42.11	36.84	19	17	89.47	2	10.53	
8/28/18 5:00:00 PM	8/28/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	30.23	29.55	29.55	29.55	44	43	97.73	1	2.27	
8/28/18 5:00:00 PM	8/28/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	11	0	61.11	61.11	61.11	61.11	18	18	100.00	0	0.00	
8/28/18 6:00:00 PM	8/28/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	24	0	66.67	66.67	66.67	66.67	36	36	100.00	0	0.00	
8/28/18 6:00:00 PM	8/28/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	50.00	50.00	50.00	50.00	12	12	100.00	0	0.00	
8/28/18 7:00:00 PM	8/28/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	36.11	36.11	36.11	36.11	36	36	100.00	0	0.00	
8/28/18 7:00:00 PM	8/28/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	55.56	55.56	55.56	9	9	100.00	0	0.00	
8/28/18 8:00:00 PM	8/28/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	1	100.00	0	0.00	
8/28/18 8:00:00 PM	8/28/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	75.00	60.00	60.00	60.00	5	4	80.00	1	20.00	
8/28/18 9:00:00 PM	8/28/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/28/18 10:00:00 PM	8/28/18 11:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	0	0.00	2	100.00	
8/29/18 4:00:00 AM	8/29/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	1	20.00	4	80.00	
8/29/18 5:00:00 AM	8/29/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	50.00	50.00	50.00	50.00	2	2	100.00	0	0.00	
8/29/18 6:00:00 AM	8/29/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	4	0	40.00	40.00	40.00	40.00	10	10	100.00	0	0.00	
8/29/18 6:00:00 AM	8/29/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	40.00	40.00	40.00	40.00	10	10	100.00	0	0.00	
8/29/18 7:00:00 AM	8/29/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	56.52	56.52	56.52	56.52	23	23	100.00	0	0.00	
8/29/18 7:00:00 AM	8/29/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	20.00	16.67	16.67	16.67	12	10	83.33	2	16.67	
8/29/18 8:00:00 AM	8/29/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	27.50	27.50	27.50	27.50	40	40	100.00	0	0.00	
8/29/18 8:00:00 AM	8/29/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.33	7.14	7.14	7.14	28	24	85.71	4	14.29	
8/29/18 9:00:00 AM	8/29/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	51.43	50.00	50.00	50.00	36	35	97.22	1	2.78	
8/29/18 9:00:00 AM	8/29/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	5.56	4.35	4.35	4.35	23	18	78.26	5	21.74	
8/29/18 10:00:00 AM	8/29/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	23	0	48.94	48.94	48.94	48.94	47	47	100.00	0	0.00	
8/29/18 10:00:00 AM	8/29/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	14.29	10.34	10.34	10.34	29	21	72.41	8	27.59	
8/29/18 11:00:00 AM	8/29/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	55.56	55.56	55.56	55.56	36	36	100.00	0	0.00	
8/29/18 11:00:00 AM	8/29/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	14.29	12.12	12.12	12.12	33	28	84.85	5	15.15	
8/29/18 12:00:00 PM	8/29/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	31	0	81.58	81.58	81.58	81.58	38	38	100.00	0	0.00	
8/29/18 12:00:00 PM	8/29/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	1	20.00	12.50	14.63	12.20	41	25	60.98	16	39.02	
8/29/18 1:00:00 PM	8/29/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	27	0	61.36	61.36	61.36	61.36	44	44	100.00	0	0.00	
8/29/18 1:00:00 PM	8/29/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	10	0	31.25	28.57	28.57	28.57	35	32	91.43	3	8.57	
8/29/18 2:00:00 PM	8/29/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	0	43.90	43.90	43.90	43.90	41	41	100.00	0	0.00	
8/29/18 2:00:00 PM	8/29/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	4.17	2.86	2.86	2.86	35	24	68.57	11	31.43	
8/29/18 3:00:00 PM	8/29/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	33	0	71.74	71.74	71.74	71.74	46	46	100.00	0	0.00	
8/29/18 3:00:00 PM	8/29/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	33	26	78.79	7	21.21	
8/29/18 4:00:00 PM	8/29/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	27	0	39.13	36.49	36.49	36.49	74	69	93.24	5	6.76	
							8453	4156	4121	2948	22126	20499	92.65	1624	7.34	

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/29/18 4:00:00 PM	8/29/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	37	22	59.46	15	40.54	
8/29/18 5:00:00 PM	8/29/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	1	65.00	65.00	65.85	63.41	41	40	97.56	1	2.44	
8/29/18 5:00:00 PM	8/29/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	11.76	10.53	10.53	10.53	19	17	89.47	2	10.53	
8/29/18 6:00:00 PM	8/29/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	1	57.89	56.41	57.50	55.00	40	38	95.00	2	5.00	
8/29/18 6:00:00 PM	8/29/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	38.46	35.71	35.71	35.71	14	13	92.86	1	7.14	
8/29/18 7:00:00 PM	8/29/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	65.00	65.00	65.00	65.00	40	40	100.00	0	0.00	
8/29/18 7:00:00 PM	8/29/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/29/18 8:00:00 PM	8/29/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	0	0.00	2	100.00	
8/29/18 8:00:00 PM	8/29/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	57.14	44.44	44.44	44.44	9	7	77.78	2	22.22	
8/29/18 9:00:00 PM	8/29/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	4	3	75.00	1	25.00	
8/29/18 10:00:00 PM	8/29/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	100.00	100.00	100.00	100.00	2	2	100.00	0	0.00	
8/30/18 4:00:00 AM	8/30/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/30/18 5:00:00 AM	8/30/18 6:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/30/18 5:00:00 AM	8/30/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	2	100.00	0	0.00	
8/30/18 6:00:00 AM	8/30/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	3	1	23.08	23.08	28.57	21.43	14	13	92.86	1	7.14	
8/30/18 6:00:00 AM	8/30/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	1	37.50	37.50	44.44	33.33	9	8	88.89	1	11.11	
8/30/18 7:00:00 AM	8/30/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	8	0	33.33	33.33	33.33	33.33	24	24	100.00	0	0.00	
8/30/18 7:00:00 AM	8/30/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	44.44	40.00	40.00	40.00	10	9	90.00	1	10.00	
8/30/18 8:00:00 AM	8/30/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	40.54	39.47	39.47	39.47	38	37	97.37	1	2.63	
8/30/18 8:00:00 AM	8/30/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	30.00	30.00	30.00	30.00	10	10	100.00	0	0.00	
8/30/18 9:00:00 AM	8/30/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	31.25	31.25	31.25	31.25	32	32	100.00	0	0.00	
8/30/18 9:00:00 AM	8/30/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	16.67	15.79	15.79	15.79	19	18	94.74	1	5.26	
8/30/18 10:00:00 AM	8/30/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	0	50.00	48.78	48.78	48.78	41	40	97.56	1	2.44	
8/30/18 10:00:00 AM	8/30/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	27.78	26.32	26.32	26.32	19	18	94.74	1	5.26	
8/30/18 11:00:00 AM	8/30/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	41.38	40.00	40.00	40.00	30	29	96.67	1	3.33	
8/30/18 11:00:00 AM	8/30/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	4.55	4.35	4.35	4.35	23	22	95.65	1	4.35	
8/30/18 12:00:00 PM	8/30/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	40.00	38.89	38.89	38.89	36	35	97.22	1	2.78	
8/30/18 12:00:00 PM	8/30/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	9.52	7.41	7.41	7.41	27	21	77.78	6	22.22	
8/30/18 1:00:00 PM	8/30/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	51.22	51.22	51.22	51.22	41	41	100.00	0	0.00	
8/30/18 1:00:00 PM	8/30/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	7	0	43.75	36.84	36.84	36.84	19	16	84.21	3	15.79	
8/30/18 2:00:00 PM	8/30/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	22	1	55.00	55.00	56.10	53.66	41	40	97.56	1	2.44	
8/30/18 2:00:00 PM	8/30/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	16.67	16.00	16.00	16.00	25	24	96.00	1	4.00	
8/30/18 3:00:00 PM	8/30/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	39	0	69.64	69.64	69.64	69.64	56	56	100.00	0	0.00	
8/30/18 3:00:00 PM	8/30/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	7.41	5.88	5.88	5.88	34	27	79.41	7	20.59	
8/30/18 4:00:00 PM	8/30/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	2	55.26	55.26	57.50	52.50	40	38	95.00	2	5.00	
8/30/18 4:00:00 PM	8/30/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	8.70	6.90	6.90	6.90	29	23	79.31	6	20.69	
8/30/18 5:00:00 PM	8/30/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	21	0	60.00	60.00	60.00	60.00	35	35	100.00	0	0.00	
8/30/18 5:00:00 PM	8/30/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	6	0	33.33	28.57	28.57	28.57	21	18	85.71	3	14.29	
8/30/18 6:00:00 PM	8/30/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	18	1	33.96	32.73	33.93	32.14	56	53	94.64	3	5.36	
8/30/18 6:00:00 PM	8/30/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	8	0	50.00	47.06	47.06	47.06	17	16	94.12	1	5.88	
8/30/18 7:00:00 PM	8/30/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	16	0	47.06	47.06	47.06	47.06	34	34	100.00	0	0.00	
8/30/18 7:00:00 PM	8/30/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	5	5	100.00	0	0.00	
8/30/18 8:00:00 PM	8/30/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	0	0.00	2	100.00	
8/30/18 8:00:00 PM	8/30/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/30/18 9:00:00 PM	8/30/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	66.67	66.67	66.67	66.67	3	3	100.00	0	0.00	
8/30/18 10:00:00 PM	8/30/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	33.33	33.33	33.33	33.33	3	3	100.00	0	0.00	
8/30/18 11:00:00 PM	8/31/18 12:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	100.00	100.00	100.00	100.00	1	1	100.00	0	0.00	
8/31/18 4:00:00 AM	8/31/18 5:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	3	3	100.00	0	0.00	
8/31/18 5:00:00 AM	8/31/18 6:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	1	50.00	1	50.00	
8/31/18 5:00:00 AM	8/31/18 6:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	1	50.00	1	50.00	
8/31/18 6:00:00 AM	8/31/18 7:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	13	0	59.09	59.09	59.09	59.09	22	22	100.00	0	0.00	
8/31/18 6:00:00 AM	8/31/18 7:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	20.00	20.00	20.00	20.00	5	5	100.00	0	0.00	
8/31/18 7:00:00 AM	8/31/18 8:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	11	0	39.29	37.93	37.93	37.93	29	28	96.55	1	3.45	
8/31/18 7:00:00 AM	8/31/18 8:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	20.00	20.00	20.00	20.00	10	10	100.00	0	0.00	
8/31/18 8:00:00 AM	8/31/18 9:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	10	0	25.64	25.00	25.00	25.00	40	39	97.50	1	2.50	
8/31/18 8:00:00 AM	8/31/18 9:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	26.67	20.00	20.00	20.00	20	15	75.00	5	25.00	
8/31/18 9:00:00 AM	8/31/18 10:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	44.44	44.44	44.44	44.44	27	27	100.00	0	0.00	
8/31/18 9:00:00 AM	8/31/18 10:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	17.39	14.29	14.29	14.29	28	23	82.14	5	17.86	
8/31/18 10:00:00 AM	8/31/18 11:00:00 AM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	40.00	40.00	40.00	40.00	30	30	100.00	0	0.00	
8/31/18 10:00:00 AM	8/31/18 11:00:00 AM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	12.50	11.54	11.54	11.54	26	24	92.31	2	7.69	
8/31/18 11:00:00 AM	8/31/18 12:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	12	0	46.15	44.44	44.44	44.44	27	26	96.30	1	3.70	
8/31/18 11:00:00 AM	8/31/18 12:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	20.00	20.00	20.00	20.00	15	15	100.00	0	0.00	
8/31/18 12:00:00 PM	8/31/18 1:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	53.12	51.52	51.52	51.52	33	32	96.97	1	3.03	
							8453	4156	4121	38.91	38.20	22126	20499	92.65	1624	7.34

Solicitation No. 2019-607R Amendment No. A002

Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Cal Dequeu
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	
8/31/18 12:00:00 PM	8/31/18 1:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	25.00	21.74	21.74	21.74	23	20	86.96	3	13.04	
8/31/18 1:00:00 PM	8/31/18 2:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	26	0	83.87	83.87	83.87	83.87	31	31	100.00	0	0.00	
8/31/18 1:00:00 PM	8/31/18 2:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	4	0	15.38	13.33	13.33	13.33	30	26	86.67	4	13.33	
8/31/18 2:00:00 PM	8/31/18 3:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	25	1	73.53	73.53	74.29	71.43	35	34	97.14	1	2.86	
8/31/18 2:00:00 PM	8/31/18 3:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	1	0	4.35	2.44	2.44	2.44	41	23	56.10	18	43.90	
8/31/18 3:00:00 PM	8/31/18 4:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	1	28.00	25.93	27.27	25.45	55	50	90.91	5	9.09	
8/31/18 3:00:00 PM	8/31/18 4:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	45	33	73.33	12	26.67	
8/31/18 4:00:00 PM	8/31/18 5:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	17	0	54.84	54.84	54.84	54.84	31	31	100.00	0	0.00	
8/31/18 4:00:00 PM	8/31/18 5:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	22.73	18.52	18.52	18.52	27	22	81.48	5	18.52	
8/31/18 5:00:00 PM	8/31/18 6:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	20	1	60.61	60.61	61.76	58.82	34	33	97.06	1	2.94	
8/31/18 5:00:00 PM	8/31/18 6:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	55.56	50.00	50.00	50.00	10	9	90.00	1	10.00	
8/31/18 6:00:00 PM	8/31/18 7:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	14	0	33.33	33.33	33.33	33.33	42	42	100.00	0	0.00	
8/31/18 6:00:00 PM	8/31/18 7:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	5	0	35.71	29.41	29.41	29.41	17	14	82.35	3	17.65	
8/31/18 7:00:00 PM	8/31/18 8:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	15	0	46.88	46.88	46.88	46.88	32	32	100.00	0	0.00	
8/31/18 7:00:00 PM	8/31/18 8:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	1	33.33	20.00	27.27	18.18	11	6	54.55	5	45.45	
8/31/18 8:00:00 PM	8/31/18 9:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/31/18 8:00:00 PM	8/31/18 9:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	2	0	40.00	40.00	40.00	40.00	5	5	100.00	0	0.00	
8/31/18 9:00:00 PM	8/31/18 10:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/31/18 9:00:00 PM	8/31/18 10:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	8	5	62.50	3	37.50	
8/31/18 10:00:00 PM	8/31/18 11:00:00 PM	SM_LIFT_Reservations_CSQ	(SM_LIFT_Rsv_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	1	0	0.00	1	100.00	
8/31/18 10:00:00 PM	8/31/18 11:00:00 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	3	0	42.86	37.50	37.50	37.50	8	7	87.50	1	12.50	
8/31/18 11:00:00 PM	8/31/18 11:59:59 PM	SM_Lift_Dispatch_CSQ	(SM_Lift_Dispatch_Agent_SKL)	5	0	0	0.00	0.00	0.00	0.00	2	1	50.00	1	50.00	
					8453	156	41.24	38.48	38.91	38.20	22126	20499	92.65	1624	7.34	

Generated on January 23, 2019 12:40:05 PM MST by CCX\perejcz (1,029 records).

Filter Logged in User: CCX\perejcz; Interval [Starting At]: 08/01/2018 00:00:00; Interval [Ending At]: 08/31/2018 23:59:59; CSQ Names: SM_LIFT_Reservations_CSQ, SM_Lift_Dispatch_CSQ; Interval Length: Sixty [60] Minutes ;

Attachment B-20 Sun Metro LIFT ADA-Eligibility Applicants

	FY2017											
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Eligibility Applications												
New Applicants	146	163	168	94	105	115	119	80	108	131	100	122
Recertifications	91	94	75	84	71	83	76	82	77	77	71	118
Total Applications Received	237	257	243	178	176	198	195	162	185	208	171	240
Denied	21	16	13	15	16	12	14	15	19	10	14	29
Approved (unconditional)	216	241	230	163	160	186	181	147	166	198	157	211
Appeals	1	1	1	1	1	0	0	0	2	1	0	3
In-Person Assessments	6	4	6	4	7	5	3	9	7	10	15	7

	FY2018											
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Eligibility Applications												
New Applicants	108	118	105	90	103	81	130	106	118	140	141	156
Recertifications	88	123	108	72	116	116	112	96	104	97	68	139
Total Applications Received	196	241	213	162	219	197	242	202	222	237	209	295
Denied	13	19	21	14	11	18	11	12	11	16	16	17
Approved (unconditional)	183	222	192	148	208	179	231	190	211	221	193	278
Appeals	0	3	1	1	1	1	2	1	2	1	2	1
In-Person Assessments	17	15	7	12	11	17	11	16	18	25	11	15

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 94976

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	08/21/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	09/20/2018
State:	TX	Zip:	79901-1196
Service Date:		Service Date:	08/2018
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,463.50000	ADA Service Hours 8/1/18-8/15/18	4010-0	41.5600	268,623.06
1.00000	Fixed Cost August 2018	4010-0	83,324.1000	83,324.10
			SubTotal	351,947.16

USD Total 351,947.16**Have a Safe Day!**

Invoice No. 94881

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1196
Contact: Julio C Perez

Date	8/8/2018
Terms	
Due Date	9/7/2018

[illegible]

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 84450

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	07/18/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	08/17/2018
State:	TX	Service Date:	07/2018
	Zip:	79901-1196	
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
5,802.10000	ADA Service Hours 7/1/18-7/15/18	4010-0	41.5600	241,135.28
1.00000	Fixed Cost July 2018	4010-0	83,324.1000	83,324.10
SubTotal				324,459.38

USD Total 324,459.38**Have a Safe Day!**

Invoice No. 84366

Number:	21801	Name:	Mass Transit Agreement	Date	7/6/2018
Address:	Lift Paratransit Services, 2 Civic Center Plaza			Terms	
City:	El Paso	State:	TX	Due Date	8/6/2018
Contact:	Julio C Perez				
				Service Date	Jun-18

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval. Adjustments will be made once new rates are approved.**

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc.**Invoice Nbr: 83928**

Department 33552

P.O. Box 39000

San Francisco, CA 94139

P: 712-764-3763, F: 712-764-8402

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	6/20/2018	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	7/20/2018	
State:	TX	Zip:	79901-1196	Service Date: Jun-18
Contact:	Julio C. Perez			

Qty	Description	Account Code	Unit Price	Total
6,677.20	ADA Service Hours 6/1/18-6/15/18	4010-0	40.55	270,760.46
1	Fixed Cost June 2018	4010-0	81,291.81	81,291.81
			SubTotal	352,052.27

USD Total 352,052.27

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.****Adjustments will be made once new rates are approved.**

Have a Safe Day!

MV Contract Transportation, IncInvoice No. **83825**

Department 33552, P.O. Box 39000
San Francisco, CA 94139
712-764-3763, 712-764-8402

Number: 21801 Name: Mass Transit Agreement Date: 6/6/2018
Address: Lift Paratransit Services, 2 Civic Center Plaza Terms:
City: El Paso State: TX ZIP: 79901-1196 Due Date: 7/6/2018
Contact: Julio C Perez

Service Date May-18

Qty	Description	Account code	Unit Price	TOTAL
6,911.50	ADA Service Hours 05/16/18-05/31/18	4010-0	40.55	280,261.33
1.00	Fixed Cost May 2018	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1490 May 2018	4095-500	30,512.30	30,512.30
	Note: Sub. ADA Tickets Collected May 2018 - 431			
	Note: Sub. ADA Revenue Hrs. Invoiced May 2018 - 752.46			
1.00	Subcontract ADA Cash Fares Collected May 2018	4095-500	(2,647.50)	(2,647.50)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(259.52)	(259.52)
			SubTotal	389,158.41
			USD TOTAL	389,158.41

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

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MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 83286

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	5/17/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	6/16/2018
State:	TX	Zip:	79901-1196
		Service Date:	May-18
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,921.60	ADA Service Hours 5/1/18-5/15/18	4010-0	40.55	280,670.88
1.00	Fixed Cost May 2018	4010-0	81,291.81	81,291.81
SubTotal				361,962.69

USD Total 361,962.69

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

Have a Safe Day!

Invoice No. 83097

Number:	21801	Name:	Mass Transit Agreement	Date	5/4/2018
Address:	Lift Paratransit Services, 2 Civic Center Plaza			Terms	
City:	El Paso	State:	TX	ZIP:	79901-1196
Contact:	Julio C Perez			Due Date	6/3/2018

Qty	Description	Account code	Unit Price	TOTAL
6,898.00	ADA Service Hours 04/16/18-04/30/18	4010-0	40.55	279,713.90
1.00	Fixed Cost April 2018	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1361 April 2018	4095-500	30,034.97	30,034.97
	Note: Sub. ADA Tickets Collected April 2018 - 508			
	Note: Sub. ADA Revenue Hrs. Invoiced Apr. 2018 - 740.89			
1.00	Subcontract ADA Cash Fares Collected April 2018	4095-500	(2,137.50)	(2,137.50)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(612.31)	(612.31)
			SubTotal	388,290.86
			USD TOTAL	388,290.86

Have a Safe Day!

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 82615

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	4/19/2018	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	5/19/2018	
State:	TX	Zip:	79901-1196	Service Date: Apr-18
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,635.40	ADA Service Hours 4/1/18-4/15/18	4010-0	40.55	269,065.47
1.00	Fixed Cost April 2018	4010-0	81,291.81	81,291.81
SubTotal				350,357.28

USD Total 350,357.28

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

Have a Safe Day!

MV Contract Transportation, IncInvoice No. **82511**

Department 33552, P.O. Box 39000
San Francisco, CA 94139
712-764-3763, 712-764-8402

Number: 21801 Name: Mass Transit Agreement Date: 4/6/2018
Address: Lift Paratransit Services, 2 Civic Center Plaza Terms:
City: El Paso State: TX ZIP: 79901-1196 Due Date: 5/5/2018
Contact: Julio C Perez

Service Date **Mar-18**

Qty	Description	Account code	Unit Price	TOTAL
6,922.70	ADA Service Hours 03/16/18-03/31/18	4010-0	40.55	280,715.49
1.00	Fixed Cost March 2018	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1106 March 2018	4095-500	23,990.38	23,990.38
	Note: Sub. ADA Tickets Collected March 2018 - 549			
	Note: Sub. ADA Revenue Hrs. Invoiced Mar. 2018 - 591.62			
1.00	Subcontract ADA Cash Fares Collected March 2018	4095-500	(1,392.50)	(1,392.50)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(529.58)	(529.58)
			SubTotal	384,075.59
			USD TOTAL	384,075.59

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Adjustments will be made once new rates are approved.**

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FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 81994

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	3/20/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	4/19/2018
State:	TX	Zip:	79901-1196
Service Date:	Mar-18		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,551.70	ADA Service Hours 3/1/18-3/15/18	4010-0	40.55	265,671.44
1.00	Fixed Cost March 2018	4010-0	81,291.81	81,291.81
SubTotal				346,963.25

USD Total 346,963.25

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

Have a Safe Day!

Invoice No. 81878

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1198
Contact: Julio C Perez

Date 3/6/2018
Terms
Due Date 4/5/2018

Service Date Feb-18

Qty	Description	Account code	Unit Price	TOTAL
5,486.60	ADA Service Hours 02/16/18-02/28/18	4010-0	40.55	222,481.63
1.00	Fixed Cost February 2018	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1110 February 2018	4095-500	24,130.31	24,130.31
	Note: Sub. ADA Tickets Collected February 2018 - 453			
	Note: Sub. ADA Revenue Hrs. Invoiced Feb. 2018 - 595.08			
1.00	Subcontract ADA Cash Fares Collected February 2018	4095-500	(1,642.50)	(1,642.50)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(49.88)	(49.88)
			SubTotal	326,211.36
			USD TOTAL	326,211.36

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval. Adjustments will be made once new rates are approved.**

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MV Contract Transportation, Inc
Department 33552, P.O. Box 39000

FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 81364

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	2/20/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	3/22/2018
State:	TX	Zip:	79901-1196
Service Date:	Feb-18		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,677.70	ADA Service Hours 2/1/18-2/15/18	4010-0	40.55	270,780.74
1.00	Fixed Cost February 2018	4010-0	81,291.81	81,291.81
SubTotal				352,072.55

USD Total 352,072.55

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

Have a Safe Day!

Invoice No. 81255

Number:	21801	Name:	Mass Transit Agreement	Date	2/7/2018
Address:	Lift Paratransit Services, 2 Civic Center Plaza			Terms	
City:	El Paso	State:	TX	Due Date	3/9/2018
Contact:	Julio C Perez				
				Service Date	Jan-18

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval. Adjustments will be made once new rates are approved.**

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FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 80735

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	1/18/2018
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	2/17/2018
State:	TX	Zip:	79901-1196
Service Date:	Jan-18		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
5,808.90	ADA Service Hours 1/1/18-1/15/18	4010-0	40.55	235,550.90
1.00	Fixed Cost January 2018	4010-0	81,291.81	81,291.81
SubTotal				316,842.71

USD Total 316,842.71

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval.
Adjustments will be made once new rates are approved.**

Have a Safe Day!

Invoice No. 80650

Number:	21801	Name:	Mass Transit Agreement	Date	1/9/2018
Address:	Lift Paratransit Services, 2 Civic Center Plaza			Terms	
City:	El Paso	State:	TX	ZIP:	79901-1198
Contact:	Julio C Perez			Due Date	2/9/2018

Qty	Description	Account code	Unit Price	TOTAL
5,462.80	ADA Service Hours 12/16/17-12/31/17	4010-0	40.55	221,516.54
1.00	Fixed Cost December 2017	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1017 December 2017	4095-500	23,102.96	23,102.96
	Note: Sub. ADA Tickets Collected December 2017 - 466			
	Note: Sub. ADA Revenue Hrs. Invoiced Dec. 2017 - 569.74			
1.00	Subcontract ADA Cash Fares Collected December 2017	4095-500	(1,377.50)	(1,377.50)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(703.54)	(703.54)
			SubTotal	323,830.26
			USD TOTAL	323,830.26

Have a Safe Day!

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 80162

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	12/21/2017
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	1/20/2018
State:	TX	Zip:	79901-1196
Service Date:	Dec-17		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,745.40	ADA Service Hours 12/1/17-12/15/17	4010-0	40.55	273,525.97
1.00	Fixed Cost December 2017	4010-0	81,291.81	81,291.81
SubTotal				354,817.78

USD Total 354,817.78

****Invoice reflects old hourly rate and monthly fixed cost due to new rates pending approval. Adjustments will be made once new rates are approved.**

Have a Safe Day!

Invoice No. 80053

Date 12/7/2017
Terms
Due Date 1/6/2018

Qty	Description	Account code	Unit Price	TOTAL
8,145.90	ADA Service Hours 11/16/17-11/30/17	4010-0	38.21	234,834.84
1.00	Fixed Cost November 2017	4010-0	86,031.74	86,031.74
1.00	Subcontract ADA Trips-1203 November 2017	4095-500	29,376.05	29,376.05
	Note: Sub. ADA Tickets Collected November 2017 - 498			
	Note: Sub. ADA Revenue Hrs. Invoiced Nov. 2017 - 768.81			
1.00	Subcontract ADA Cash Fares Collected November 2017	4095-500	(1,762.50)	(1,762.50)
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Late Trips > 80 minutes Per Contract	4101-0	(196.78)	(196.78)
			SubTotal	312,813.35
			USD TOTAL	312,813.35

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 79551

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	11/17/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	12/17/2017	
State:	TX	Zip:	79901-1196	Service Date: 11/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,944.00000	ADA Service Hours 11/1/17-11/15/17	4010-0	38.2100	265,330.24
1.00000	Fixed Cost November 2017	4010-0	86,031.7400	86,031.74
			SubTotal	351,361.98

USD Total 351,361.98**Have a Safe Day!**

Invoice No. 79490

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1196
Contact: Julio C Perez

Date	11/7/2017
Terms	
Due Date	12/7/2017

[illegible]

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FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 78977

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	10/18/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	11/17/2017	
State:	TX	Zip:	79901-1196	Service Date: Oct-17
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,565.50	ADA Service Hours 10/1/17-10/15/17	4010-0	40.55	266,231.03
1.00	Fixed Cost October 2017	4010-0	81,291.81	81,291.81
SubTotal				347,522.84
	Correction on Subcontract ADA Cash			
1	Fares on Invoice #78864	4095-500	1,987.50	1,987.50
SubTotal				1,987.50
USD Total				349,510.34

Have a Safe Day!

Invoice No. 78864

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1196
Contact: Julio C Perez

Date	10/9/2017
Terms	
Due Date	11/8/2017

Qty	Description	Account code	Unit Price	TOTAL
6,624.30	ADA Service Hours 9/18/17-9/30/17	4010-0	40.55	268,615.37
1.00	Fixed Cost September 2017	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1226 September 2017	4095-500	25,306.00	25,306.00
	Note: Sub. ADA Tickets Collected September 2017 - 431			
	Note: Sub. ADA Revenue Hrs. Invoiced Sept. 2017 - 624.07			
1.00	Subcontract ADA Cash Fares Collected September 2017	4095-500	(1,987.50)	(1,987.50)
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Late Trips > 60 minutes Per Contract	4101-0	(360.90)	(360.90)
			SubTotal	337,394.77
			USD TOTAL	337,394.77

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 78310

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	09/20/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	10/20/2017	
State:	TX	Zip:	79901-1196	Service Date: 09/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,688.10000	ADA Service Hours 9/1/17-9/15/17	4010-0	40.5500	271,202.46
1.00000	Fixed Cost September 2017	4010-0	81,291.8100	81,291.81
			SubTotal	352,494.27

USD Total 352,494.27**Have a Safe Day!**

Invoice No. 78213

Date	9/8/2017
Terms	
Due Date	10/8/2017

[illegible]

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 77715

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	08/18/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	09/17/2017	
State:	TX	Zip:	79901-1196	Service Date: 08/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,399.80000	ADA Service Hours 8/1/17-8/15/17	4010-0	40.5500	259,511.89
126.10000	JARC Service Hours 8/1/17-8/15/17	4010-0	40.5500	5,113.36
1.00000	Fixed Cost August 2017	4010-0	81,291.8100	81,291.81
SubTotal				345,917.06

USD Total 345,917.06**Have a Safe Day!**

Invoice No. 77616

Service Date Jul-17

Have a Safe Day!

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 77165

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	07/19/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	08/18/2017	
State:	TX	Zip:	79901-1196	Service Date: 07/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
5,739.30000	ADA Service Hours 7/1/17-7/15/17	4010-0	40.5500	232,728.62
228.20000	JARC Service Hours 7/1/17-7/15/17	4010-0	40.5500	9,253.51
1.00000	Fixed Cost July 2017	4010-0	81,291.8100	81,291.81
SubTotal				323,273.94

USD Total 323,273.94**Have a Safe Day!**

Invoice No. 77036

Number: 21801 **Name:** Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso **State:** TX **ZIP:** 79901-1196
Contact: Julio C Perez

Date 7/6/2017
Terms
Due Date 8/5/2017

Service Date Jun-17

Qty	Description	Account code	Unit Price	TOTAL
6,331.80	ADA Service Hours 8/18/17-8/30/17	4010-0	40.55	258,746.38
365.80	JARC Service Hours 8/18/17-8/30/17	4010-0	40.55	14,833.19
1.00	Fixed Cost June 2017	4010-0	81,291.80	81,291.80
1.00	Subcontract ADA Trips-1644 June 2017	4095-500	32,907.50	32,907.50
1.00	Subcontract JARC Trips-37 June 2017	4095-500	786.00	786.00
	Note: Sub. ADA Tickets Collected June 2017 - 68			
	Note: Sub. ADA Revenue Hrs. June 2017 - <u>811.53</u>			
	Note: Sub. JARC Revenue Hrs. June 2017 - 19.38			
1.00	Sub. ADA Cash Fares Collected June 2017	4095-500	(3,940.00)	(3,940.00)
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Missed Trips Per Contract	4101-0	(442.00)	(442.00)
			SubTotal	346,712.87
			USD TOTAL	346,712.87

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Department 3852, P.O. Box 39000

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MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 76608

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	06/19/2017
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	07/19/2017
State:	TX	Zip:	79901-1196
Service Date:	06/2017		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,718.90000	ADA Service Hours 6/1/17-6/15/17	4010-0	40.5500	272,451.40
393.90000	JARC Service Hours 6/1/17-6/15/17	4010-0	40.5500	15,972.65
1.00000	Fixed Cost June 2017	4010-0	81,291.8100	81,291.81
SubTotal				369,715.86

USD Total 369,715.86**Have a Safe Day!**

Invoice No. 76346

Date 6/5/2017
Terms
Due Date 7/5/2017

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 75927

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	05/17/2017
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	06/16/2017
State:	TX	Service Date:	05/2017
	Zip:	79901-1196	
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,661.80000	ADA Service Hours 5/1/17-5/15/17	4010-0	40.5500	270,135.99
481.10000	JARC Service Hours 5/1/17-5/15/17	4010-0	40.5500	19,508.61
1.00000	Fixed Cost May 2017	4010-0	81,291.8100	81,291.81
SubTotal				370,936.41

USD Total 370,936.41**Have a Safe Day!**

Invoice No. 75809

Date 5/5/2017
Terms
Due Date 6/4/2017

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 75255

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	4/18/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	5/18/2017	
State:	TX	Zip:	79901-1196	Service Date: Apr-17
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,363.40	ADA Service Hours 4/1/17-4/15/17	4010-0	40.55	258,035.87
468.20	JARC Service Hours 4/1/17-4/15/17	4010-0	40.55	18,985.51
1	Fixed Cost April 2017	4010-0	81,291.81	81,291.81
SubTotal				358,313.19

-0.1	.10 Rev Hrs. were overcharged on Inv.#75048	4010-0	40.55	-4.06
SubTotal				-4.06

USD Total 358,309.13

Have a Safe Day!

Invoice No. 75048

Number:	21801	Name:	Mass Transit Agreement
Address:	Lift Paratransit Services, 2 Civic Center Plaza		
City:	El Paso	State:	TX ZIP: 79901-1196
Contact:	Julio C Perez		

Date 4/5/2017
Terms
Due Date 5/5/2017

Qty	Description	Account code	Unit Price	TOTAL
6,902.60	ADA Service Hours 3/16/17-3/31/17	4010-0	40.55	279,900.43
578.30	JARC Service Hours 3/16/17-3/31/17	4010-0	40.55	23,450.07
1.00	Fixed Cost March 2017	4010-0	81,291.80	81,291.80
579.31	Subcontract ADA Hours March 2017	4095-500	40.55	23,491.02
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Missed Trips Per Contract	4101-0	(385.23)	(385.23)
			SubTotal	372,278.09
			USD TOTAL	372,278.09

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MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 74638

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	03/17/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	04/16/2017	
State:	TX	Zip:	79901-1196	Service Date: 03/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,542.80000	ADA Service Hours 3/1/17-3/15/17	4010-0	40.5500	265,310.54
634.40000	JARC Service Hours 3/1/17-3/15/17	4010-0	40.5500	25,724.92
1.00000	Fixed Cost March 2017	4010-0	81,291.8100	81,291.81
	SubTotal			372,327.27

USD Total 372,327.27**Have a Safe Day!**

Invoice No. 74538

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1196
Contact: Julio C Perez

Terms

Service Date Feb-17

Have a Safe Day!

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 74030

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	02/17/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	03/19/2017	
State:	TX	Zip:	79901-1196	Service Date: 02/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,472.80000	ADA Service Hours 2/1/17-2/15/17	4010-0	40.5500	262,472.04
672.80000	JARC Service Hours 2/1/17-2/15/17	4010-0	40.5500	27,282.04
1.00000	Fixed Cost February 2017	4010-0	81,291.8100	81,291.81
SubTotal				371,045.89

USD Total 371,045.89**Have a Safe Day!**

Invoice No. 73938

Date 2/8/2017
Terms
Due Date 3/10/2017

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 73393

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	01/18/2017	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	02/17/2017	
State:	TX	Zip:	79901-1196	Service Date: 01/2017
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
5,336.70000	ADA Service Hours 1/1/17-1/15/17	4010-0	40.5500	216,403.19
626.40000	JARC Service Hours 1/1/17-1/15/17	4010-0	40.5500	25,400.52
1.00000	Fixed Cost January 2017	4010-0	81,291.8100	81,291.81
SubTotal				323,095.52

USD Total **323,095.52****Have a Safe Day!**

Invoice No. 73305

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1198
Contact: Julio C Perez

Date	1/9/2017
Terms	
Due Date	2/5/2017

Qty	Description	Account code	Unit Price	TOTAL
5,667.80	ADA Service Hours 12/16/16-12/31/16	4010-0	40.55	229,829.29
731.40	JARC Service Hours 12/16/16-12/31/16	4010-0	40.55	29,658.27
1.00	Fixed Cost December 2016	4010-0	81,291.80	81,291.80
399.59	Subcontract ADA Hours December 2016	4095-500	40.55	16,203.37
24.08	Special Routes-Sun Bowl Game 12/30/2016	4010-0	40.55	976.44
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Missed Trips Per Contract	4101-0	(371.03)	(371.03)
				0.00
				0.00
			SubTotal	322,118.15
			USD TOTAL	322,118.15

Solicitation No. 2019-607R Amendment No. A002
Title: Management of Fixed-Route Transit Services and Contracted Service for Lift Paratransit

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 72794

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	12/20/2016
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	01/19/2017
State:	TX	Zip:	79901-1196
Service Date:			12/2016
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
6,549.50000	ADA Service Hours 12/01/16-12/15/16	4010-0	40.5500	265,582.23
791.70000	JARC Service Hours 12/01/16-12/15/16	4010-0	40.5500	32,103.44
1.00000	Fixed Cost December 2016	4010-0	81,291.8100	81,291.81
			SubTotal	378,977.48

USD Total 378,977.48**Have a Safe Day!**

MV Contract Transportation, IncInvoice No. **72686**

Department 33552, P.O. Box 39000
San Francisco, CA 94139
712-764-3763, 712-764-8402

Number: 21801 Name: Mass Transit Agreement
Address: Lift Paratransit Services, 2 Civic Center Plaza
City: El Paso State: TX ZIP: 79901-1196
Contact: Julio C Perez

Date 12/7/2016
Terms
Due Date 1/6/2016

Service Date **Nov-16**

Qty	Description	Account code	Unit Price	TOTAL
5,894.40	ADA Service Hours 11/16/16-11/30/16	4010-0	37.24	219,507.46
701.80	JARC Service Hours 11/16/16-11/30/16	4010-0	37.24	26,135.03
1.00	Fixed Cost November 2016	4010-0	84,191.17	84,191.17
633.01	Subcontract Hours November 2016	4095-0	37.24	23,573.29
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Missed Trips Per Contract	4101-0	(384.95)	(384.95)
				0.00
				0.00
			SubTotal	317,572.00
			USD TOTAL	317,572.00

Have a Safe Day!

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MV Contract Transportation, Inc
Department 33552, P.O. Box 39000

FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 72148

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	11/18/2016	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	12/18/2016	
State:	TX	Zip:	79901-1196	Service Date: 11/2016
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,666.50000	ADA Service Hours 11/01/16-11/15/16	4010-0	37.2400	248,260.46
737.70000	JARC Service Hours 11/01/16-11/15/16	4010-0	37.2400	27,471.95
1.00000	Fixed Cost November 2016	4010-0	84,191.1700	84,191.17
			SubTotal	359,923.58

1.00000	Correction on Max Hours Discrepancy	4010-0	313.7000	-313.70
			SubTotal	-313.70

USD Total 359,609.88**Have a Safe Day!**

MV Contract Transportation, IncInvoice No. **72086**

Department 33552, P.O. Box 39000
San Francisco, CA 94139
712-764-3763, 712-764-8402

Number: 21801 Name: Mass Transit Agreement Date: 11/11/2016
Address: Lift Paratransit Services, 2 Civic Center Plaza Terms:
City: El Paso State: TX ZIP: 79901-1196 Due Date: 12/11/2016
Contact: Julio C Perez
Service Date Oct-16

Qty	Description	Account code	Unit Price	TOTAL
6,915.80	ADA Service Hours 10/16/16-10/31/16	4010-0	37.24	257,544.39
805.80	JARC Service Hours 10/16/16-10/31/16	4010-0	37.24	30,007.99
1.00	Fixed Cost October 2016	4010-0	84,191.17	84,191.17
437.68	Subcontract Hours October 2016	4095-0	37.24	16,299.20
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA Missed Trips Per Contract	4101-0	(189.18)	(189.18)
				0.00
				0.00
			SubTotal	352,383.58
			USD TOTAL	352,383.58

Have a Safe Day!

Please assist us in applying your payment correctly by returning this remittance slip with your payment to: ☐

MV Contract Transportation, Inc
Department 33552, P.O. Box 39000

FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 71522

Customer			
Number:	21801		
Name:	Mass Transit Agreement	Date:	10/19/2016
Address:	Lift Paratransit Services	Terms:	30
City:	El Paso	Due Date:	11/18/2016
State:	TX	Zip:	79901-1196
Service Date:	10/2016		
Contact:	Julio C Perez		

Qty	Description	Account Code	Unit Price	TOTAL
1,964.39000	ADA Service 10/1-10/15/16 Old Rate	4010-0	39.5300	77,652.34
231.56000	JARC Service 10/1-10/15/16 Old Rate	4010-0	39.5300	9,153.57
23,484.01000	Fixed Cost 10/1-10/15/16 Old Rate	4010-0	1.0000	23,484.01
4,695.11000	ADA Service 10/1-10/15/16 New Rate	4010-0	37.2400	174,845.90
553.44000	JARC Service 10/1-10/15/16 New Rate	4010-0	37.2400	20,610.11
59,356.78000	Fixed Cost 10/1-10/15/16 New Rate	4010-0	1.0000	59,356.78
SubTotal				365,102.71

USD Total 365,102.71**Have a Safe Day!**

MV Contract Transportation, IncInvoice No. **71371**

Department 33552, P.O. Box 39000
San Francisco, CA 94139
712-764-3763, 712-764-8402

Number: 21801 Name: Mass Transit Agreement Date: 10/5/2016
Address: Lift Paratransit Services, 2 Civic Center Plaza Terms: 30
City: El Paso State: TX ZIP: 79901-1196 Due Date: 11/4/2016
Contact: Julio C Perez

Service Date **Sep-16**

Qty	Description	Account code	Unit Price	TOTAL
6,951.30	ADA Service Hours 9/16/16-9/30/16	4010-0	39.53	274,784.89
824.00	JARC Service Hours 9/16/16-9/30/16	4010-0	39.53	32,572.72
1.00	Fixed Cost September 2016	4010-0	79,613.25	79,613.25
141.64	ADA Subcontract Hours September 2016	4095-0	39.53	5,599.03
74.92	JARC Subcontract Hours September 2016	4095-0	39.53	2,961.59
1.00	Credit for City Employees Not Hired	4010-0	(35,470.00)	(35,470.00)
1.00	ADA & JARC Missed Trips Per Contract	4101-0	(473.05)	(473.05)
1.00	Correction on hours ADA-2.2, JARC-.5	4010-0	106.73	106.73
				0.00
			SubTotal	359,695.16
			USD TOTAL	359,695.16

Have a Safe Day!

Please assist us in applying your payment correctly by returning this remittance slip with your payment to: 1

MV Contract Transportation, Inc
Department 33552, P.O. Box 39000

FIN Form-03 Revenue Invoice

MV Contract Transportation, Inc

Department 33552
P.O. Box 39000
San Francisco, CA 94139
P: 712-764-3763, F: 712-764-8402

Invoice Nbr: 70895

Customer				
Number:	21801			
Name:	Mass Transit Agreement	Date:	09/19/2016	
Address:	Lift Paratransit Services	Terms:	30	
City:	El Paso	Due Date:	10/19/2016	
State:	TX	Zip:	79901-1196	Service Date: 09/2016
Contact:	Julio C Perez			

Qty	Description	Account Code	Unit Price	TOTAL
6,536.50000	ADA Service 9/1/16-9/15/16	4010-0	39.5300	258,387.85
755.70000	JARC Service 9/1/16-9/15/16	4010-0	39.5300	29,872.82
1.00000	Fixed Cost 9/1/16-9/15/16	4010-0	79,613.2500	79,613.25
			SubTotal	367,873.92

USD Total 367,873.92**Have a Safe Day!**

Attachment B-22 Sun Metro LIFT Services Invoicing (FY 2017)

	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Total
Contractor Costs													
ADA-Eligible Trips	22,091	22,110	20,333	19,812	19,992	19,743	22,251	20,871	22,605	21,636	20,242	22,476	254,162
Actual Revenue Hours	13,490	13,575	12,561	12,217	11,897	11,649	13,445	12,574	13,505	13,051	12,144	13,384	153,491
Contractor Variable Costs	\$533,173	\$510,043	\$467,768	\$496,412	\$482,411	\$472,355	\$545,211	\$509,880	\$547,612	\$529,198	\$492,423	\$542,733	\$6,129,217
Contractor Fixed Costs	\$159,227	\$167,032	\$168,382	\$162,584	\$162,584	\$162,584	\$162,584	\$162,584	\$162,584	\$162,584	\$162,584	\$162,584	\$1,957,893
Contractor Total Costs	\$692,399	\$677,075	\$636,150	\$658,995	\$644,995	\$634,938	\$707,795	\$672,463	\$710,195	\$691,781	\$655,007	\$705,317	\$8,087,111
Subcontractor (Taxi)													
Subcontract ADA Trips Performed	728	1,342	1,577	1,301	1,409	1,441	1,256	1,400	1,518	1,640	1,537	1,306	16,455
Subcontractor Taxi Cost	\$6,354	\$18,577	\$26,431	\$18,378	\$19,542	\$31,170	\$26,631	\$28,778	\$30,530	\$32,908	\$31,314	\$27,724	\$298,337
Total Invoice Received	\$698,753	\$695,652	\$662,582	\$677,374	\$664,537	\$666,108	\$734,426	\$701,242	\$740,725	\$724,689	\$686,320	\$733,041	\$8,385,447
Contractual Credit	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$35,470)	(\$425,640)
Less Taxi Fares Collected	(\$755)	(\$2,278)	(\$2,858)	(\$2,175)	(\$2,425)	(\$3,565)	(\$3,140)	(\$3,500)	\$3,795	(\$3,940)	(\$3,345)	(\$2,353)	(\$26,539)
Incentive: Collisions	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$14,400
Incentive: Road Calls	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$14,400
Disincentives: Productivity	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$14,400)
Disincentives: On-time Performance	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$14,400)
Penalties (Missed Trips)	(\$473)	(\$189)	(\$365)	(\$371)	(\$211)	(\$300)	(\$385)	(\$49)	(\$178)	(\$442)	(\$542)	(\$428)	(\$3,933)
Total Amount Paid	\$662,055	\$657,715	\$623,889	\$639,357	\$626,431	\$626,773	\$695,430	\$662,223	\$708,871	\$684,837	\$646,963	\$694,791	\$7,929,336

Note: Sun Metro LIFT provided a JARC-funded service known as 'Job Express' up until the end of FY2017 and were part of the services provided by MV. Starting Sept 2017, the service was eliminated and will no longer be provided. In an effort to provide an equal expense comparison year-to-year, the Job Express revenue hours and related expenses are deleted from FY2017.

Attachment B-22 Sun Metro LIFT Services Invoicing (FY 2018)

	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Total
Contractor Costs													
ADA-Eligible Trips	21,741	23,115	21,776	20,405	22,036	20,793	22,643	22,615	23,302	22,017	21,782	23,032	265,257
Contractor Revenue Hours Billed	13,312	14,048	13,090	12,208	13,017	12,164	13,474	13,533	13,833	13,004	12,794	13,688	158,166
Contractor Variable Costs	\$539,818	\$554,650	\$500,165	\$495,043	\$540,987	\$505,548	\$559,996	\$562,448	\$574,904	\$527,304	\$531,710	\$568,886	\$6,461,458
Contractor Fixed Costs	\$162,584	\$168,697	\$172,064	\$162,584	\$166,648	\$166,648	\$166,648	\$166,648	\$166,648	\$166,648	\$166,648	\$166,648	\$1,999,113
Contractor Total Costs	\$702,401	\$723,346	\$672,229	\$657,626	\$707,635	\$672,197	\$726,644	\$729,096	\$741,552	\$693,952	\$698,359	\$735,534	\$8,460,571
Subcontractor (Taxi)													
Subcontract ADA Trips Performed	1,226	1,376	1,198	1,011	983	1,110	1,106	1,370	1,490	1,531	2,009	2,921	17,331
Subcontractor Taxi Cost	\$25,306	\$32,496	\$29,376	\$23,193	\$21,506	\$24,130	\$23,990	\$30,035	\$30,512	\$34,460	\$46,981	\$67,983	\$389,969
Total Invoice Received	\$727,707	\$755,842	\$701,605	\$680,819	\$729,141	\$696,327	\$750,635	\$759,131	\$772,064	\$728,412	\$745,340	\$803,517	\$8,850,540
Contractual Credit (Credit ended Dec 2017)	(\$35,470)	(\$35,470)	(\$35,470)										(\$106,410)
Less Taxi Fares Collected	(\$1,988)	(\$2,003)	(\$1,763)	(\$1,378)	(\$1,725)	(\$1,643)	(\$1,393)	(\$2,138)	(\$2,648)	(\$2,123)	(\$3,740)	(\$5,778)	(\$28,315)
Incentive: Collisions	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$14,400
Incentive: Road Calls	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$0	\$1,200	\$0	\$12,000
Disincentives: Productivity	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$14,400)
Disincentives: On-time Performance	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$1,200)	(\$14,400)
Penalties (Missed Trips)	(\$361)	(\$174)	(\$197)	(\$704)	(\$275)	(\$50)	(\$530)	(\$612)	(\$260)	(\$452)	(\$690)	(\$260)	(\$4,563)
Actual Amount Paid	\$689,889	\$718,196	\$664,176	\$678,738	\$727,141	\$694,634	\$748,713	\$756,381	\$769,157	\$724,638	\$740,910	\$796,280	\$8,708,852

Attachment B-23
LIFT Agreement

STATE OF TEXAS)	
)	
)	SUN METRO MASS TRANSIT
)	AGREEMENT FOR LIFT
)	PARATRANSIT SERVICES
)	WITH MV CONTRACT
COUNTY OF EL PASO)	TRANSPORTATION, INC.

This Mass Transit Agreement for Lift Paratransit Services (this "**Agreement**") is entered into this 15th day of May, 2012 by and between the **Mass Transit Department Board of the City of El Paso ("Sun Metro")** and **MV Contract Transportation, Inc.** a California Corporation (the "**Company**" or "**MV**").

RECITALS

WHEREAS, the Mass Transit Department is a department of the City of El Paso ("City") and is governed by the Mass Transit Department Board (also sometimes referred to herein as the "**Sun Metro Board**") pursuant to Chapter 453 of the Texas Transportation Code;

WHEREAS, the City solicited proposals for the services of a Transit Service Contractor for Sun Metro LIFT paratransit services through a request for proposals ("**RFP**") No. 2012-040R; and

WHEREAS, the City has awarded Option 1-Transit Management for Fixed Route Transit of RFP 2012-040R, to First Transit, Inc. The Company will work in partnership with First Transit, Inc. to ensure consistent policies and practices in the best interest of the City of El Paso and Sun Metro and to provide for seamless service to the customer.

WHEREAS, LIFT is the Americans with Disabilities Act (ADA) complementary paratransit service to the City's fixed route system, as required by the Federal Transit Administration rules implementing ADA.

WHEREAS, LIFT service provides traditional pre-scheduled, curb to curb shared ride services.

WHEREAS, based on Option 3-Transit Agreement for LIFT Paratransit Services of RFP 2012-040R, Sun Metro desires to engage the Company to provide the LIFT transit operation, LIFT facility and vehicle maintenance, call center services, ADA Paratransit service eligibility certification for the City's LIFT program and transportation for the Veteran's Transportation and Community Living Initiative for El Paso and West Texas (VTCLI); and

WHEREAS, the Company possesses the credentials, experience, and expertise to perform said LIFT paratransit services for Sun Metro.

CITY CLERK DEPT.
2012 MAY 14 PM 6:01

A G R E E M E N T

NOW, THEREFORE, in consideration of the mutual promises set forth in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

SECTION I. TERM. The effective date of this Agreement is May __, 2012 the date City Council's approval ("Effective Date"). The Transition Period of this Agreement will commence on May __, 2012 through November 10, 2012 ("Transition Period") and the Full LIFT Service period date commences on November 11, 2012 ("Service Commencement Date"). The term of the Full LIFT Service period will remain in effect thereafter for five (5) years and twenty (20) days through November 30, 2017. The term of this Agreement may be extended for one (1) additional two-year period at the mutual agreement of the parties, and provided that the funds for the extended term are appropriated and an operating budget is approved by Sun Metro and the Company has established a satisfactory record of performance solely as determined by the Sun Metro Board.

SECTION II. OTHER DOCUMENTS; CONFLICT. The following documents comprise this Agreement:

- A. City's Solicitation of Offers No. 2012-040R ("**Solicitation**").
- B. MV's Management and Operation Transit and LIFT System Cost and Technical Proposal and MV's Cost and Technical Best and Final Offer ("**Proposal**").
- C. This Supplemental Agreement.

Furthermore, each party agrees that it shall comply with the rights and obligations of such party set forth in the Facility License Agreement ("**License**"), attached herein as Section XIII as if the language of the respective agreement was set forth herein.

The Solicitation, and the Proposal are incorporated herein and made part of this Agreement for all purposes; provided, however, that in case of conflict in the language of the Solicitation, the Proposal, and this Agreement, the terms and conditions of this Agreement shall control where they conflict with the Solicitation and Proposal, and the terms and conditions of the Solicitation shall control where they conflict with the Proposal.

SECTION III. SCOPE OF SERVICES. Unless such provisions are expressly revised by this Agreement, the Company hereby agrees to perform the requested professional LIFT paratransit services beginning on the Service Commencement Date in accordance with the City's **Solicitation**, attached hereto as **Exhibit B** and incorporated herein by reference pursuant to the terms and conditions set forth in Part 5 (Contract Clauses) of such Solicitation, attached hereto as **Exhibit B-1**, and the **Proposal** submitted by the Company in response to the Solicitation, attached hereto as **Exhibit A** all which exhibits are incorporated herein by reference. The scope of services identified within the Solicitation and Proposal and clarified by this Agreement shall be referred to collectively as the "**LIFT Paratransit Services.**"

The Company will provide LIFT paratransit services, including but not limited to, transit operation and management, LIFT facility and vehicle maintenance, call center services, American Disabilities Act (ADA) Paratransit service eligibility certification for the City's LIFT program and implementation of Veterans Transportation and Community Living Initiative program (VTCLI). The Company shall be responsible for providing supplemental service when needed to meet peak demands, late night service or back up service.

The Company will be responsible for the creation and operation of a fully functioning paratransit call center to provide trip reservation, "Where Is My Ride" and Dispatch services using the City provided software as described under *Attachment B-3*, "Scheduling and Dispatching Software and Hardware". This City software and hardware will be provided by the City for the use of the Company. The Dispatch staff is responsible for supervising the on time delivery of LIFT services and ensuring productivity of drivers and vehicles. The Contractor is responsible for the eligibility certification for all paratransit passengers with disabilities meeting the requirements of the ADA. The Company will design and implement a passenger eligibility certification process based on in-person interviews and physical and functional assessments of paratransit passengers.

The Company shall also be responsible for coordinating with the coalition of project partners to implement and operate a one-call/one click system for the VTCLI program. The purpose of the VTCLI program is to improve transportation choices and job access for military families. The project partners include a Veteran's Administration medical center, Fort Bliss, Veterans Service Organizations. The Company will host and operate a one-call /one-click system. The Company shall train LIFT call center call-takers to be able to route different call to various transportation providers for the one-call/one -click system, and when appropriate, to schedule trips by appropriate funding source.

SECTION IV. PERFORMANCE REQUIREMENTS. The Company shall at all times render safe, on-time, and courteous LIFT services in accordance with all applicable laws, ordinances, regulations, and the Performance Standards set forth in Section 25 of *Exhibit B*. The City will be responsible for monitoring the Company's performance based on these standards. The Company shall follow the Performance Requirements set forth in Section 4 of *Exhibit B*.

SECTION V. REPRESENTATIONS OF THE COMPANY. The Company represents, warrants, and agrees as follows:

- A. It will comply with all applicable federal, state, and local governmental laws, rules, regulations and all provisions of the City of El Paso Charter and the El Paso City Code, now existing or as may be amended, in the performance of its duties under this Agreement. Specifically, the Company will comply with the American with Disability Act (ADA) and the Federal Transit Administration (FTA) regulations. The Company understands some or all services may be paid using FTA funds. MV represents and warrants that it is familiar with FTA regulations and specifically agrees to comply with all FTA regulations in delivery of patron services and in expenditures which will be reimbursed by the City.

- B. It shall obtain and pay for all licenses, permits and certificates required by any applicable statute, ordinance, rule or regulation of any regulatory body having jurisdiction over the conduct of its operations hereunder. The Company warrants that it is duly authorized and licensed to perform its duties hereunder in each jurisdiction in which it will act. It further warrants that its employees, agents and subcontractors shall maintain all required professional licenses during the term of this Agreement. If the Company receives notice from a licensing authority of a suspension or revocation of a license of the Company's employee(s), agent(s) or subcontractor(s), the Company shall immediately remove such employee, agent or subcontractor from performing any further services under this Agreement until such license is reinstated and in good standing and within 72 hours, notify Sun Metro of such actions. If the Company fails to maintain such licenses or fails to remove any employee, agent or subcontractor who performs services under this Agreement whose license has expired or been revoked or suspended, Sun Metro shall be entitled, at its sole discretion, to immediately terminate this Agreement upon written notice to the Company.
- C. It warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for commission, percentage, brokerage, or contingent fee except bona fide employees of bona fide established commercial or selling agencies maintained by the Company for the purpose of securing business. For breach or violation of this warranty, Sun Metro shall have the right, in addition to any other right or rights, to terminate this Agreement without liability and to deduct from the Agreement price, or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

SECTION VI. COMPENSATION AND METHOD OF PAYMENT. The Company shall be paid in accordance with the cost proposal terms set forth in *Exhibit A-1*, which is attached hereto and incorporated herein by reference. The compensation for the services to be provided under this Agreement shall not exceed \$37,874,955.00, as approved by City Council. The Company will be paid based on the fixed costs per month and variable costs per revenue hour unit prices for each of the five (5) base years of this Agreement. Unless changed by the City, a revenue hour is from first passenger pick-up to last passenger drop-off for each vehicle schedule each day. The City will designate the revenue hours of operation to be performed by the Company every year based on previous year experience. The Company's fixed plus variable costs contain all the costs of the Company in providing LIFT services under this Agreement, including compensation and benefits and operating expenses.

The variable costs are based on revenue hours designated by the City per contract year in *Exhibit A-1*. The rates for the fixed and variable costs per revenue hours for the revenue hours for each contract year remain the same if the revenue hours specified vary within +/- 10%. A different rate for fixed and variable costs per revenue hours applies when there is an increase or decrease of 10% to 20% of the specified revenue hours. The Company shall also apply the fee set forth in *Exhibit A-1* for each contract year for each additional call taker is needed to meet call demands. Each year a contingency amount of 10% based on revenue hours shall be established for

additional hours of service or additional call taker labor hours. The contingency amount will be allocated by Sun Metro City each year during the City's annual budget process. Sun Metro will budget for LIFT services base on the projected revenue hours and the budget will increase or decrease based on LIFT demand. An amendment to the budget shall be necessary if the need to increase MV payment occurs during the middle of the City's fiscal year.

The Company hereby agrees that at no time will the Company make a claim against Sun Metro or the City for more than the rates provided under the terms of this Agreement. The limitations set forth in this paragraph shall not apply to those claims that otherwise would be covered by Sun Metro insurance coverage, as set forth in Section XVI of this Agreement. Unless a prompt payment discount is offered and accepted by the City, payments will be made to the Company within thirty (30) days following acceptance by the City of MV services pursuant to the Prompt Payment Act. The City shall receive a properly prepared monthly invoice by the Company according to *Exhibit A-1*.

SECTION VII. MV PERSONNEL. At the effective date of this Agreement, the Company shall employ the following as personnel: (1) Key Management Staff ("MV Key Personnel"), (2) Operations Staff, and (3) Call Center/ADA Eligibility Staff (collectively, the "MV Staff"). The job descriptions and responsibilities are set forth in the LIFT Paratransit Services. MV's Organizational Structure is attached hereto as *Exhibit A-2*.

- A. **MV KEY PERSONNEL.** The Company will employ the positions of LIFT General Manager and LIFT Call Center Manager as MV Key Personnel. The Company shall assign individuals to these positions with the consent of the City Manager. Consent shall not be unreasonably withheld. The individuals assigned by the Company shall be qualified to meet the City's needs. MV Key Personnel will serve at the expense of the Company and shall provide the LIFT paratransit services for and on behalf of Sun Metro. MV Key Personnel must spend 100% of time assigned to this LIFT project and must be on-site full time.

The Company shall not remove or reassign the LIFT General Manager or the LIFT Call Center Manager, whether in acting or permanent capacity at any time during the term of this Agreement without prior written notice to the City's City Manager. The City of El Paso reserves the right to review the qualifications and experience for any individual named to the positions of LIFT General Manager and LIFT Call Center Manager.

The parties agree that MV Key Personnel are vital to the proper function of the LIFT Paratransit Services of this Agreement. The Company will fill vacated positions within 45 calendar days of the position becoming open for all MV Key Personnel. Failure to do so will result in liquidated damages per day beyond 45 days per each vacated position for the cost to the City to temporarily fill the leadership role with a replacement from City staff. The liquidated damages will be \$250.00 per day per each vacated position unless the City and Company agree to permanently fill the vacated position with a full time City employee.

The Company may propose additional Key Personnel to the Agreement. The Council reserves the right to approve such additions. The additional Key Personnel shall become MV Personnel for all purposes under this Agreement and shall be an additional cost to MV.

- B. OPERATIONS STAFF. The Company shall employ supervisors for Operations and Maintenance who are dedicated solely this Agreement throughout the term of the Agreement. *Exhibit A-2* identifies the supervisors as Operations Staff and the positions and number of employees under the supervision of the Operations Manager at the Service Commencement Date. The positions and number of are: one (1) full time Administrative Manager, one (1) full time Administrative Clerk, one (1) full time Trainer, (3.4) Transit Supervisors, and seventy two (72) full time and Operators and eighteen (18) part time Operators. The positions and number of employees under the supervision of the Maintenance Shop Manager are: one (1) full time Shop Foreman, one (1) full time Facility Maintenance Supervisor, five full time (5) Mechanics, and (5.9) full time Fleet Service Assistants. With the consent of the City Manager or designee, the Company may revise the number of employees based on evaluations and performance measures. Should the number of operation staff increase during any calendar year, it will be at MV's cost.

The Company shall give to employees of the City whose positions are displaced as a result of the labor structure change the right of first refusal when filling equivalent positions in the Company's staffing plan, with the exception of positions identified as MV Key Personnel. Displaced Sun Metro Employees hired by the Company shall become MV Personnel. Employment requirements for Sun Metro Employees are set forth in *Exhibit C* and benefits provided by Company set forth in *Exhibit A-3*.

- C. CALL CENTER/ADA ELIGIBILITY STAFF. Under the supervision of the LIFT Call Center Manager shall be the following position and number of employees at the Service Commencement Date: five (5) full time Dispatchers, (4.4) full time Reservationists, two full time (2) Schedulers, and one full time (1) Eligibility Clerk. The responsibilities are set forth in Section III of this Agreement.

The Company shall give to employees of the City whose positions are displaced as a result of the labor structure change the right of first refusal when filling equivalent positions in the Company's staffing plan, with the exception of positions identified as MV Key Personnel. Displaced Sun Metro Employees hired by the Company shall become MV Personnel. Employment requirements for Sun Metro Employees are set forth in *Exhibit C* and benefits provided by Company set forth in *Exhibit A-3*.

SECTION VIII. INDEPENDENT CONTRACTOR. The Company agrees to be responsible for its own acts and omissions and those of its subordinates, employees (MV Personnel, as described in Section VII) and any and all subcontractors, if any, in the performance of any material services under this Agreement. The Company will be the employer of all MV Personnel. The Company shall be solely responsible for all matters relating to wages, hours of work, and

working conditions and payment of MV Personnel, including but not limited to, compliance with all social security, all payroll taxes and withholdings, unemployment compensation and all other requirements relating to such matters.

SECTION IX. SUBCONTRACTORS. The Company may subcontract to supplement service when needed to meet peak demands, late night service, or back up service. Subcontractors may be utilized to provide specialized service as approved by the City. The Company will manage and control all subcontracted services and shall be responsible to the City for the quality of the services. The City will provide a list of subcontractors if requested by the Company. The Company shall use such subcontractors at its discretion.

The City Manager shall approve a scope of services for any work or services that will be subcontracted hereunder. The Company shall subcontract only by written agreement and, unless specific waiver is granted in writing by the City Manager, MV's shall incorporate each and every material provision of this Agreement. Compliance by subcontractors with this Agreement shall be the Company's responsibility. Despite the City Manager's approval of a subcontract or subcontractor, Sun Metro shall in no event be obligated to any third party, including any subcontract of the Company, for performance of work or services.

The Company and subcontractors agrees shall comply with all applicable procurement laws of the State of Texas, including, but not limited to, the Texas Local Government Code Chapter 252, Municipal Purchasing Act for any subcontracts for Services, Goods, Equipment or Material, or Professional Services over \$50,000 and any applicable state or federal laws or regulations. The Company shall coordinate with the City's Purchasing Manager to ensure that selection of any such subcontractor complies with all statutory requirements.

The Company shall identify and provide qualifications of any subcontractor who will perform services under this Agreement and provide a written scope of services to the City Manager and City's Purchasing Manager at least fifteen (15) days prior to the effective date of the proposed subcontract. All subcontractors, however, will be approved by the City Manager in writing, and such consent shall not be unreasonably withheld. Notwithstanding the City Manager's approval of a subcontract or subcontractor, Sun Metro shall in no event be obligated to any third party, including any subcontract of the Company, for performance of work or services.

SECTION X. TRANSITION. The Transition Plan and Implementation Schedule of *Exhibit A-4* shall be followed to transition the LIFT services responsibilities under this Agreement to the Company. The Company shall appoint a Transition Manager to oversee the Transition Plan and Schedule are followed. Following the Transition Period, the Company will assume full responsibility of providing the LIFT services under this Agreement.

All cost and expenses incurred by the Company for "Transit Initiation Services" shall be billed directly to the City as a separate line item on Company's first monthly invoice to the City as a one-time reimbursement expense which shall be a lump sum of the amount of \$312,959.33 and the Company shall not be entitled to any further compensation for the Transitions Initiation Services.

SECTION XI. COORDINATION WITH FIRST TRANSIT, INC. The MV will work with the First Transit, Inc. to ensure coordination for fixed route and paratransit services. The scope of coordination will include but is not limited to:

- A. Coordination of fixed-route and ADA complementary paratransit services to ensure safe, convenient and comfortable transit for all passengers while also complying with the ADA and related FTA regulations.
- B. Monitoring transit services to ensure at all times the safety and security of Sun Metro passengers regardless of the type of service.
- C. Assistance with any vehicle or passenger incident if requested.
- D. Coordination of communications about transit services via the dispatch centers for fixed-route and LIFT.
- E. Implementation of the Veterans Transportation and Community Living Initiative (VTCLI) program.
- F. Other duties as requested by City Manager or her designee.

MV Transportation will also cooperate with First Transit, Inc to facilitate the following First Transit, Inc. responsibilities:

- A. Capital project planning and implementation.
- B. Grants management and administration.
- C. Procurement for technology upgrades including software, hardware, and consultant services when required.

SECTION XII. CITY PROPERTY AND RESPONSIBILITIES

- A. **TITLE TO PROPERTY.** LIFT facilities licensed for the Company to use and all equipment and motor vehicles provided by the City for the operation of LIFT services shall remain the property of the City. All property of any type either real, personal, or mixed hereinafter acquired and reasonably necessary for performance of operations shall be acquired at Sun Metro's or the City's expense and shall become the property of the City.
- B. **EQUIPMENT AND SERVICES.** The City shall provide furniture, major shop equipment, telephone numbers and telephone system, and scheduling and dispatching software and hardware as listed in the inventory lists in **Attachments B-1 and B-3 of Exhibit B**. MV is the custodian of the City property provided and shall appoint a primary and back up individuals from MV Personnel to be responsible for following the City's "Capital Management Asset Manual". The

LIFT Facility shall be properly maintained by the Company through regular inspection schedules and preventive maintenance. **Attachments B-16, 17, and 19 of Exhibit B** provide a vehicle inspection schedule, preventative maintenance inspection form, and LIFT facility maintenance inspection schedule. Any damages shall be reported to the City at the time they occur, as described in Section 21.1 of the *Exhibit B*.

- C. **VEHICLES.** The City shall provide the "Revenue Vehicles" for customer LIFT services as described in **Attachment B-11 of Exhibit B**. These furnished Revenue Vehicles shall be operated and maintained in a clean, safe, and reliable condition at all times in accordance to the Vehicle Acceptance Agreement Standards, of all applicable Federal, State, Original Equipment Manufacturers (OEM), and Section 11.1 of the *Exhibit B* standards. The City will provide to the Company the fuel required for the Revenue Vehicles to provide the LIFT services. The Company shall be responsible for providing fuel consumption records as requested by the City for all Revenue Vehicles. The Company shall provide and maintain street supervisor vehicles and maintenance trucks (non-revenue vehicles) to meet the street supervisor and vehicle maintenance responsibilities as described in **Attachment B-12 of Exhibit B**. Inspection of Revenue Vehicles prior to the Service Commencement Date and upon termination of this Agreement shall follow the City revised Vehicle Acceptance Agreement Standards.

Company's pricing is based in part on the City's representation that it intends to replace twenty-five (25) 2007 model E-450 Superior Cutaways ("Cutaways") by the fourth quarter of calendar year 2013. In the event the City does not replace the Cutaways by the end of the fourth quarter of calendar year 2013, the City and Company shall negotiate in good faith an equitable adjustment to Company's rates. If necessary, the newly negotiated rates will be applied retroactively to the first day of the first quarter of calendar year 2014 and remain in effect until such time as the City replaces the Cutaways. The purchase of the Cutaways shall be subject to City Council approval.

Upon termination of this Agreement, the Company shall be responsible for returning all City vehicles. The returned vehicles shall be in fully serviceable conditions, normal wear and tear excepted. Company's failure to take preventive measures, misuse, or neglect will not be considered as reasonable wear and tear. In the event a final inspection of the vehicles reveals defects beyond normal wear and tear, MV will be responsible for repairs or will authorize the City to repair the vehicles at the applicable rate per hour labor, plus parts and materials.

- D. **DOCUMENTS.** All documents, records, reports, and data, whether in hard copies or in electronic form, related to the performance of services, (the "**Documents**") under this Agreement shall remain at all times the property of the City, subject to Company's right of possession and use during the term of the Agreement. The City shall retain all ownership and property interests in any and all Documents, performed by the Company under this Agreement, including any copyright or

other interest that may vest in the Company for work performed under this Agreement and such interest will be immediately transferred to the City. All materials created pursuant to this Agreement shall become the property of, and be delivered to, the City upon the termination of this Agreement, whether terminated by cancellation, expiration or otherwise. The Company shall retain no rights to any of the work performed by the Company for any purpose.

- E. REVENUES. The Company shall be responsible for ensuring all fares are collected and properly accounted for and adhere to all corresponding City guidelines, to include but limited to record retention policies. The Company shall follow the collection process as set forth in Section 14.3 of *Exhibit B*. The Company will be responsible for ensuring that correct fares are paid utilizing City approved fare media such as passes and cash. The Company shall also be responsible for insuring fare/tickets are collected and properly processed.

The Company's employees/drivers will be responsible for collecting payment from systems riders and ensuring cash is deposited in fare box. On every Tuesday and Friday mornings before 6:30 a.m., the Company's designated staff will remove the fare boxes from the units and will place the fare boxes inside the "money room" located at 5081 Fred Wilson, El Paso Texas 79906. The Company's designated staff will also replace the units' fare boxes with the empty ones remaining in the money room. Sun Metro will be responsible for opening the fare boxes, counting the currency, and preparing a deposit bag for the armored car service. The deposit bag will be delivered to the Union Depot money room for final preparation of bank deposit. The City will be notified of the person designated to handle the monies and the City reserves the right to require the Company to provide fidelity bonds for such employees.

SECTION XIII. LICENSE FOR USE OF CITY FACILITIES

- A. The City hereby grants Company, a non-exclusive license to enter City property to occupy City Facility for the sole purpose of providing the LIFT paratransit services which include but are not limited to the LIFT transit operation, LIFT facility and vehicle maintenance, and call center services. Licensee is also granted the right to the non-exclusive use of the bus parking lot and bus yard for the LIFT revenue and non-revenue vehicles. The City reserves an office in City Facility for Sun Metro's use as set forth in the License.
- B. The use of the City Facility constitutes a public transportation facility within the scope of Texas Tax Code Section 25.07(b)(3) and will ensure the safe and efficient operation of the LIFT paratransit transportation services. City Facility is the property of the City of El Paso and will be used for the public purpose of providing mass transit and paratransit services for the citizens of the municipality.
- C. The Licensee shall be responsible for all public utilities and building services of the City Facility for the operation of the LIFT paratransit services, including but

not limited to, water, electricity, telephone, and gas, heating, air conditioning, and janitorial and security services. The City shall provide furniture, major shop equipment, telephone numbers and telephone system, and scheduling and dispatching software and hardware. In the event, City Facility needs any capital improvements, City shall pay for such improvements subject to annual budget appropriation.

- D. The City Facility will be subject to inspections as set forth in Section XVI of this Agreement.

SECTION XIV. OPERATING EXPENSES. MV shall be responsible to pay for all of the operating expenses associated with the operation of the LIFT services. As used herein, the term "operating expenses" of the LIFT Paratransit Services shall mean and include, but not be limited to:

- A. MV Personnel Operating Expenses: all wages, fringe benefits, and pension benefits.
- B. Taxes: all payroll, social security, any real property, and all other taxes pertaining to the operation of the LIFT services.
- C. Insurance: insurance premiums and deductibles as required in Section XVII of this Agreement.
- D. LIFT Facility Expenses: utilities, facility maintenance expenses, security for LIFT facility by providing at minimum one security guard to be present 24/7 at the main entrance for vehicle access, janitorial services, office equipment and supplies.
- E. Vehicle Expenses: the Company will also be responsible for the tools, equipment, parts, services, and repairs necessary to perform daily, routine, preventative and major maintenance of the City's vehicles.
- F. Other Expenses: the Company shall also be responsible for uninsured losses, judgments, settlements, awards and all other charges, costs and expenses pertaining to the operation of the LIFT Paratransit Services. All operating expenses shall be an obligation of, and paid by the Company.

SECTION XV. CONFIDENTIAL WORK. The Company recognizes that all materials to be prepared hereunder and all data received by the Company shall be kept in strictest confidence. The Company shall not divulge such confidential information except as approved in writing by the City Manager or as otherwise required by law.

The Company has or shall establish a method to secure the confidentiality of records or information that the Company may have access to in accordance with the applicable federal, state, and local laws and regulations. This provision shall not be construed as limiting Sun

Metro, the City Manager or their authorized representatives, right of access to records or other information under this Agreement.

If the Company receives inquiries regarding documents within its possession, pursuant to this Agreement, the Company shall immediately forward such request to Sun Metro for disposition and shall cooperate with Sun Metro in providing the appropriate documents. The request shall be forwarded as such:

Sun Metro
ATTN: Director of Sun Metro
700 West San Francisco Avenue
El Paso, Texas 79901

With copy to:
ATTN: Julio Perez
5081 Fred Wilson
El Paso Texas 79906

SECTION XVI. INSPECTIONS & AUDITS. Sun Metro shall have the right to perform, or cause to be performed: (1) audits of the books and records of the Company; (2) inspection of vehicles at the LIFT facility, or at another site by City management personnel, any time during the Agreement period, other than when a vehicle is needed to perform service; and (3) inspections of all places where work is undertaken in connection with this Agreement. The Company shall be required to keep such books and records available for such purpose for at least five (5) years after its performance under this Agreement ceases. Nothing in this provision shall affect the time for bringing a cause of action nor the applicable statute of limitations.

SECTION XVII. INSURANCE REQUIREMENTS. With no intent to limit the Company's liability or the indemnification provisions set forth hereinafter, the Company shall provide and maintain the following insurance in full force and effect at all times during the term of this Agreement and any extensions thereto. Sun Metro shall be provided with certificates of insurance evidencing the required insurance prior to the Effective Date of this Agreement and thereafter with certificates evidencing renewal or replacement of said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies.

- A. **LIABILITY INSURANCE.** For the duration of this Agreement and any extension thereof, the Company shall carry, in a solvent company authorized to do business in the State of Texas, comprehensive public liability insurance to protect the general public and the City in the minimum amounts of Ten Million Dollars (\$10,000,000.00) per occurrence for bodily injury or wrongful death and Ten Million Dollars (\$10,000,000.00) per occurrence, Ten Million Dollars (\$10,000,000.00) aggregate for property damage. City and its officers, official employees, agents, representative, and volunteers (collectively "City Personnel") shall be named as additional insureds.
- B. **RISK MANAGEMENT INSURANCE.** The Company shall purchase and maintain in effect during the term of this Agreement and any extension period

thereof, insurance in the types and limits of liability as stated below. Such insurance shall protect the Company from claims that may arise out of or result from the Company's operations, whether such operations are performed by the Company or by anyone for whose acts any of them may be liable. The insurance companies must have a minimum A.M. Best Rating of "B+" and be licensed or approved by the State of Texas and acceptable to Sun Metro.

The Company shall furnish to the City's Purchasing Manager (as Sun Metro's representative) a certificate of insurance verifying such coverage and identifying Sun Metro and the City and their officers, agents, employees, and elected representatives as additional insureds as pertains to this Agreement.

1. Auto Liability Policy. The Company shall provide Automobile liability in an amount not less than Ten Million (\$10,000,000.00) per accident/occurrence, Ten Million Dollars (\$10,000,000.00) for property damage per accident/occurrence.
 2. Garage Keeper's Liability Insurance. The Company shall provide insurance in an amount not less than Ten Million Dollars (\$10,000,000.00) per accident garage operations and Ten Million Dollars (\$10,000,000.00) in the aggregate/ garage operations.
 3. Garage Comprehensive Coverage. The Company shall provide insurance in an amount not less than Ten Million Dollars (\$10,000,000.00) per accident garage operations and Ten Million Dollars (\$10,000,000.00) in the aggregate/ garage operations.
 4. Worker's Compensation. A third-party policy of Workers' Compensation insurance coverage providing Statutory Benefits according to the Workers Compensation Act of the State of Texas and/or any other state or federal law as may be applicable to the work and shall cover all of the persons engaged in the work. Employer's Liability Insurance with limits of liability not less than One Million Dollars (\$1,000,000.00).
 5. Property Damage Insurance. The Company shall provide insurance in an amount not less than Four Million Dollars \$4,000,000.00 for coverage on the facility and an amount of Five Hundred Thousand Dollars \$500,000 to cover the contents in the facility.
- C. FORM OF POLICIES. The insurance required herein may be in one or more policies of insurance, the form of which must be approved by the City's Risk Manager. Sun Metro prefers that the general liability and auto liability coverages be provided by either the same insurance carrier or the same insurance group.
- D. ISSUERS OF POLICIES. The issuer of any policy must have a certificate of authority to transact insurance business in the State of Texas. Each issuer must be

responsible, reputable, and have financial capability consistent with the risks covered. Each issuer shall be subject to approval by the City's Risk Manager in his sole discretion as to conformance with these requirements.

- E. INSURED PARTIES. Each policy, except those for Workers' Compensation and Employer's Liability, must name the Mass Transit Department Board and the City of El Paso (and their elected and appointed officials, officers, agents and employees) as Additional Insured parties on the original policy and all renewals or replacements during the term of this Agreement.
- F. DEDUCTIBLES. A policy may contain deductible amounts only if the City's Risk Manager approves the amount and scope of the deductible. The Company shall assume and bear any claims or losses to the extent of such deductible amount and waives any claim it may ever have for the same against Sun Metro, the Mass Transit Department Board, and/or the City of El Paso, their officers, agents or employees.
- G. MATERIAL CHANGE IN POLICY(IES). Prior to any material change in any policy required herein, Sun Metro will be given sixty (60) days advance written notice by registered mail. Further, Sun Metro will be immediately notified of any reduction or possible reduction in aggregate limits of any such policy where such reduction, when added to any previous reductions, would exceed twenty-five percent (25%) of the aggregate limits.
- H. CANCELLATION. Each policy must expressly state that it may not be canceled or non-renewed unless sixty (60) days advance notice of cancellation or intent not to renew is given in writing to the City's Purchasing Manager (as Sun Metro's representative) by the insurance company. The Company shall also give written notice to the City's Purchasing Manager within fifteen (15) days of the date upon which total claims by any party against the Company reduce the aggregate amount of coverage below the amounts required by this Agreement.
- I. SUBROGATION. Each policy must contain an endorsement to the effect that the issuer waives any claim or right in the nature of subrogation to recover against Sun Metro and/or the City, their elected and appointed officials, officers, agents or employees.
- J. ENDORSEMENT OF PRIMARY INSURANCE. Each policy must contain an endorsement that such policy is primary insurance to any other insurance available to the Additional Insured with respect to claims arising hereunder and that the insurance applies separately to each insured.
- K. LIABILITY FOR PREMIUM. If any of the policies referred to above do not have a flat premium rate and such premium has not been paid in full, such policy must have a rider or other appropriate certificate of waiver sufficient to establish

that the issuer is entitled to look only to the Company for any further premium payment and has no right to recover any premiums from Sun Metro or the City.

- L. **DELIVERY OF POLICIES.** The originals of all policies referred to above, or copies thereof certified by the agent or attorney-in-fact issuing them together with written proof that the premiums have been paid, shall be deposited by the Company with the City's Purchasing Manager prior to beginning work under this Agreement, and thereafter before the beginning of each subsequent year of the term of this Agreement. Notices and Certificates required by this clause shall be provided to:

City of El Paso
Financial Services Department – Purchasing Division
Attn: Purchasing Manager
2 Civic Center Plaza
El Paso, Texas 79901

Notwithstanding the termination notice provisions in this Agreement, the failure of the Company to provide the City's Purchasing Manager with the above proof of insurance prior to beginning work and thereafter prior to the beginning of each year of the term of this Agreement, shall constitute a default on the part of the Company entitling Sun Metro, upon three (3) days written notice to the Company to terminate this Agreement. This default provision shall also apply to the proof of insurance requirements under circumstances where a policy is canceled or expires during a given year of the Agreement. Notwithstanding the proof of insurance requirements set forth above, it is the intention of the parties hereto that the Company, throughout the term of this Agreement, continuously and without interruption, maintain in force the required insurance coverage set forth above. Failure of the Company to comply with this requirement shall constitute a default of the Company allowing Sun Metro, at its option, to terminate this Agreement as referenced above.

- M. **SUBCONTRACTORS.** The Company shall require any and all subcontractors performing work under this Agreement to carry insurance of the types and limits of liability, as the Company shall deem appropriate and acceptable to the City's Risk Manager.

SECTION XVIII. LEGAL COUNSEL. The Company shall be the responsible for handling all claims, demands, and law suits for any losses, damages, liability, and expenses (including without limitation personal injury and property damage claims) arising out of the operation LIFT services and maintenance of the LIFT equipment, whether or not such Claims are covered by insurance. The Company shall also be responsible for employment-related matters of MV Personnel.

SECTION XIX. LETTER OF CREDIT/PERFORMANCE BOND. The Company shall be required to furnish an annual Performance Bond or a Letter of Credit acceptable to the City in the amount equal to the annual value of the Agreement. The initial Performance Bond shall be

submitted to the City within fifteen (15) days after Notice of Award. Thereafter, the Performance Bond shall be due ninety (90) calendar days prior to the start of each year of this Agreement. The Notice to Proceed will not be issued until a properly executed bond is received and accepted by the City. Such sureties or guarantors must be satisfactory to Sun Metro and authorized to do business in the State of Texas and requires the appointment of a Texas Resident Agent. This Performance Bond or Letter of Credit shall be executed to secure fulfillment of all of the Company's obligations. The issuance of such guarantee for each subsequent term of the Agreement shall be subject to negotiations.

SECTION XX. PERFORMANCE STANDARDS. LIFT Paratransit Services provided by the Company are to be operated in a manner which maximizes service delivery quality while also maximizing productivity. Productivity must be balanced with service quality and reduced patron travel times and reasonable schedules that drivers can achieve safely. As such, the performance measures establish a range of performance for service delivery that rewards high achievement with incentives and deducts money for substandard performance with disincentives. The Company's performance will be determined on a monthly basis and incentives or disincentives shall be compensated monthly as an adjustment to the monthly compensation payment pursuant to Section VI of this Agreement. The monthly incentive if all performance goals are attained is \$4,800.00. Incentives and disincentives shall become effective no later than ninety (90) days after the effective date of the contract. The City shall measure the Company's performance based on the Performance Standards set forth in Section 25.1 of *Exhibit B*.

The Performance Standards are set for the first year of service and may be used for performance standards for subsequent years. All performance specifications will be strictly adhered to in order to provide the highest level of quality service possible. The City and Company will annually evaluate the performance requirements and will agree to any necessary adjustments to the performance standards, the number of performance standards, and the performance goal for each standard, in order to ensure continuous improvement.

SECTION XXI. LIQUIDATED DAMAGES. Liquidated damages will be assessed for Agreement deficiencies specified in Section 26.1 of *Exhibit B*. Liquidated damages shall be deducted from monies due, or which may thereafter become due, to the Company under this Agreement. Liquidated damages will not be assessed for deficiencies arising from causes beyond the control of the Company as determined by the City. The maximum amount of liquidated damages to which the Company is subject to under this Agreement is ten (10) percent of the contract value. In the event this Agreement has not been otherwise terminated, the Agreement shall be considered terminated for default when accumulated liquidated damages exceed ten (10) percent of the contract value at any time during the term of this Agreement.

SECTION XXII. DISPUTE RESOLUTION. The parties hereto agree that reasonable efforts will be made to aid and assist the other in accomplishing the objectives of this Agreement. In the event of any dispute, claim, question, or disagreement arising from or relating to this Agreement or any breach thereof, the parties shall use their best efforts to meet regularly and resolve the dispute, claim, question, or disagreement. To this effect, the parties hereby agree to consult and negotiate with each other in good faith. The parties further agree that should their efforts to resolve a dispute, claim, questions, or disagreement arising from this Agreement fail, that before either party files suit

against the other to enforce, or otherwise relating to, the terms of this Agreement, it shall notify the other party of its intent to sue. Upon delivery and receipt of such notice, the parties agree to submit the matter to be litigated to mediation before a mutually-agreed upon mediator and to diligently pursue a mediated settlement until such time as the parties mutually agree to terminate such mediation or the mediator declares an impasse. No lawsuit under this Agreement by one party against the other may be filed until mediation of the issue has ended in accordance with the terms hereof.

SECTION XXIII. CONTINUITY OF SERVICES. The Company recognizes that the services under this Agreement are vital to the City and must be continued without interruption and that upon Contact expiration, a successor, either the City or another Contractor, may continue them. The Company agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor. LIFT Paratransit Services shall continue as set forth in Section 22.1 of *Exhibit B*.

SECTION XXIV. TERMINATION OF AGREEMENT. In addition to those termination provisions otherwise provided herein, this Agreement may be terminated under any one of the following circumstances:

- A. **TERMINATION FOR CONVENIENCE:** This Agreement may be terminated by Sun Metro upon written notice, provided such notice specifies an effective date for cancellation of not less than thirty (30) calendar days from the date such notice is received. The Company will be paid its costs, including the contract close out costs, and profit on work performed up to the time of termination. If the Company has any property in its possession belonging to Sun Metro or the City, the Company will account for the same, and dispose of it in the manner Sun Metro directs.
- B. **TERMINATION FOR DEFAULT:** Either party may terminate its performance under this Agreement in the event of default by the other party and a failure by that party to cure such default after receiving notice thereof, all as provided in this Section XXIV. Default shall occur if a party fails to observe or perform any of its duties under this Agreement.
 - 1. If the Company defaults, Sun Metro shall deliver a written notice to the Company describing such default and the proposed date of termination. Such proposed date of termination may not be sooner than the 30th day following receipt of the notice. Sun Metro, at its sole option, may extend the proposed date of termination to a later date. If prior to the proposed date of termination, the Company cures such default, then the proposed termination shall be ineffective. If the Company fails to cure such default prior to the proposed date of termination, then Sun Metro may terminate its performance under this Agreement as of such date. The Company will only be paid for services accepted by Sun Metro at the time of termination that may include contract close out costs, and profit on work performed up to the time of termination. The Company will promptly submit any

termination claim to Sun Metro to be paid the Company. If the Company has any property in its possession belonging to Sun Metro or the City, the Company will account for the same, and dispose of it in the manner Sun Metro directs.

2. If Sun Metro defaults, the Company shall deliver a written notice to the City Manager (with copy to the City's Purchasing Manager and City Attorney) describing the default, such notice shall specify the provisions of the Agreement under which the Company considers Sun Metro to be in default and set forth a date of termination not sooner than 90 days following receipt of such notice. The Company at its sole option may extend the proposed date of termination to a later date. If Sun Metro fails to cure such default prior to the proposed date of termination, the Company may terminate its performance under this Agreement as of such date.

C. **EFFECTS OF TERMINATION:** All duties and obligations of Sun Metro and the Company shall cease upon termination or expiration of this Agreement, except that:

1. All files are property of the City and at Sun Metro's request will be delivered at no cost to Sun Metro or its designated recipient at the effective date of termination. Any Sun Metro funds held in any escrow account(s) shall be returned to Sun Metro within thirty (30) calendar days after the effective date of termination or expiration.
2. The Company shall release and make available to Sun Metro all records owned by the City, and shall cooperate fully to effect an orderly transfer of services and claim files.
3. All provisions of this Agreement that expressly or impliedly contemplate or require payment or performance after the expiration or termination of this Agreement, shall survive such expiration or termination. Any unpaid obligation due and owing, by either party, as of the date of termination, shall continue to be due and payable. The Company will refund the City any and all profits made by the Company resulting from this Agreement during the final twelve (12) months during the period prior to the termination.
4. Upon termination or expiration of this Agreement, Sun Metro shall have option to:
 - a) Assume responsibility of all claims pending as of the effective date of the termination; or

- b) Require the Company to continue administering all pending claims as provided herein at the compensation provided in this Agreement. If Sun Metro or the City assumes responsibility for all claims, the Company agrees to do all things necessary to transfer administration of all claims to Sun Metro or the City.

SECTION XXV. NON-DISCRIMINATION. In connection with the carrying out of this Agreement, the Company shall not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, sexual preference, disability or national origin. The Company will take affirmative action to promote employment and treatment during employment, without regard to race, creed, color, sex, age, sexual preference, disability or national origin. Such action shall include, but not be limited to the following: employment and promotion; demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay, other forms of compensation; and selection for training including apprenticeship. The applicable provisions of the Presidential Executive Order 11246 relating to Equal Employment Opportunity, as amended, are incorporated herein by reference.

SECTION XXVI. LOCATION OF PERFORMANCE. The Company shall perform the LIFT Paratransit Services in the city and county of El Paso, Texas or such other place(s) as may be necessary to fulfill the terms of this Agreement.

SECTION XXVII. SURVIVAL. The Company shall remain obligated to Sun Metro (and to the City to the extent set forth herein) under all clauses of this Agreement that expressly or by their nature extend beyond the expiration or termination of this Agreement, including but not limited to the Indemnification provisions hereof.

SECTION XXVIII. AMENDMENT & WAIVER. This Agreement may be amended by mutual consent of the parties. Unless otherwise provided herein, this Agreement may be amended only by written instrument duly executed on behalf of Sun Metro and the Company. No claim or right arising out of a breach of this Agreement can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party.

SECTION XIX. LEGAL CONSTRUCTION. Every provision of this Agreement is severable, and if any term or provision hereof is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of this Agreement. Where the context of the Agreement require, the singular shall include the plural and the masculine gender shall include feminine. Any reference to the City Manager in this Agreement shall mean the City Manager of the City of El Paso or her designee.

SECTION XXX. NOTICES. Except as otherwise provided herein, any notices required under this Agreement shall be sufficient if sent by Certified Mail, Return Receipt Requested, postage prepaid, to Sun Metro and the Company at the following addresses:

SUN METRO:

City of El Paso
Attention: City Manager
2 Civic Center Plaza – 10th Floor
El Paso, Texas 79901-1196

With copy to:

City of El Paso
Attention: Purchasing Manager
2 Civic Center Plaza – 7th Floor
El Paso, Texas 79901-1196

Sun Metro
Attention: Director of Sun Metro
700 West San Francisco Avenue
El Paso, Texas 79901

THE COMPANY:

MV Contract Transportation, Inc.
Attention: Eduardo Carrion, Vice President
4620 Westamerican Drive
Fairfield, CA 94534
Phone: (707) 863-8980
Fax: (707) 863-8944

SECTION XXXI. ADDITIONAL FEDERAL CLAUSES. “Part 5 Contract Clauses Federal Funding Requirements” of the Solicitation shall be and are hereby incorporated into this Agreement without modification. The Company agrees to comply with these additional federal clauses throughout the duration of this Agreement or any extension thereof.

SECTION XXXII. ENTIRE AGREEMENT. This Agreement and attached *Exhibits*, which are incorporated herein by reference, constitute the entire Agreement between the parties hereto. To the extent that the provisions in this Agreement modify or are inconsistent with provisions contained in the *Exhibits*, the provisions of this Agreement shall govern. There exists no other written or oral understanding, agreements or assurances with respect to such matters except as are set forth herein. Unless expressly stated, this Agreement confers no rights on any person(s) or business entity(s) that is not a party hereto. This Agreement shall not be construed against or unfavorably to any party because of such party’s involvement in the preparation or drafting of this Agreement.

[Signature page to follow]

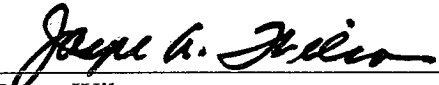
STATE OF TEXAS)
)
)
)
COUNTY OF EL PASO)

SUN METRO MASS TRANSIT
AGREEMENT FOR LIFT
PARATRANSIT SERVICES
WITH MV CONTRACT
TRANSPORTATION, INC.

(Signature page)

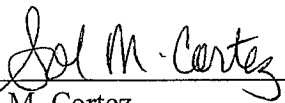
IN WITNESS WHEREOF, the parties have hereunto set their hands this 15th day of May, 2012.

CITY OF EL PASO



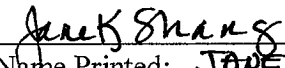
Joyce Wilson
City Manager

APPROVED AS TO FORM:



Sol M. Cortez
Assistant City Attorney

APPROVED AS TO CONTENT:



Name Printed: JADE K. SHAOG
Title: DEP. CITY MGR

MV CONTRACT TRANSPORTATION INC.



Brad Cornelsen
CFO

CITY CLERK DEPT.
2012 MAY 14 PM 6:01

STATE OF TEXAS)
)
)
)
COUNTY OF EL PASO)

SUN METRO MASS TRANSIT
AGREEMENT FOR LIFT
PARATRANSIT SERVICES
WITH MV CONTRACT
TRANSPORTATION, INC.

(Signature page)

IN WITNESS WHEREOF, the parties have hereunto set their hands this ____ day of May, 2012.

CITY OF EL PASO

Joyce Wilson
City Manager

APPROVED AS TO FORM:

APPROVED AS TO CONTENT:

Sol M. Cortez
Assistant City Attorney

Name Printed: _____
Title: _____

MV CONTRACT TRANSPORTATION INC.



Brad Cornelsen
CFO

EXHIBIT A

MV CONTRACT TRANSPORTATION, INC.

Proposal to Provide LIFT Paratransit Services

**(MV's Management and Operation Transit and Lift System Cost and Technical Proposal
and MV's Cost and Technical Best and Final Offer)**

RFP 2012-040R

EXHIBIT A-1

MV CONTRACT TRANSPORTATION INC.

**COST PROPOSAL
(MV'S BEST AND FINAL COST PROPOSAL)**

EXHIBIT A-2

MV CONTRACT TRANSPORTATION, INC.

**ORGANIZATIONAL CHART
(MV'S BEST AND FINAL TECHNICAL PROPOSAL)**

EXHIBIT A-3

MV CONTRACT TRANSPORTATION, INC.

EMPLOYEES INSURANCE AND JOB BENEFITS

(MV'S BEST AND FINAL TECHNICAL PROPOSAL)

EXHIBIT A-4

MV CONTRACT TRANSPORTATION, INC.

**TRANSITION PLAN AND SCHEDULE
(MV'S BEST AND FINAL TECHNICAL PROPOSAL)**

EXHIBIT B

CITY OF EL PASO, TEXAS

RFP 2012-040R

REQUEST FOR PROPOSALS

FOR

LIFT PARATRANSIT SERVICES
(Solicitation)

EXHIBIT B-1
CITY OF EL PASO, TEXAS
Contract Clauses
RFP 2012-040R

EXHIBIT C

MV CONTRACT TRANSPORTATION, INC.

**BENEFITS PROVIDED FOR DISPLACED EL PASO EMPLOYEES
HIRED
RFP 2012-040R**

Attachment B-24 LIFT Farebox Revenue - Cash (2018, 2019 YTD)

LIFT FAREBOX REVENUE - CASH		
	2018	2019
Sept		
FAREBOX	\$25,579	\$25,650
Oct		
FAREBOX	\$32,372	\$32,630
Nov		
FAREBOX	\$25,625	\$25,585
Dec		
FAREBOX	\$25,574	\$23,755
Jan		
FAREBOX	\$31,911	
Feb		
FAREBOX	\$27,991	
Mar		
FAREBOX	\$27,949	
Apr		
FAREBOX	\$27,149	
May		
FAREBOX	\$33,036	
Jun		
FAREBOX	\$32,959	
Jul		
FAREBOX	\$35,202	
Aug		
FAREBOX	\$29,627	
	\$354,973	\$107,620

Attachment B-25 Sun Metro LIFT Productivity Report

(Excludes subcontracted service) Route Productivity Report

For Date : 2018-08-01 To 2018-08-31

Print Date: Sep 06, 2018
Print Time: 03:33:33PM

Date	Count Passengers					Count Of Trips				Hours								Distance (Miles)							
	CLI	PCA	ESC	Others	Total	Trips	NS	Cancel	Missed	Total	Service	Live	DH	Break	Lunch	Refuel	Others	Total	Service	Live	DH	Blo.	Pass.	Trip/RH	Trip/SH
2018-08-01	959	191	0	0	1150	959	22	302	0	611.5	564.6	558.5	46.9	0.0	5.6	0.6	0.0	10810	9459	9433	1352	26	10429	1.72	1.70
2018-08-02	878	188	0	17	1083	878	24	284	3	564.5	520.6	512.9	44.0	0.0	7.3	0.4	0.0	9852	8754	8690	1098	65	9638	1.71	1.69
2018-08-03	882	182	0	11	1075	880	20	308	0	571.4	527.6	510.3	43.8	0.0	15.6	1.1	0.6	9570	8383	8299	1187	84	9624	1.72	1.67
2018-08-04	390	90	0	9	489	390	15	149	1	286.2	267.8	261.4	18.4	0.4	4.8	1.1	0.0	5272	4791	4759	481	32	4140	1.49	1.46
2018-08-05	232	89	0	3	324	232	10	68	0	163.8	151.0	150.0	12.8	0.0	1.1	0.0	0.0	2905	2566	2553	339	13	2728	1.55	1.54
2018-08-06	903	167	0	4	1074	903	27	237	3	564.6	517.6	506.7	47.1	0.4	10.3	0.2	0.0	9909	8616	8559	1293	56	9575	1.78	1.74
2018-08-07	842	183	0	12	1037	842	20	263	2	547.6	504.9	492.2	42.7	0.2	12.4	0.0	0.0	9851	8670	8626	1181	44	9754	1.71	1.67
2018-08-08	957	175	0	15	1147	957	22	288	0	604.8	560.9	547.1	43.9	0.3	12.7	0.0	0.8	10897	9602	9532	1295	70	10273	1.75	1.71
2018-08-09	830	190	0	4	1024	830	32	276	0	541.2	497.7	481.6	43.5	1.3	14.0	0.4	0.3	9636	8431	8344	1204	87	9510	1.72	1.67
2018-08-10	802	177	0	10	989	802	26	307	0	562.5	516.9	496.3	45.6	1.0	18.7	0.0	1.0	9691	8445	8310	1246	136	8543	1.62	1.55
2018-08-11	377	92	0	7	476	377	14	95	1	290.6	266.9	254.3	23.6	3.5	8.6	0.6	0.0	4980	4368	4272	612	109	4093	1.48	1.41
2018-08-12	224	83	0	2	309	224	7	89	0	161.3	147.7	143.3	13.6	0.0	4.3	0.0	0.0	2766	2430	2389	336	41	2419	1.56	1.52
2018-08-13	863	180	0	0	1043	863	23	235	0	560.7	513.0	497.4	47.6	0.0	13.5	0.9	1.3	9812	8552	8441	1260	111	9182	1.73	1.68
2018-08-14	924	188	0	10	1122	922	21	241	0	594.1	542.1	527.7	52.1	0.0	11.1	3.1	0.2	10559	9149	8931	1410	218	10534	1.75	1.70
2018-08-15	936	209	0	16	1161	936	30	212	2	582.9	532.9	523.8	50.0	0.0	7.3	1.4	0.3	10314	8972	8894	1342	78	11302	1.79	1.76
2018-08-16	891	192	0	7	1090	891	24	237	0	590.7	533.7	521.1	56.9	0.0	11.5	1.1	0.0	10341	9012	8881	1329	131	10801	1.71	1.67
2018-08-17	944	202	0	6	1152	942	18	252	1	593.6	546.4	532.0	47.2	0.3	12.8	1.0	0.3	10530	9277	9130	1253	147	11000	1.77	1.72
2018-08-18	369	104	0	6	479	369	14	92	0	298.9	274.8	264.1	24.0	0.0	6.8	2.9	1.0	5313	4677	4515	636	162	4420	1.40	1.34
2018-08-19	224	99	0	2	325	224	4	66	1	188.8	172.1	166.4	16.7	0.0	5.4	0.0	0.0	3388	2903	2860	485	44	2535	1.35	1.30
2018-08-20	895	159	0	5	1059	895	34	244	3	594.4	546.0	527.3	48.5	0.2	18.1	0.0	0.3	10531	9054	8922	1476	132	9486	1.70	1.64
2018-08-21	928	208	0	13	1149	928	19	235	4	594.2	543.9	528.6	50.4	0.0	14.0	1.3	0.0	10512	9143	9027	1369	116	11268	1.76	1.71
2018-08-22	962	228	0	10	1200	962	25	247	0	611.5	555.9	539.9	55.5	0.0	15.6	0.4	0.0	10648	9300	9221	1348	80	10485	1.78	1.73
2018-08-23	872	183	0	1	1056	872	12	257	1	597.4	545.3	526.0	52.1	0.0	18.7	0.0	0.6	10362	9015	8919	1347	96	9827	1.66	1.60
2018-08-24	868	171	0	5	1044	864	34	296	1	588.3	539.3	521.4	48.9	0.0	17.9	0.1	0.0	10393	9048	8941	1345	108	9639	1.66	1.60
2018-08-25	328	91	0	5	424	328	3	130	0	265.1	232.9	225.6	32.7	0.0	5.9	1.4	0.0	4785	4156	3933	629	223	4058	1.45	1.41

Route Productivity Report

For Date : 2018-08-01 To 2018-08-31

Print Date: Sep 06, 2018

Print Time: 03:33:34PM

Date	Count Passengers					Count Of Trips				Hours								Distance (Miles)							
	CLI	PCA	ESC	Others	Total	Trips	NS	Cancel	Missed	Total	Service	Live	DH	Break	Lunch	Refuel	Others	Total	Service	Live	DH	Blo.	Pass.	Trip/RH	Trip/SH
2018-08-26	218	84	0	6	308	220	9	75	0	188.2	170.9	165.6	17.3	0.0	5.3	0.0	0.0	3445	2989	2960	456	28	2267	1.33	1.29
2018-08-27	949	162	0	8	1119	949	29	239	3	638.8	586.0	570.5	52.8	0.0	14.6	1.0	0.0	11073	9659	9563	1414	97	10534	1.66	1.62
2018-08-28	856	169	0	3	1028	856	16	236	0	578.5	523.8	506.3	54.7	0.0	17.2	0.3	0.0	9979	8568	8446	1410	122	9610	1.69	1.63
2018-08-29	1001	198	0	5	1204	1001	29	266	2	622.9	569.3	556.8	53.6	0.0	11.8	0.6	0.0	10996	9564	9487	1432	77	11340	1.80	1.76
2018-08-30	874	179	0	11	1064	874	26	270	0	609.6	557.2	539.2	52.4	0.0	17.6	0.5	0.0	10747	9423	9304	1324	119	9534	1.62	1.57
2018-08-31	854	190	0	5	1049	855	23	322	1	599.6	549.8	534.2	49.8	0.2	13.2	0.4	1.8	10092	8721	8632	1371	88	9045	1.60	1.56
Grand Totals :	23032	5003	0	218	28253	23025	632	6818	29	15368.1	14079.6	13688.3	1289.0	7.9	353.8	20.8	8.5	269960	235699	232773	34261	2938	257590	1.68	1.64

Route Productivity Report

For Date : 2018-08-01 To 2018-08-31

Print Date: Sep 06, 2018

Print Time: 03:33:34PM

Date	Count Passengers					Count Of Trips				Hours								Distance (Miles)							
	CLI	PCA	ESC	Others	Total	Trips	NS	Cancel	Missed	Total	Service	Live	DH	Break	Lunch	Refuel	Others	Total	Service	Live	DH	Blo.	Pass.	Trip/RH	Trip/SH
Grand Totals :	23032	5003	0	218	28253	23025	632	6818	29	15368.1	14079.6	13688.3	1289.0	7.9	353.8	20.8	8.5	269960	235699	232773	34261	2938	257590	1.68	1.64
Average :	7	1	0	0	8	7	0	2	0	4.6	4.2	4.1	0.4	0.0	0.1	0.0	0.0	80.4	70.2	69.3	10.2	0.9	76.7		

Passenger Information

<i>Clients</i>	81.52	%
<i>Companions</i>	0.00	%
<i>Attendants</i>	17.71	%
<i>Others</i>	0.77	%
<i>Pass. Per Trip</i>	1.19	
<i>Average Length</i>	29.07	Minutes
<i>Average Distance</i>	8.24	Miles
<i>Transferred Passengers</i>	0	

Requested Trip Information

<i>Total Requested</i>	30496	<i>No Shows</i>	216
<i>Unscheduled</i>	21	<i>Cancels CD</i>	416
<i>Unscheduled</i>	0.07 %	<i>No Shows</i>	2.07 %
<i>Cancel Adv.</i>	3588		
<i>Late Cancels</i>	346	<i>No Shows Other</i>	0
<i>Same Day</i>	2393	<i>Cancel Other</i>	0
<i>Site Closure</i>	0	<i>Missed</i>	29
<i>User Error</i>	491	<i>MissedT</i>	0
<i>Cancels</i>	22.36 %	<i>Missed</i>	0.10 %
<i>Transferred Trips</i>	0		

Hours Allocation

<i>Total</i>	15368.11	Hours
<i>Deadhead</i>	8.39	%
<i>Service</i>	91.62	%
<i>Live</i>	89.07	%
<i>Brk, Lnch, or Out</i>	2.54	%
<i>User defined breaks</i>	0.00	%

Miles Allocation

<i>Total</i>	269959.6 Miles
<i>Deadhead</i>	12.69 %
<i>Service</i>	87.31 %
<i>Live</i>	86.23 %
<i>Brk, Lnch, or Out</i>	1.09 %
<i>User defined breaks</i>	0.00 %

Deadhead (DH) is calculated from pullout to first pickup plus from last dropoff to pullin

Service = Total – DH

Live = Service – all breaks

Ride Date: 2018-08-01 -- 2018-08-31

Route: 100 - VIBA01

Sort Time: ActArrTime

Calulate Miles: Full Odometers

First Pickup/Last DropOff use sort time: N

Pullout/in use sort time: N

Exclude Lunches - Service: N

Exclude Breaks - Service: N

Exclude Auto Breaks : N

Exclude User Defined Breaks : N

ExcludeOutofService-Service: N

Exclude Refuel - Service: N

Service -Exclude Depo to 1st Pick: Y

Service - Exclude Last Drop to Depo: Y

Exclude Driver Relief: N

Exclude Driver Assist: N

Exclude Driver Return: N

Route Productivity Report

For Date : 2018-08-25 To 2018-08-31

Print Date: Jan 25, 2019

Print Time: 10:28:56AM

Date	Count Passengers					Count Of Trips				Hours								Distance (Miles)							
	CLI	PCA	ESC	Others	Total	Trips	NS	Cancel	Missed	Total	Service	Live	DH	Break	Lunch	Refuel	Others	Total	Service	Live	DH	Blo.	Pass.	Trip/RH	Trip/SH
2018-08-25	328	91	0	5	424	328	3	130	0	265.1	232.9	225.6	32.7	0.0	5.9	1.4	0.0	4785	4156	3933	629	223	4058	1.45	1.41
2018-08-26	218	84	0	6	308	220	9	75	0	188.2	170.9	165.6	17.3	0.0	5.3	0.0	0.0	3445	2989	2960	456	28	2267	1.33	1.29
2018-08-27	949	162	0	8	1119	949	28	239	3	638.8	586.0	570.5	52.8	0.0	14.6	1.0	0.0	11073	9659	9563	1414	97	10534	1.66	1.62
2018-08-28	856	169	0	3	1028	856	16	236	0	578.5	523.8	506.3	54.7	0.0	17.2	0.3	0.0	9979	8568	8446	1410	122	9610	1.69	1.63
2018-08-29	1001	198	0	5	1204	1001	29	265	2	622.9	569.3	556.8	53.6	0.0	11.8	0.6	0.0	10996	9564	9487	1432	77	11340	1.80	1.76
2018-08-30	874	179	0	11	1064	874	26	270	0	609.6	557.2	539.2	52.4	0.0	17.6	0.5	0.0	10747	9423	9304	1324	119	9534	1.62	1.57
2018-08-31	854	190	0	5	1049	855	23	321	1	599.6	549.8	535.3	49.8	0.2	13.2	0.4	0.7	10092	8721	8637	1371	84	9045	1.60	1.56
Grand Totals :	5080	1073	0	43	6196	5083	134	1536	6	3502.8	3190.0	3099.2	313.3	0.2	85.7	4.2	0.7	61117	53080	52330	8037	750	56388	1.64	1.59

Route Productivity Report

For Date : 2018-08-25 To 2018-08-31

Print Date: Jan 25, 2019

Print Time: 10:28:56AM

Date	Count Passengers					Count Of Trips				Hours								Distance (Miles)							
	CLI	PCA	ESC	Others	Total	Trips	NS	Cancel	Missed	Total	Service	Live	DH	Break	Lunch	Refuel	Others	Total	Service	Live	DH	Blo.	Pass.	Trip/RH	Trip/SH
Grand Totals :	5080	1073	0	43	6196	5083	134	1536	6	3502.8	3190.0	3099.2	313.3	0.2	85.7	4.2	0.7	6111.7	5308.0	5233.0	803.7	75.0	56388	1.64	1.59
Average :	7	1	0	0	8	7	0	2	0	4.6	4.2	4.1	0.4	0.0	0.1	0.0	0.0	80.8	70.2	69.2	10.6	1.0	74.6		

Passenger Information

<i>Clients</i>	81.99	%
<i>Companions</i>	0.00	%
<i>Attendants</i>	17.32	%
<i>Others</i>	0.69	%
<i>Pass. Per Trip</i>	1.19	
<i>Average Length</i>	30.01	Minutes
<i>Average Distance</i>	8.45	Miles
<i>Transferred Passengers</i>	0	

Requested Trip Information

<i>Total Requested</i>	6769	<i>No Shows</i>	47
<i>Unscheduled</i>	16	<i>Cancels CD</i>	87
<i>Unscheduled</i>	0.24 %	<i>No Shows</i>	1.98 %
<i>Cancel Adv.</i>	799		
<i>Late Cancels</i>	69	<i>No Shows Other</i>	0
<i>Same Day</i>	497	<i>Cancel Other</i>	0
<i>Site Closure</i>	0	<i>Missed</i>	6
<i>User Error</i>	171	<i>MissedT</i>	0
<i>Cancels</i>	22.69 %	<i>Missed</i>	0.09 %
<i>Transferred Trips</i>	0		

Hours Allocation

<i>Total</i>	3502.78	Hours
<i>Deadhead</i>	8.94	%
<i>Service</i>	91.07	%
<i>Live</i>	88.48	%
<i>Brk, Lnch, or Out</i>	2.59	%
<i>User defined breaks</i>	0.00	%

Miles Allocation

<i>Total</i>	61116.6 Miles
<i>Deadhead</i>	13.15 %
<i>Service</i>	86.85 %
<i>Live</i>	85.62 %
<i>Brk, Lnch, or Out</i>	1.23 %
<i>User defined breaks</i>	0.00 %

Deadhead (DH) is calculated from pullout to first pickup plus from last dropoff to pullin

Service = Total – DH

Live = Service – all breaks

Ride Date: 2018-08-25 -- 2018-08-31

Route: 100 - VIBA01

Sort Time: ActArrTime

Calculate Miles: Full Odometers

First Pickup/Last DropOff use sort time: N

Pullout/in use sort time: N

Exclude Lunches - Service: N

Exclude Breaks - Service: N

Exclude Auto Breaks : N

Exclude User Defined Breaks : N

ExcludeOutOfService-Service: N

Exclude Refuel - Service: N

Service -Exclude Depo to 1st Pick: Y

Service - Exclude Last Drop to Depo: Y

Exclude Driver Relief: N

Exclude Driver Assist: N

Exclude Driver Return: N

EXHIBIT B

COMPENSATION

TRANSIT SERVICE CONTRACT FOR LIFT PARATRANSIT OPTION 2: Price Proposal Sheet A page 1 of 3
 Provided for convenience. The completeness and accuracy of all calculations are the responsibility of the Proposer.
 For the Price Proposal, assume all projected ADA-eligible passenger trips will be directly provided by the Contractor.

The basis for Price Proposal Evaluation is **Total Fee for Transit Service Contract for LIFT Paratransit**

In accordance with the specifications, terms and conditions of the RFP and related addenda, if any, which is hereby acknowledged, the following fees are submitted on the behalf of:

Printed Legal Name and Address of Proposer:

MV Transportation, Inc.

2711 N. Haskell Ave, Suite 1500 LB-2, Dallas TX 75204

TRANSIT SERVICE CONTRACT FOR LIFT PARATRANSIT
 Provide Detail on Sheet A-1

Start-up Cost prior to 12/01/19 **\$17,500.00** x 1 time fee

		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
12/01/19 to 08/31/20 (9 months)						
Variable Costs	Passenger Trips +/-10%		222,600	\$19.26	\$4,286,956.19	Per Service Hour \$38.32
Fixed Costs	Months		9	\$285,079.06	\$2,565,711.55	
Total Price 12/01/19 to 08/31/20					\$6,852,667.74	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$18.89
	Fixed Cost per Month	\$296,653.77

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$19.73
	Fixed Cost per Month	\$264,190.60

		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
09/01/20 to 08/31/21						
Variable Costs	Passenger Trips +/-10%		306,500	\$19.39	\$5,942,185.41	Per Service Hour \$39.25
Fixed Costs	Months		12	\$278,838.38	\$3,346,060.51	
Total Price 09/01/20 to 08/31/21					\$9,288,245.92	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$19.03
	Fixed Cost per Month	\$293,158.65

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$19.81
	Fixed Cost per Month	\$260,559.91

		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
09/01/21 to 08/31/22						
Variable Costs	Passenger Trips +/-10%		314,300	\$19.88	\$6,247,073.75	Per Service Hour \$40.36
Fixed Costs	Months		12	\$283,606.25	\$3,403,275.04	
Total Price 09/01/21 to 08/31/22					\$9,650,348.79	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$19.55
	Fixed Cost per Month	\$298,559.62

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$20.31
	Fixed Cost per Month	\$264,979.73

TRANSIT SERVICE CONTRACT FOR LIFT PARATRANSIT OPTION 2: Price Proposal Sheet A page 2 of 3

LIFT Paratransit

Provided for convenience. The completeness and accuracy of all calculations are the responsibility of the Proposer.

09/01/22 to 08/31/23		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
Variable Costs	Passenger Trips +/-10%		321,800	\$20.41	\$6,568,695.37	Per Service Hour \$39.63
Fixed Costs	Months		12	\$291,072.26	\$3,492,867.12	
Total Price 09/01/22 to 08/31/23					\$10,061,562.49	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$20.07
	Fixed Cost per Month	\$306,523.00

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$20.82
	Fixed Cost per Month	\$271,682.93

09/01/23 to 08/31/24		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
Variable Costs	Passenger Trips +/-10%		328,900	\$20.88	\$6,868,127.43	Per Service Hour \$40.52
Fixed Costs	Months		12	\$298,825.45	\$3,585,905.36	
Total Price 09/01/23 to 08/31/24					\$10,454,032.79	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$20.56
	Fixed Cost per Month	\$315,040.00

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$21.31
	Fixed Cost per Month	\$278,948.91

09/01/24 to 08/31/25		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
Variable Costs	Passenger Trips +/-10%		335,500	\$21.43	\$7,189,227.25	Per Service Hour \$41.61
Fixed Costs	Months		12	\$310,206.67	\$3,722,480.08	
Total Price 09/01/24 to 08/31/25					\$10,911,707.32	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$21.10
	Fixed Cost per Month	\$328,346.81

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$21.89
	Fixed Cost per Month	\$291,338.92

09/01/25 to 08/31/26		Units	Estimated Quantity	Unit Price	Extended Price	Supplemental Services
Variable Costs	Passenger Trips +/-10%		342,300	\$21.98	\$7,524,043.96	Per Service Hour \$42.68
Fixed Costs	Months		12	\$320,139.07	\$3,841,668.82	
Total Price 09/01/25 to 08/31/26					\$11,365,712.78	ok

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$21.63
	Fixed Cost per Month	\$339,140.65

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$22.39
	Fixed Cost per Month	\$300,861.32

TRANSIT SERVICE CONTRACT FOR LIFT PARATRANSIT OPTION 2: Price Proposal Sheet A page 3 of 3

LIFT Paratransit

Provided for convenience. The completeness and accuracy of all calculations are the responsibility of the Proposer.

09/01/26 to 08/31/27		Units	Estimated Quantity	Unit Price	Extended Price		Supplemental Services
Variable Costs	Passenger Trips +/-10%		349,200	\$22.36	\$7,808,775.66	Per Service Hour	\$43.34
Fixed Costs	Months		12	\$327,573.33	\$3,930,879.91		
Total Price 09/01/26 to 08/31/27					\$11,739,655.57	ok	

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$22.04
	Fixed Cost per Month	\$347,379.77

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$22.78
	Fixed Cost per Month	\$307,760.71

09/01/27 to 08/31/28		Units	Estimated Quantity	Unit Price	Extended Price		Supplemental Services
Variable Costs	Passenger Trips +/-10%		356,200	\$22.65	\$8,069,050.49	Per Service Hour	\$43.91
Fixed Costs	Months		12	\$335,999.05	\$4,031,988.64		
Total Price 09/01/27 to 08/31/28					\$12,101,039.13	ok	

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$22.36
	Fixed Cost per Month	\$356,708.73

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$23.11
	Fixed Cost per Month	\$315,860.59

09/01/28 to 08/31/29		Units	Estimated Quantity	Unit Price	Extended Price		Supplemental Services
Variable Costs	Passenger Trips +/-10%		363,400	\$23.17	\$8,420,407.89	Per Service Hour	\$44.92
Fixed Costs	Months		12	\$346,011.35	\$4,152,136.18		
Total Price 09/01/28 to 08/31/29					\$12,572,544.07	ok	

Increase Passenger Trips >10%	Variable Cost per Passenger Trip	\$22.81
	Fixed Cost per Month	\$366,814.13

Decrease Passenger Trips >10%	Variable Cost per Passenger Trip	\$23.61
	Fixed Cost per Month	\$325,057.13

Total Fee for Transit Service Contract for LIFT Paratransit:

\$104,997,516.59

does not include start-up cost

Signature of Authorized Representative:



Printed Name and Title:

Dorothea DePrisco, Assistant Corporate Secretary

Date:

8/6/2019

EXHIBIT “C”
FTA CLAUSES

8.5 FTA Clauses

THE CITY OF EL PASO

FEDERAL CLAUSES AND FORMS (Operations/Management Contracts)

FEDERAL FUNDING REQUIREMENTS

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

AND RELATED ACTS

31 U.S.C. 3801 et seq.

49 CFR Part 31 18 U.S.C. 1001

49 U.S.C. 5307

Program Fraud and False or Fraudulent Statements or Related Acts.

(1) The Contractor acknowledges that the provisions of 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 its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5323, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5323(l) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

ACCESS TO RECORDS AND REPORTS

49 U.S.C. 5325

18 CFR 18.36 (i)

49 CFR 633.17

Access to Records - The following access to records requirements apply to this Contract:

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C.F.R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and

Company Name _____

Initials _____

Date _____

construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

2. Where any Purchaser which is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

3. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

4. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three 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, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.42(i)(11).

FEDERAL CHANGES

49 CFR Part 18

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement MA21, dated October, 2014 between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

NO OBLIGATIONS BY THE FEDERAL GOVERNMENT

(1) The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

(2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

TERMINATION

49 U.S.C. Part 18

FTA Circular 4220.1F

a. Termination for Convenience The (Recipient), by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, the Recipient shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination

b. Termination for Default [Breach or Cause] 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 (Recipient) may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth 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 (Recipient) 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 (Recipient), after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the (Recipient).

c. Opportunity to Cure The (Recipient) 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 (Recipient)'s satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Contractor of written notice from (Recipient) setting forth the nature of said breach or default, (Recipient) 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 (Recipient) from also pursuing all available remedies against Contractor and its sureties for said breach or default.

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

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

BREACHES AND DISPUTE RESOLUTION **49 CFR Part 18** **FTA Circular 4220.1F**

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of (Recipient)'s [title of employee]. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the [title of employee]. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the [title of employee] shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute - Unless otherwise directed by (Recipient), Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the (Recipient) and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the (Recipient) is located.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the (Recipient), (Architect) or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

CIVIL RIGHTS REQUIREMENTS **29 U.S.C. § 623, 42 U.S.C. § 2000** **42 U.S.C. § 6102, 42 U.S.C. § 12112** **42 U.S.C. § 12132, 49 U.S.C. § 5332** **29 CFR Part 1630, 41 CFR Parts 60 et seq.**

Civil Rights - 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 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 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

Company Name _____ Initials _____ Date _____

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 Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. 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.

Americans with Disabilities:

The recipient agrees to comply, and assures the compliance of each third party contractor and each subrecipient at any tier of the project, with the applicable laws and regulations, discussed below, for nondiscrimination on the basis of disability.

Page IV-14 FTA C 4220.1F (11/01/2008); Rev.1 – 04/14/2009; Rev.2 – 07/01/2010; Rev.3 – 02/15/2011;

Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 U.S.C. Section 794, prohibits discrimination on the basis of disability by recipients of Federal financial assistance.

The Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 et seq., prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities, as well as imposes specific requirements on public and private providers of transportation.

DOT Public Transportation Regulations implementing Section 504 and the ADA. These regulations include DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 CFR Part 27, DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 CFR Part 37, and Architectural and Transportation Barriers Compliance Board (ATBCB)/DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 CFR Part 1192 and 49 CFR Part 38. In addition the solicitation should also comply with: "DOT's ADA Standards for Transportation Facilities (2206)" and the DOT ADA Final Rule 10/19/2011.

Examples of requirements include, but are not limited to, the following:

1. Design and Construction. Accessibility requirements for the design and construction of new transportation facilities.
2. Accessibility and Usability. Requirements that vehicles acquired (with limited exceptions) be accessible to and usable by individuals with disabilities, including individuals using wheelchairs;
3. Equal Opportunity. Requirements for compliance with service requirements intended to ensure that individuals with disabilities are

Company Name _____ Initials _____ Date _____

afforded equal opportunity to use transportation system and services.

Veterans Employment:

Recipients and subrecipients of Federal financial assistance under this chapter shall

ensure that contractors working on a capital project funded using such assistance give a

hiring preference, to the extent practicable, to veterans (as defined in section 2108 of title

5) who have the requisite skills and abilities to perform the

construction work required

under the contract. This subsection shall not be understood, construed or enforced in any

manner that would require an employer to give a preference to any

veteran over any

equally qualified applicant who is a member of any racial or ethnic

minority, female, an

individual with a disability, or a former employee.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

49 CFR Part 26

Disadvantaged Business Enterprises

1. **Policy:** It is the policy of the Department of Transportation (DOT) that disadvantaged business enterprises as defined in 49 CFR Part 26, and as amended in Section 1061(c) of the Surface Transportation and Uniform Relocation Assistance Act of 1987, shall have the maximum opportunity to participate in the performance of contracts financed in whole or part with federal funds under this Agreement. Consequently, the DBE requirements of 49 CFR Part 26 and Section 1061(c) of the Surface Transportation and Uniform Relocation Assistance Act of 1987 apply to this Agreement.

2. **DBE Obligation:** The Contractor or its representative agrees to ensure that disadvantaged business enterprises as defined in 49 CFR Part 26 and Section 1061(c) of the Surface Transportation and Uniform Relocation Assistance Act of 1987 have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with federal funds provided under this Agreement. In this regard, the Contractor or its representative shall take all the necessary and reasonable steps in accordance with 49 CFR Part 26 and Section 1061(c) of the Surface Transportation and Uniform Relocation Assistance Act of 1987 to ensure that DBEs have the maximum opportunity to compete for and perform contracts. The Contractor shall not discriminate on the basis of race, religion, color, national origin, age, disability, or sex in the award and performance of DOT-assisted contracts. Part 26 and Section 1061(c) of the Surface Transportation and Uniform Relocation Assistance Act of 1987 apply to this Agreement.

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE participation is **4.00 %**.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award

and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as The City of El Paso deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

c. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from The City of El Paso. In addition, Contractor is required to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by The City of El Paso and contractor's receipt of the partial retainage payment related to the subcontractor's work.

d. The contractor must promptly notify The City of El Paso, 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 City of El Paso.

**INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION
(FTA) TERMS**
FTA Circular 4220.1F

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

**GOVERNMENT-WIDE DEBARMENT AND SUSPENSION
(NONPROCUREMENT)**

Suspension and Debarment

This contract is a covered transaction for purposes of 49 CFR Part 29. As such, the contractor is required to verify that none of the contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by The City of El Paso. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to The City of El Paso, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

ENERGY CONSERVATION REQUIREMENTS
42 U.S.C. 6321 et seq.
49 CFR Part 18

Energy Conservation - The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

RECYCLED PRODUCTS
42 U.S.C. 6962
40 CFR Part 247
Executive Order 12873

Recovered Materials - The contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

CLEAN AIR
42 U.S.C. 7401 et seq
40 CFR 15.61
49 CFR Part 18

Clean Air - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq. The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

CLEAN WATER REQUIREMENTS
33 U.S.C. 1251

Clean Water - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

Company Name _____ Initials _____ Date _____

CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

40 USC 3701, et seq

(1) **Overtime requirements** - No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) **Violation; liability for unpaid wages; liquidated damages** - In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

(3) **Withholding for unpaid wages and liquidated damages** - The **(write in the name of the grantee)** shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

(4) **Subcontracts** - The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

CONFORMANCE WITH NATIONAL ITS ARCHITECTURE

ITS projects shall conform to the National ITS Architecture and standards in accordance with the requirements contained in this part. Conformance with the National ITS Architecture is interpreted to mean the use of the National ITS Architecture to develop a regional ITS architecture in support of integration and the subsequent adherence of all ITS projects to that regional ITS architecture. Development of the regional ITS architecture should be consistent with the transportation planning process for Statewide and Metropolitan Transportation Planning (49 CFR Part 613 and 614).

TRANSIT EMPLOYEE PROTECTIVE AGREEMENTS

49 U.S.C. § 5310, § 5311, and § 5333

29 CFR Part 215

Transit Employee Protective Provisions. (1) The Contractor agrees to the comply with applicable transit employee protective requirements as follows:

Company Name _____

Initials _____

Date _____

(a) **General Transit Employee Protective Requirements** - To the extent that FTA determines that transit operations are involved, the Contractor agrees to carry out the transit operations work on the underlying contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this contract and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA Recipient's project from which Federal assistance is provided to support work on the underlying contract. The Contractor agrees to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any contract financed with Federal assistance provided by FTA either for projects for elderly individuals and individuals with disabilities authorized by 49 U.S.C. § 5310(a)(2), or for projects for nonurbanized areas authorized by 49 U.S.C. § 5311. Alternate provisions for those projects are set forth in subsections (b) and (c) of this clause.

(b) **Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. § 5310(a)(2) for Elderly Individuals and Individuals with Disabilities** - If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5310(a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. § 5333(b) are necessary or appropriate for the state and the public body subrecipient for which work is performed on the underlying contract, the Contractor agrees to carry out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. § 5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's letter of certification to FTA, the date of which is set forth Grant Agreement or Cooperative Agreement with the state. The Contractor agrees to perform transit operations in connection with the underlying contract in compliance with the conditions stated in that U.S. DOL letter.

(c) **Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. § 5311 in Nonurbanized Areas** - If the contract involves transit operations financed in whole or in part with Federal assistance 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, and the procedures implemented by U.S. DOL or any revision thereto.

(2) The Contractor also agrees to include the any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

CHARTER BUS REQUIREMENTS

49 U.S.C. 5323(d)

49 CFR Part 604

Charter Service Operations - The contractor agrees to comply with 49 U.S.C. 5323(d) and 49 CFR Part 604, which provides that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except under one of the exceptions at 49 CFR 604.9. Any charter service provided under one of the exceptions must be "incidental," i.e., it must not interfere with or detract from the provision of mass transportation.

SCHOOL BUS REQUIREMENTS

**49 U.S.C. 5323(F)
49 CFR Part 605**

School Bus Operations - Pursuant to 49 U.S.C. 5323(f) and 49 CFR Part 605, recipients and subrecipients of FTA assistance may not engage in school bus operations exclusively for the transportation of students and school personnel in competition with private school bus operators unless qualified under specified exemptions. When operating exclusive school bus service under an allowable exemption, recipients and subrecipients may not use federally funded equipment, vehicles, or facilities.

DRUG AND ALCOHOL TESTING

**49 U.S.C. §5331
49 CFR Parts 653 and 654**

The contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of (name of State), or the (insert name of grantee), to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The contractor agrees further to certify annually its compliance with Parts 653 and 654 before

(insert date) and to submit the Management Information System (MIS) reports before (insert date before March 15) to (insert title and address of person responsible for receiving information). To certify compliance the contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

LOBBYING

**31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20**

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

Certification on Next Page

Company Name _____ Initials _____ Date _____

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING
Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

(1) 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.

(2) 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--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]

(3) 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.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a 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 Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

Company Name _____ Initials _____ Date _____