

**EXHIBIT A**

**STATEMENT OF WORK**

**VISITOR BUS TRANSPORTATION SERVICES**

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### **ATTACHMENTS**

- 1 Pitchess Detention Center (PDC) Map

## **STATEMENT OF WORK (SOW)**

### **1.0 SCOPE OF WORK**

- 1.1 Contractor must provide visitor bus transportation services (Services) for people visiting incarcerated persons at the following four Los Angeles County (County) Sheriff's Department (Department) custody facilities located at Peter J. Pitchess Detention Center (PDC) Custody Facility:
  - a. PDC – North Facility
  - b. PDC – East Facility
  - c. PDC – South Facility
  - d. North County Correctional Facility (NCCF)
- 1.2 All four custody facilities are accessible only through a County-owned and maintained road that is not open to the general public. Upon arriving at PDC and prior to boarding the buses, visitors must first register and check-in at PDC's Dr. Elmer T. Jaffee Visitor Center (Visitor Center) for transport to and from the four custody facilities.
- 1.3 The County, at its sole discretion, reserves the right to add or delete custody facilities throughout the Term of the Contract.
- 1.4 This Statement of Work (SOW) defines the tasks and responsibilities of Contractor providing Services at PDC as described throughout this SOW.

### **2.0 SPECIFIC WORK REQUIREMENTS**

#### **2.1 Bus Transportation – General**

- 2.1.1 Each custody facility has a designated drop-off and pick-up location. Buses must drop-off and pick-up visitors (adults, children, and infants) from these areas, unless otherwise directed by custody facility staff.
- 2.1.2 Depending on the number of people in the waiting area and length of time they have been waiting, the Department may determine that additional drop-offs are needed. The Department will notify bus drivers as to which custody facilities the bus drivers will be required to go to.

#### **2.2 Buses**

- 2.2.1 Unless otherwise directed by the Department, Contractor must provide four buses with a minimum capacity of 43 passengers, at least one of which must be handicap accessible.
- 2.2.2 If additional or fewer buses are required by the Department to meet the needs of an upcoming day, the Department will give advance notice to Contractor as soon as reasonably practicable.

- 2.2.3 If additional buses are needed, Contractor must supply additional buses within one hour of notification by County Project Manager. The need for additional buses may be based upon:
  - a. Number of visitors waiting for buses in the boarding area, and/or
  - b. Wait time(s) to get on a bus exceeding more than 30 minutes.
- 2.2.4 All buses must be clean and well-maintained, both inside and out. The exteriors must present a professional appearance and must be free from major body damage. The interior upholstery must be free of tears, rips and stains.
- 2.2.5 All buses must be air-conditioned.
- 2.2.6 If there is a bus breakdown or mechanical failure, bus driver must immediately notify County Project Manager and Contractor's dispatch office of the problem.
- 2.2.7 Within one hour of notification, Contractor must send its maintenance staff to the location to make the necessary repairs, and send a back-up bus to ensure continued and timely Services.

### **2.3 Bus Work Schedules**

- 2.3.1 Contractor must allow sufficient time for bus drivers to complete a pre-trip bus inspection prior to reporting to the Visitor Center, as specified in Paragraph 2.4.3 below.
- 2.3.2 Prior to beginning Work each day, bus drivers must sign in at the Visitor Center office and exchange their California Driver's License for a County-issued photo identification badge. At the end of each day, bus drivers must sign out and return the photo identification badge to the Visitor Center's office.
- 2.3.3 If Contractor is required to provide Services beyond 4:00 p.m., at the sole discretion of the County, County Project Manager will immediately notify Contractor of the County's need for after-hour Services.
- 2.3.4 Bus drivers' lunch and break schedules will be determined by County Project Manager. Breaks will be staggered to ensure only one bus driver is on break at any given time.

### **2.4 Bus Maintenance**

- 2.4.1 Contractor must be responsible for maintenance, repair, and safety inspections of all buses providing Services, as required by federal, state, and local laws, rules, regulations, ordinances and directives.
- 2.4.2 All inspections are subject to the final inspection standards of the California Highway Patrol (CHP). It is Contractor's responsibility to perform inspections on a regular basis.

2.4.3 Contractor must ensure that all bus drivers complete a pre-trip bus inspection each working day before Services begin.

2.4.3.1 Safety inspection must include, but not be limited to:

- a. Tire inflation and tread wear.
- b. Headlights, signal indicators, and brake lights.
- c. Brake performance.
- d. Cracked and broken windows.
- e. Properly working communication devices.

2.4.4 Contractor must maintain copies of the most recent CHP vehicle inspection reports for all buses with seating for 15 or more people (including the bus driver). Reports must be made available to County Project Manager on a quarterly basis, or upon request.

### **3.0 CONTRACTOR'S RESPONSIBILITIES**

#### **3.1 Contractor Project Manager**

Contractor must provide a telephone number where Contractor Project Manager may be reached between 6:00 a.m. and 6:00 p.m. on weekends and designated-County holidays when Services are provided.

#### **3.2 Personnel-Bus Drivers**

Contractor must provide qualified bus drivers to ensure the required Services are met. Contractor must also have substitute bus drivers, available to respond as needed, and within one hour of notification by County Project Manager.

3.2.1 Bus drivers must meet the following requirements:

- a. Possess a California Class B driver's license with Passenger Endorsement and medical certification.
- b. Be at least 18 years old.
- c. Completed training as required under the California Education Code Section 40083. Evidence of the required training must be submitted to County Project Manager prior to providing Services.
- d. Be able to effectively communicate in English, both orally and in writing.
- e. Comply with all applicable federal, state and local laws, regulations, ordinances and directives for alcohol and drug testing.
- f. Report to work on time as assigned and hold over on assigned duties as may be directed by the County.
- g. Maintain good personal hygiene and clean uniform appearance.
- h. Adhere to all County and custody facility rules and regulations, including traffic safety and security regulations.

- i. Perform a periodic walk-through of empty bus(es) to check for, and collect any articles left behind by visitors. Bus driver must submit any items found to County Project Manager.
- j. Ensure that bus is kept neat, clean, and dispose of trash throughout the Day. If the bus has a restroom, bus driver must perform periodic checks to ensure area is free from trash, and facilities are operating properly.
- k. Be courteous to the public and County personnel at all times, and behave in a professional manner.
- l. Provide assistance to passenger(s) requiring aid in boarding and disembarking the bus.

### **3.3 Identification Badge/Uniforms**

All Contractor's personnel, including Contractor Project Manager, bus drivers, mechanics and other support staff providing Services must:

- 3.3.1 Bus drivers must wear County-issued photo identification badge at all times. (Refer to Paragraph 2.3.2 above.) Contractor must supply the County with a copy of a valid California Driver's License at least one week prior to commencing Work to allow the County to issue picture identification badges.
- 3.3.2 Bus drivers assigned to provide Services must wear an appropriate uniform at all times. Uniform must consist of a shirt with the company name on it. All uniforms, as required and approved by County Project Manager, must be provided by Contractor, at its sole expense.

### **3.4 Materials and Equipment**

- 3.4.1 The purchase of all materials and equipment to provide Services is the responsibility of Contractor. Contractor must use materials and equipment that are safe for the environment and safe for use by the employee.
- 3.4.2 The County will not be responsible for any damage to Contractor's property, or their employee's property, which includes lost or stolen items belonging to Contractor, their employees, or visitors.
- 3.4.3 Contractor will not be allowed to store buses or other equipment for any length of time at any custody facility, including the Visitor Center.

### **3.5 Training**

- 3.5.1 Contractor must provide training programs for all new employees and continuing in-service training for all employees.
- 3.5.2 All employees must be trained in their assigned tasks and in the safe handling of equipment. All equipment must be checked daily for safety. All employees must wear safety and protective gear in accordance with the Occupational Safety and Health Administration standards.

### **3.6 Contractor's Office**

- 3.6.1 Contractor must maintain a dispatch office in the County, or an adjacent county.
- 3.6.2 Contractor must maintain an office with a telephone in the company's name where Contractor conducts business. The office must be staffed during the hours of 6:00 a.m. to 6:00 p.m., on weekends and designated-County holidays by at least one employee who can respond to inquiries and complaints received about Contractor's performance. When the office is closed, an answering service must be provided to receive calls. Contractor must answer calls received by the answering service within two hours of receipt of the call.

### **3.7 Communication Devices**

- 3.7.1 Contractor must equip buses, bus drivers, and the County (if necessary), with radios and/or cellular phones. This will enable County Project Manager to contact a bus driver immediately, if necessary, during hours of operation, or have bus drivers communicate with Contractor's office.
- 3.7.2 Bus drivers may need to contact each other to facilitate a quicker response for pick up (e.g., when a long line of visitors require pickup from a specific custody facility).

### **3.8 Specific Work Responsibilities**

- 3.8.1 Contractor must adhere to the following requirements:
  - a. Maintain current required business licenses, including a valid Transportation Charter Party Permit issued by the California Public Utilities Commission (CPUC).
  - b. Provide copies of bus drivers' DMV printouts, updated annually or upon the County's request. The County, at its sole discretion, reserves the option of performing a DMV check on bus drivers at any time.
  - c. Provide Licenses and permits to County Project Manager upon request.
  - d. Maintain copies of CPUC and CHP drug and alcohol testing for bus drivers providing Services under the Contract. These reports must be made available to County Project Manager upon the County's request.
  - e. Notify County Project Manager immediately regarding any incident or injury to persons in the bus, including bus accidents. A written Incident Report must be submitted to County Project Manager within one Business Day following verbal notification. Complaints or concerns regarding visitors must be reported to County Project Manager within one Business Day followed by written notice.
  - f. Immediate removal and replacement of any Contractor employee at the request of County Project Manager.

- g. Provide an assigned supervisor who must be on call and readily accessible during the hours and days specified in Paragraph 4.0 (Hours and Days of Work) below.

## **4.0 HOURS AND DAYS OF WORK**

4.1 Contractor must provide Services on weekends and the following designated-County holidays:

- New Year's Day (January 1)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving Day (Fourth Thursday in November)
- Christmas Day (December 25)

### **4.2 Hours**

4.2.1 Typically, buses will be required to run continuously between the Visitor Center and the four custody facilities between approximately 8:30 a.m. to 4:00 p.m.

4.2.2 Buses and bus drivers must report to the Visitor Center no later than 7:50 a.m. ready to begin Services.

4.2.3 The last scheduled bus transporting visitors to the four custody facilities will leave the Visitor Bus Center at 2:00 p.m.

4.2.4 Days and hours of operation, including holidays, may be subject to change at the sole discretion of the County. The County will notify Contractor in writing as soon as it becomes aware of the necessity for any schedule change.

### **4.3 As-Needed Services**

On occasion, the Department hosts special weekday events at PDC custody facilities. As such, the Department may request that Contractor provide Services for these events. These as-needed Services will be mutually agreed to by Contractor and the Department and will be compensated at the rates set forth on Exhibit B (Price Sheet) to the Contract.

## **5.0 QUALITY CONTROL**

Contractor must establish and utilize a comprehensive Quality Control Plan (QCP) to ensure the County receives a consistently high level of Service throughout the Term of the Contract. The QCP must be submitted to County's Project Manager for review. The QCP must include, but is not limited, to the following:

- a. Method of monitoring to ensure that Contract requirements are being effectively and efficiently met.
- b. A record of all inspections conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, must be provided to the County upon request.
- c. Contractor must respond to complaints, specific to the Services being provided under the Contract, within 24-hours of notification of the complaint, as applicable. If a complaint is not abated within the time specified or to the satisfaction of the County, the County may correct the specific complaint. The total cost incurred by the County will be deducted from Contractor's monthly invoice.

## **6.0 QUALITY ASSURANCE PLAN**

The County will evaluate Contractor's performance under the Contract no less frequently than on an annual basis. Contractor must make itself available to the County or its agents during business hours for any monitoring reviews. Such monitoring will include assessing Contractor's compliance with all Contract terms and conditions and performance standards. Contractor's deficiencies, which the County determines are significant or continuing and which may place performance of the Contract in jeopardy if not corrected, will be reported to the County's Board of Supervisors (Board) and listed in the appropriate Contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistently with corrective measures, the County may terminate the Contract or impose other penalties as specified in the Contract for Quality Assurance.

### **6.1 As-Needed Meetings**

During the Term of the Contract, Contractor Project Manager must be available to meet and confer with County Project Manager, as necessary, in person or by phone. Contractor will be notified by County Project Manager, three days prior to the meeting, as to the date, time, and location (if applicable), of the meeting.

### **6.2 County Observations**

In addition to Department contracting staff, other County personnel may observe performance, activities, and review documents relevant to the Contract at any time during business hours (from Monday through Friday, 8:00 a.m. to 5:00 p.m.). However, these personnel may not unreasonably interfere with Contractor's performance.