



Part B – Scope of Work

1. General Overview

This section provides an overview of the scope of services and/or goods described in this Solicitation. This Request for Proposals ("RFP") is issued in accordance with the Virginia Public Procurement Act using the competitive negotiation method of source selection. Proposals will be evaluated against the evaluation criteria set forth herein to determine the proposal most advantageous to the City.

Detailed requirements governing contract administration, performance, scheduling, acceptance, and payment are addressed in **Part C – Special Terms and Conditions, which supplement the City's Part D – General Terms and Conditions.**

2. Purpose

The City of Alexandria, Virginia (the "City") issues this Request for Proposals ("RFP") to solicit proposals through the competitive negotiation process to establish a contract for the provision of transportation services in support of the DOT Paratransit Program and other City programs, as described in this Solicitation.

3. Background

The City of Alexandria, Virginia is an urban community of 15.75 square miles with a population of approximately 155,000. With stable residential neighborhoods, historic districts, and proximity to Washington, D.C., the City continues to attract new residents, tourists, and businesses.

The DOT Paratransit Program began in 1984 as a service to Alexandria residents who were unable to use public transit due to a disability. The program offers trips to residents who are approved through a certification process.

The Call Center and Customer Service vendor (Senior Services of Alexandria) intakes applications and certifies riders for the program. Approved clients receive access to applicable programs included in this RFP. Their information is entered into the DOT Paratransit Program database.

Clients make reservations by calling the DOT Paratransit Program Call Center, staffed by Senior Services of Alexandria. Reservationists are on duty every day (Monday–Friday 8:00 a.m. to 5:00 p.m. and Saturday–Sunday 8:30 a.m. to 4:30 p.m.). The client database and CAD/AVL system are provided through the same platform, supplied by the City. The City currently uses Spare Labs Inc. products and will provide access to the selected vendor(s) at no cost. The vendor is responsible for supplying all hardware necessary to operate and efficiently utilize the Spare Labs Inc. platform. This includes, but is not limited to, Android or iOS tablets and tablet mounts in each vehicle, and desktop or laptop computers with internet access for use with the web-based dispatching and management interfaces.

All vendors will be required to interface with Spare Labs Inc. software, whether through the platform's native programs and applications or via third-party integrations approved by Spare Labs Inc. Spare Labs Inc. currently supports third-party integration with UZURV,



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Lyft, Uber, and other Transportation Network Company (TNC) platforms. If a vendor proposes use of a third-party software program, any associated integration costs shall be borne by the vendor.

The City's Paratransit Program has published policies and procedures that can be found at www.alexandriava.gov/paratransit#PoliciesandProcedures. These policies are most relevant to Service Lines 1 and 2 but are generally applicable to all service lines. Additional policies and internal Standard Operating Procedures (SOPs) are developed and updated on a regular basis.

4. Objectives

The objectives of this RFP include, but are not limited to:

- 4.1. Providing safe, reliable, accessible, and timely transportation services for Americans with Disabilities Act (ADA) paratransit clients, Adult Day Services Center participants, City youth program participants, other City departments and programs, and City personnel during declared emergencies
- 4.2. Achieving operational efficiency and cost-effective service delivery across all awarded service lines
- 4.3. Ensuring compliance with the Americans with Disabilities Act, Federal Transit Administration (FTA) requirements, and all applicable federal, state, and local laws governing accessible transportation
- 4.4. Maintaining on-time performance, data quality, and transparency through integration with City-provided technology platforms
- 4.5. Supporting the City's goals for fleet modernization, sustainability, and progressive electrification

5. Deliverables

Deliverables may include, as applicable:

- 5.1. Monthly performance and safety reports fulfilling FTA National Transit Database (NTD) data collection requirements
- 5.2. Annual NTD data package submitted within thirty (30) calendar days of close of fiscal year
- 5.3. Transition plan submitted within thirty (30) days of contract award
- 5.4. Monthly staffing reports including employee assignments, training completion, and vacancies
- 5.5. Post-emergency reports submitted within seventy-two (72) hours of service completion
- 5.6. Fleet roster submitted annually no later than November 30 of each contract year, including vehicle year, make, model, current mileage, ADA configuration, and drivetrain type
- 5.7. Fleet Modernization Plan detailing hybrid, plug-in hybrid, battery electric, and charging strategy
- 5.8. Ad-hoc data reports provided within five (5) business days of a formal City request



- 5.9. Monthly invoices organized by service line in accordance with invoice requirements
- 5.10. Other items identified by the City

6. Performance Period, Location, and Workdays/Hours

6.1. Period of Performance

The anticipated contract term is one (1) year with options to renew for up to four (4) additional year(s) at the City's discretion. Performance shall commence on approximately December 15, 2026, or as otherwise negotiated and set forth in the contract.

Renewal Options: See Part C – Special Terms and Conditions

6.2. Work Location and Work Days:

6.2.1. Work Location:

Throughout the City of Alexandria and all service zones as defined in this solicitation, including portions of Arlington County, Fairfax County, the City of Falls Church, and Washington, D.C.

6.2.2. Workdays/hours:

Service Line 1 (Paratransit): Monday–Friday 4:30 a.m.–2:00 a.m.; Saturday 5:00 a.m.–2:00 a.m.; Sunday 5:45 a.m.–2:00 a.m.

Service Line 2 (ADSC): Monday–Friday 7:30 a.m.–5:30 p.m.

Service Lines 3 and 4: As scheduled by the City

Service Line 5 (Emergency): 24 hours per day during declared emergencies

7. Offeror Responsibilities

The Offeror shall:

- 7.1. Perform services in accordance with the Contract across all awarded service lines
- 7.2. Provide qualified personnel meeting the minimum qualifications established for all key management, operations, and support positions
- 7.3. Meet all required schedules, on-time performance standards, and service delivery requirements
- 7.4. Maintain fleet, staffing, dispatch, and technology resources sufficient to meet contractual performance standards at all times
- 7.5. Submit complete and accurate invoices, reports, and data in the format and timeframes required by the City

8. Existing Site Conditions / Operational Environment

The DOT Paratransit Program currently operates under an active service contract. Continuity of service for all enrolled clients is essential. The City's current vendor operates Service Lines 1, 2, and 3 and has maintained an on-time performance (OTP) rate of 95% or above for every month in FY 2026, with the last six months of FY 2026 achieving OTP



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of 97% or higher using a 30-minute pickup window. The City is transitioning to a 20-minute pickup window for the new contract term.

The City provides the scheduling, routing, and dispatch platform (Spare Labs Inc.) and will grant the awarded vendor(s) access at no cost. The vendor is responsible for all hardware required to operate the platform. All vendors must interface with Spare Labs Inc. software, whether through its native applications or approved third-party integrations; integration costs are the vendor's responsibility.

The City is in the process of determining whether a City-owned facility can be made available to the vendor for operations. Proposers should indicate any pricing adjustments contingent on a City-provided facility being available at or after contract inception.

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10. Contractor Responsibilities

10.1 Introduction

The purpose of this solicitation is to request proposals from qualified contractors for transportation services in support of the City of Alexandria's Department of Transportation and Environmental Services DOT Paratransit Program and other City programs. This RFP covers the following five service lines, which may be bid separately or in any combination:

SERVICE LINE	DESCRIPTION
Service Line 1	Paratransit Transportation – ADA-Compliant Non-Ambulatory and/or Ambulatory service for certified paratransit clients throughout the City and service area using contractor-supplied vehicles. Approximately 20% of paratransit trips are non-ambulatory and 80% are ambulatory.
Service Line 2	Adult Day Services Center (ADSC) Transportation – Dedicated transportation for participants attending City-operated Adult Day Services Centers, requiring enhanced door-to-door service and specialized care.
Service Line 3	Youth Program Transportation – Seasonal transportation for children and youth participating in City summer programs, requiring School Buses or School Activity Buses.
Service Line 4	Other Departmental and Program Transportation – Year-round group transportation for City departments and programs using ADA-compliant vehicles of approximately 14-passenger capacity.
Service Line 5	Emergency Transportation for City Personnel – On-call transportation for City personnel during declared weather emergencies or other critical events, available 24 hours per day.

NOTE: Contractors may submit proposals on one (1) or more service lines and may propose the use of subcontractors. The City will have, at its sole discretion, the option of awarding a Contract to one (1) or more Contractors. Paratransit Program Software is not included in this solicitation.



The award of a contract shall not be construed as a guarantee of exclusive or sole-source procurement. No vendor is guaranteed any specific volume of trips, whether explicit or implied. The City reserves the right to onboard additional vendors at any point during the contract period.

10.3 Service Line 1: Paratransit Transportation (ADA Non-Ambulatory & Ambulatory)

Proposers may bid on ADA-Compliant Non-Ambulatory service, Ambulatory service, or both. Each service type may be awarded to a different contractor. Multiple vendors may be awarded for either or both service types.

10.3.1 Operating Times

- Regular service hours are as follows:
 - Monday–Friday: 4:30 a.m. – 2:00 a.m.
 - Saturday: 5:00 a.m. – 2:00 a.m.
 - Sunday: 5:45 a.m. – 2:00 a.m.
- Time periods may be adjusted by day or specific area at the City's discretion, in accordance with policy and/or ADA law and regulation.
- A reduced level of service may be provided on City holidays or during emergencies. The City reserves the right to change holidays and service levels without affecting the rate of compensation to be paid to the Contractor.
- The City may expand service hours up to 24 hours per day, 7 days per week during the contract term.

10.3.2 Service Area

- a. Service shall be provided throughout the Cities of Alexandria, Falls Church, and Fairfax; Fairfax and Arlington Counties; and the District of Columbia.
- b. The City may expand service to Prince William County, VA; Prince George's County, MD; and Montgomery County, MD. Proposers shall indicate in their proposals whether this can be accommodated and any additional cost required.

10.3.3 Operating Procedures

- a. The Contractor(s) shall provide all related services including administrative and operations management, driver hiring and training, supervision, on-street operations, vehicle maintenance, and fare collection. Trip assignments will be allocated by the City through its routing and scheduling software, Spare Labs Inc.
- b. Contractor(s) shall coordinate with other awarded vendors as needed. Trips will be assigned by the City to the appropriate vendor to ensure operational efficiency and service quality.
- c. All vehicles, lifts, and securement equipment shall meet federal, state, and local accessibility standards.
- d. Driver Responsibilities at Pick-Up and Drop-Off:
 - Drivers shall leave their seat at every pick-up and drop-off location to assist clients as needed.
 - Pick-Up: Meet the client at the vehicle door or lift/ramp; assist the client into the vehicle; ensure the client is properly seated and secured with a seatbelt.



- Drop-Off: Assist the client out of the vehicle and ensure safe arrival at the designated location.
 - Non-Ambulatory Clients: Properly operate lifts and securement equipment in compliance with all applicable accessibility laws.
 - Door-to-Door Assistance: Available to all eligible riders upon request. If a client requests door-to-door assistance for all future trips, the operator shall inform dispatch to ensure the rider's profile is updated.
 - All assistance shall be provided safely, respectfully, and in accordance with all applicable accessibility and safety standards.
- e. Pick-ups shall occur within a twenty (20) minute window. Drivers shall wait a minimum of five (5) minutes after arrival before reporting a no-show. The operator shall request a no-show cancellation through the City-provided system; the dispatcher shall confirm before the operator continues on route. All no-shows and cancellations shall be documented in the City-provided system.

10.3.4 Fleet and Trip Volume

- a. Trip Volume: Total trip volume across all vendors was about 39,500 in FY 2026. The City anticipates approximately 130-150 trips on weekdays, 50-70 trips on Saturdays, and 45-60 trips on Sundays during normal operations in the first year of the contract.
- b. Fleet Requirements: The Contractor shall maintain a fleet sufficient to support anticipated trip volumes, including ADA-compliant vehicles equipped with lifts/ramps and securement devices.
- c. Trip Scheduling: Standard trips are expected to be scheduled by 7:00 p.m. the day before service. The City is implementing same-day and as-soon-as-available trip requests, initially through the call center and in the future through a mobile app. Riders requesting same-day or ASAP trips will pay a small premium above standard fares.
- d. City-Provided Vehicles: During the contract term, the City may elect to purchase vehicles and make them available for Contractor use. If the Contractor's pricing includes vehicle-related costs, the Contractor shall adjust pricing accordingly.

10.3.5 Customer Feedback and Complaint Management

The City will provide all customer feedback, complaints, and service concerns to the Contractor through designated communication channels. The city utilizes its central 311 call center and ticketing software to track customer feedback. Once a ticket is submitted by a rider, an email with the details is automatically sent to the operations vendor management team.

The vendor is expected to:

- Acknowledge receipt of each complaint within one (1) business day.
- Investigate each complaint and provide written resolution within three (3) business days; urgent safety issues must be addressed within 24 hours.
- Maintain a complaint log with all investigations, resolutions, and corrective actions, available for City review upon request.

10.4 Service Line 2: Adult Day Services Center (ADSC) Transportation

10.4.1 Overview

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The Contractor shall provide transportation for DOT clients attending the City's Adult Day Services Centers (ADSC). Currently three (3) facilities are operated by the City. Transportation may include one or more of these facilities, and the City may expand the scope with prior notice.

Trips will be scheduled through the City's reservation system and routed via the City's optimization software. The Contractor is not responsible for routing or maintaining schedules. This transportation is part of DOT's enhanced door-to-door service, which includes caregiver handoff assistance.

10.4.2 Service Hours

- ADSC centers operate Monday through Friday from 7:30 a.m. – 5:30 p.m.
- Morning trips are scheduled between 7:30 – 10:30 a.m.; afternoon trips between 3:00 – 4:30 p.m.
- Trips are typically scheduled on Friday of the prior week for the following week, with occasional same-day adjustments communicated via updates to the Spare Labs Inc. platform.

10.4.3 Participants

- ADSC participants are primarily older adults with a predominant diagnosis of dementia and may have other medical conditions including diabetes, hypertension, arthritis, Parkinson's disease, and cardiovascular conditions.
- Participants often require physical assistance, supervision, and support with mobility and daily activities.
- Daily attendance may average 15 participants, with the possibility of providing transportation for up to the full licensed capacity of the facility of 25 participants.

10.4.4 Vehicle and Trip Requirements

- Wheelchair-accessible vehicles shall be used as needed.
- Service is designed to operate with no more than four (4) participants per vehicle at one time, ensuring ride times generally do not exceed one (1) hour. The Contractor must maintain safety and care standards if additional passengers are accommodated.
- Vehicles may transport multiple participants picked up at a single location and dropped off at different locations, or picked up from different locations and dropped off at a single facility, as assigned by DOT.

10.4.5 Vehicle Attendant

The City may require or the Contractor may propose a vehicle attendant for ADSC trips. When a vehicle attendant is deployed:

- The attendant shall be a qualified Contractor-supplied staff member, separate from the driver.
- The attendant shall assist with boarding, alighting, securement, supervision during transport, and caregiver handoffs.
- The attendant shall have completed ADSC-required training (see 10.4.9).
- Pricing with and without a vehicle attendant shall be submitted separately in Section E.9.8.

10.4.6 Enhanced Door-to-Door Service

The Contractor shall provide enhanced door-to-door service for all ADSC participants, including:

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- Meeting participants at the first exterior door of their residence or building.
- Assisting participants to the vehicle and securing wheelchairs, seat belts, and other mobility equipment.
- Escorting participants from the vehicle to the first exterior door of the ADSC facility or to a designated caregiver.
- Providing physical assistance including pushing wheelchairs, assisting with stairs, and supporting boarding or alighting.
- Completing required caregiver handoffs. Participants must never be left unattended.

10.4.7 Pick-Up and Drop-Off Procedures

At Participant Homes:

- Knock and announce arrival for DOT transportation.
- Confirm participant identity.
- Escort participants safely to the vehicle; provide all required physical assistance.
- Complete caregiver handoff if specified in the participant's profile.

At ADSC Facility:

- Drop off participants only at the designated entrance adjacent to the parking lot.
- Ensure a facility staff member is present to receive each participant.
- Provide physical assistance from vehicle to entrance as needed.

Return Trips:

- Receive participants from facility staff.
- Assist with boarding and transport back to home; ensure caregiver handoff where required.

10.4.8 – 10.4.12 Additional ADSC Requirements

- 10.4.8 Supervision: Participants shall be supervised at all times and must never be left unattended on vehicles. ADSC staff may ride along with prior notice.
- 10.4.9 Training and Orientation: All drivers and attendants must complete annual training approved by ADSC and DOT, including communication and assistance for persons with dementia. New drivers shall receive a 30-minute orientation with ADSC staff before initially providing service. The City may waive training requirements at its discretion.
- 10.4.10 Payment and Fare Policy: ADSC transportation is fare-free. Contractors shall not collect fares, tips, or donations from participants.
- 10.4.11 Communication and Coordination: The Contractor shall provide a point of contact available during ADSC operating hours for operational coordination, and communicate directly with ADSC staff regarding participant needs, behavior issues, and handoff concerns.
- 10.4.12 Confidentiality: All participant information is confidential and shall be used solely for scheduling, transportation delivery, and operational coordination.

10.5 Service Line 3: Youth Program Transportation

The City also desires hiring a Contractor to provide seasonal transportation services in support of programs administered by the City's Department of Recreation, Parks, and Cultural Activities (RPCA). These services support City youth programming and may include transportation of



children and youth to and from program sites, recreational activities, educational destinations, and field trips within the City, the surrounding region, and the broader Mid-Atlantic area.

10.5.1 General Service Requirements

The Contractor shall provide safe, reliable, and efficient transportation for children and youth in City programs. Services may include, but are not limited to:

- a. Transportation between City-operated or City-supported summer camp and program locations;
- b. Transportation to and from parks, pools, libraries, cultural facilities, schools, and other City or community destinations;
- c. Transportation for scheduled recreational and educational trips within the City and surrounding jurisdictions; and
- d. Transportation for longer-distance day trips to destinations within the Mid-Atlantic region, including amusement parks, cultural attractions, and similar venues.

10.5.2 Vehicle Requirements

- The City requires that children and youth be transported in School Buses or School Activity Buses capable of accommodating at least two (2) wheelchairs.
- Smaller vehicles (under 10 seats) may be used only when approved by the City for lower passenger volumes or specific operational needs.
- When required by vehicle type, capacity, or applicable law, the Contractor shall provide properly licensed CDL drivers.
- All vehicles shall be safe, clean, properly maintained, and compliant with all applicable federal, state, and local requirements.

10.5.3 Routing and Dispatching Software

All Summer Youth Program trips shall be scheduled, routed, and dispatched exclusively through the City-provided routing and dispatching software. Alternative routing or dispatch systems are not permitted without prior written approval from the City.

10.5.4 Service Capacity

The City anticipates up to three (3) concurrent trips in operation at any one time during the summer season. The Contractor shall demonstrate sufficient fleet capacity, staffing, and dispatch capability to accommodate up to three (3) simultaneous trips without negatively impacting core paratransit services.

10.5.5 City-Provided Vehicles

During the contract term, the City may elect to purchase vehicles and make them available for Contractor use. If the Contractor's pricing includes vehicle-related costs, the Contractor shall adjust pricing accordingly.

10.5.6 Driver Qualifications and Safety

- Drivers shall possess all licenses, endorsements, certifications, and qualifications required by applicable law and vehicle type.
- All drivers and personnel shall be trained in passenger safety, defensive driving, emergency procedures, customer service, and the transportation of children and youth.
- Drivers assigned to accessible trips shall be trained in the safe operation of accessible vehicles and securement equipment.



- The Contractor shall immediately report to the City any incident, accident, injury, service disruption, or safety concern.
- The City reserves the right to expand, reduce, revise, or discontinue youth transportation services based on operational experience, program demand, available funding, or other City needs.

10.6 Service Line 4: Other Departmental and Program Transportation

In addition to Youth Program Transportation, the City may desire to hire a Contractor to provide transportation for other City departments and programs throughout the year, including mentorship programs, educational and recreational field trips, and other group transportation needs.

10.6.1 General Service Requirements

- a. Transportation to and from City program locations, partner sites, and community facilities;
- b. Transportation for scheduled educational, recreational, or cultural activities within the City and surrounding jurisdictions; and
- c. Transportation for day trips or regional excursions when requested by the City.

10.6.2 Vehicle Requirements

Most trips will be accommodated using ADA-compliant vehicles with seating capacity of approximately fourteen (14) passengers. Larger vehicles may be requested with advance notice. All vehicles shall be safe, clean, properly maintained, and compliant with applicable requirements.

10.6.3 Operational Requirements

- **City-Provided Vehicles:** The City may elect to purchase vehicles for Contractor use; the Contractor shall adjust pricing accordingly.
- **Routing and Dispatching Software:** All trips shall be scheduled, routed, and dispatched exclusively through the City-provided routing and dispatching software.
- **Driver Qualifications:** All personnel shall hold all required licenses and certifications for the vehicle type assigned.
- **Service Coordination:** The Contractor shall coordinate with City departments regarding trip requests, schedules, passenger counts, accessibility needs, and any special service requirements.

10.7 Service Line 5: Emergency Transportation for City Personnel

10.7.1 Service Overview

The Contractor shall provide emergency transportation for City personnel during weather emergencies or other critical events requiring immediate personnel deployment. This service may be requested 24 hours per day during declared emergencies. The Contractor must maintain sufficient staffing and vehicle resources to respond on short notice.

10.7.2 Notice and Response Requirements

- The City may provide as little as 24 hours' notice for the need to deploy emergency transportation services.
- The Contractor shall mobilize personnel and vehicles promptly to meet the City's operational needs.



- Drivers shall report to the City's Emergency Management Center or other designated location for instructions and dispatching.
- City employees will provide dispatching services using City-provided software; the Contractor's staff shall follow all dispatch instructions.

10.7.3 Operating Standards

- All vehicles shall meet the accessibility and safety requirements consistent with Section 10.10.5.
- Drivers must be trained in hazardous road condition operating procedures and be familiar with City locations, road conditions, and emergency protocols.
- The Contractor shall provide real-time communication updates to City staff regarding vehicle location, estimated arrival, and any service disruptions through City-provided software and radio communication.

10.7.4 Capacity and City-Provided Vehicles

- Based on previous experience, the City expects the need for up to four (4) operators and vehicles for this service.
- The City reserves the right to request expanded services including additional vehicles, extended hours, or alternative routes.
- City-Provided Vehicles: The City may elect to purchase vehicles for Contractor use; the Contractor shall adjust pricing accordingly.

10.7.5 Documentation and Reporting

- The Contractor shall maintain detailed records of all emergency trips including personnel transported and pick-up/drop-off times, recorded in the City-provided software.
- Post-emergency reports must be submitted to the City within 72 hours of service completion.

10.8 General Requirements – Required Personnel

The following personnel requirements apply to all Contractors awarded a contract under this RFP. Requirements shall be scaled to the scope of service lines awarded. Contractors awarded only Service Lines 3, 4, or 5 may propose an alternate staffing structure subject to City approval.

10.8.1 Key Management Positions

The Contractor shall provide qualified personnel for the following management roles. Each position must be filled by a different individual, except that the Customer Service & Quality Assurance Manager (CS&QA) may be assigned to one of the other management positions. Each of the GM, OM, and SM must dedicate at least 40% of a full-time position to this contract.

The City reserves the right to approve or reject any individual proposed for a Key Management Position prior to hire or assignment to this contract. The Contractor shall submit the proposed candidate's resume, relevant qualifications, and a brief written justification to the City's Contract Administrator no fewer than fifteen (15) days prior to the proposed start date. The City shall provide written notice of approval or rejection within ten (10) days of receipt. If the City rejects a proposed candidate, the Contractor shall propose an alternate candidate within fifteen (15) days of receiving notice of rejection. The City's approval shall not be unreasonably withheld.

In the event of a vacancy in any Key Management Position, the Contractor shall notify the City within three (3) business days and shall fill the vacancy with a City-approved candidate within



thirty (30) days. Interim coverage arrangements during the vacancy period shall be submitted to the City for acknowledgment within five (5) business days of the vacancy occurring.

POSITION	MINIMUM QUALIFICATIONS	RESPONSIBILITIES	MIN. DEDICATION
General Manager (GM)	Bachelor's degree in transportation, public administration, or related field or equivalent experience; 5+ years supervisory experience in transit or paratransit operations	Overall responsibility for all program operations, staffing, budgeting, and compliance; primary City point of contact	40% FTE
Operations Manager (OM)	Bachelor's degree or equivalent experience; 3+ years supervisory experience in transit or paratransit operations	Oversees daily operations, scheduling, dispatch, and fleet readiness; ensures service standards and performance targets are met	40% FTE
Safety Manager (SM)	3+ years of experience in occupational, transportation, or fleet safety; familiarity with FTA safety requirements and OSHA standards preferred.	Develops and enforces safety policies, conducts inspections, monitors incidents, trains staff, ensures regulatory compliance	40% FTE
Customer Service & Quality Assurance Manager (CS&QA)	One of the above managers may be designated	Oversees customer service, complaints, and quality assurance; monitors performance metrics and ensures compliance with service standards	May be combined with one other role

10.8.2 Operations and Support Personnel

POSITION	MINIMUM QUALIFICATIONS	RESPONSIBILITIES
Dispatchers	Experience in paratransit or transit dispatch preferred	Manage trip assignments, handle real-time service changes, communicate with drivers and supervisors, maintain dispatch records
Drivers	Valid CDL if required; clean driving record; completion of ADA and defensive driving training	Safely operate vehicles, assist passengers, report incidents and accidents
Extra Board Drivers	Valid CDL if required; clean driving record; completion of ADA and defensive driving training	Safely operate vehicles, assist passengers, report incidents and accidents



ADSC Vehicle Attendant (Service Line 2 only)	Completion of ADSC-required dementia care and passenger assistance training	Assist participants with boarding, alighting, securement, supervision, and caregiver handoffs during ADSC trips
Utility Worker / Maintainer	Experience in vehicle or facility maintenance preferred	Ensures all vehicles are fueled and ready for service; performs interior inspections, light maintenance, and cleaning. May be combined with Extra Board.

10.8.3 Extra Board Coverage

- Contractor shall maintain an Extra Board shift Monday–Saturday for morning pull-outs and to cover call-outs.
- This role may be combined with the Utility worker or dispatcher position at the Contractor's discretion, provided all responsibilities of both roles are fulfilled.
- Responsibilities: filling in for absent drivers; assisting with vehicle pull-out and readiness; supporting dispatch and operations as needed.

10.8.4 Staffing, Reporting, and Training

- All personnel must complete required background checks, drug and alcohol testing, and City-required certifications prior to service.
- Contractor shall provide monthly staffing reports including employee assignments, training completion, and vacancies.
- All personnel must receive ongoing annual training in: ADA compliance and passenger assistance; defensive driving and vehicle safety; customer service and complaint handling; emergency procedures and reporting. Training curricula shall be provided to the City for review and approval.

10.9 General Requirements – Personnel Uniform Requirements

All contractor personnel providing services under this contract, including drivers, dispatchers, ADSC attendants, and supervisors who interact with the public or are present at service locations, shall wear a consistent and professional uniform.

10.9.1 General Uniform Principles

- All uniform components shall be clean, pressed, and in good repair at all times.
- Uniforms shall be free from excessive wrinkles, stains, tears, or fading.
- Personnel shall maintain a neat and well-groomed appearance while in uniform.

10.9.2 Required Uniform Articles

- Shirts: Long-sleeve or short-sleeve collared, button-down shirts. Color: Light Blue (sky blue or light powder blue). The contractor's approved company logo or a designated DOT Paratransit service emblem (if provided by DOT) shall be neatly embroidered or affixed to the right shoulder.
- Bottoms: Professional-grade trousers, slacks, skirts, or uniform-style shorts that are knee-length or longer. Color: Dark Navy Blue or Black. Jeans, cargo pants/shorts/skirts, athletic wear, and casual shorts are strictly prohibited.



- Vests (Optional but encouraged): Professional-grade vests. Color: Dark Navy Blue or Black. Company logo or a designated DOT Paratransit service emblem shall be embroidered or affixed to the left chest area.
- Ties (Optional): Standard necktie, bowtie, or cross-style bowtie. Color: Dark Navy Blue, Black, or approved DOT Golden Yellow. *Note: Golden Yellow ties must be worn in conjunction with an approved vest, blazer, or outerwear jacket.*
- Belts: Plain, professional leather or synthetic belt. Color: Black or Dark Brown.
- Footwear: Closed-toe, professional shoes with non-slip soles. Color: Black or Dark Brown. Athletic shoes, sandals, and open-toed shoes are prohibited.
- Headwear (Optional): Approved uniform-style baseball caps or cold-weather knit beanies. Color: Dark Navy Blue or Black. The approved company logo or DOT Paratransit emblem shall be neatly embroidered to the front center of the headwear. Baseball caps must be worn facing forward at all times. Casual fashion hats, straw hats, visors, and non-regulated logos are strictly prohibited. Religious headwear is permitted and should align with uniform colors where practical.
- Outerwear: Professional-grade jackets or coats. Color: Dark Navy Blue or Black. Company logo or a designated DOT Paratransit service emblem shall be clearly visible on outerwear.

10.9.3 Identification and Contractor Responsibilities

- All personnel shall prominently display a valid, DOT-approved identification badge at all times while on duty.
- The Contractor is responsible for the procurement, issuance, and maintenance of all required uniform articles. Non-compliance may result in penalties as outlined in Section C.7.

10.10 General Requirements – Performance Standards

10.10.1 On-Time Performance (OTP)

Pickup Window:

The Contractor shall operate within a 20 minute pickup window. A trip is considered on-time when the vehicle arrives no earlier than the scheduled pickup time and no later than 20 minutes after the scheduled pickup time. Early arrivals are considered on-time as long as the vehicle waits for the full five (5)-minute no-show window after the scheduled pickup time.

Minimum OTP Requirement:

The Contractor shall maintain a minimum monthly On-Time Performance (OTP) of 93%. OTP shall be calculated using the following methodology:

OTP Formula: $(\text{Total Exactly On-Time, Non-Cancelled Trips} \div (\text{Total Completed Trips} + \text{Total Cancelled-Late Trips})) \times 100$

Where:

- Total Exactly On-Time, Non-Cancelled Trips includes all trips where the relevant lateness is exactly 0 seconds and the trip status is not "cancelled".
- Total Cancelled-Late Trips includes cancelled trips where the vehicle was already running behind schedule (lateness greater than 0 seconds) at the time of cancellation.



Trips delayed due to documented Force Majeure events may be excluded from both the numerator and denominator at the City's discretion.

Corrective Action Thresholds:

- Below 90% for one month → Written corrective action plan required
- Below 90% for two consecutive months → Financial deduction
- Below 85% for any month → Immediate performance review

10.10.2 No-Show Wait Time Standard

- Required Wait Time: Drivers shall wait a minimum of five (5) minutes after arrival within the pickup window before designating a passenger as a no-show.
- Arrival Documentation: The Contractor must capture GPS-based arrival timestamps, notify the rider of vehicle arrival, and document departure time. No-show designation shall not apply when the vehicle arrives after the 20-minute window or when the Contractor failed to follow notification procedures.

10.10.3 Ride Time Standard

Passenger ride time shall not exceed the comparable fixed-route equivalent travel time for the origin-destination pair within the designated fare-free zone. For trips originating in or terminating across the paid-fare zones (including travel spanning Fairfax County and Washington, D.C.), travel times shall be managed to minimize excessive durations and shall under no circumstances exceed a maximum hard ceiling of three (3) hours (180 minutes). Any trip exceeding this 3-hour limit must be documented and justified by the Contractor as a ride-time exception due to verifiable traffic anomalies, construction, or force majeure.

10.10.4 Reporting Requirements

Monthly Reporting Requirements

The Contractor shall submit comprehensive monthly performance and safety reports to the City within ten (10) business days following the end of each calendar month. These reports must fulfill all Federal Transit Administration (FTA) monthly National Transit Database (NTD) data collection requirements and shall include:

- Safety and Security Events: Detailed reporting of all incidents meeting FTA thresholds, including collisions, vehicle evacuations, transit-related fatalities, or injuries requiring immediate medical attention away from the scene.
- Unlinked Passenger Trips (UPT): Total actual monthly passenger boardings across all paratransit service lines.
- Vehicle Revenue Hours (VRH): Total monthly hours vehicles are actively engaged in passenger service (excluding deadhead).
- Vehicle Revenue Miles (VRM): Total monthly miles vehicles are actively engaged in passenger service (excluding deadhead).

Annual NTD Reporting Requirements

The Contractor shall compile and submit an extensive annual data package to support the City's full annual NTD submission. This report must be delivered within thirty (30) calendar days of the close of the fiscal year and shall include, but not be limited to:



- **Total Actual Operating Statistics:** Consolidated annual totals for actual vehicle miles, actual vehicle hours, vehicle revenue miles, vehicle revenue hours, and unlinked passenger trips.
- **Fleet Asset Inventory & Condition:** An updated roster of all dedicated vehicles detailing make, model, year of manufacture, fuel type, current mileage, active/spare status, and overall mechanical condition.
- **Financial Data:** Fully audited annual operating expenses broken down by specific service lines and vehicle types.
- **Safety Summary:** A year-end reconciliation of all safety, security, and liability incidents reported throughout the fiscal year.

Quarterly Performance Review Meetings

The Contractor's executive leadership and project management teams shall participate in formal quarterly performance review meetings with City staff.

- **Presentation Requirement:** The Contractor shall prepare and deliver a formal presentation detailing system performance, operational trends, and service reliability.
- **Key Focus Areas:** The presentation must highlight On-Time Performance (OTP) trends, ride-time standard compliance, maintenance/fleet reliability statistics, customer complaint resolutions, and safety metrics.
- **Action Plans:** For any metric falling below the required contractual baselines during the quarter, the Contractor must present a formal corrective action plan during this meeting.

Special Agency and Supplemental Reporting

The Contractor shall accommodate supplemental reporting requests required by participating human service agencies, funding partners, or designated City departments.

Department of Community and Human Services (DCHS) / Specialized Trips: For any trips coordinated or subsidized via DCHS or other specific service lines, the Contractor shall provide specialized monthly reports tracking dedicated rider rosters, specialized billing/funding codes, specific origin-destination patterns, and any unique client-care notes required by the tracking agency.

Ad-Hoc Data Requests: The Contractor shall maintain raw trip-level data and provide custom, ad-hoc reports within five (5) business days of a formal request by the City to support audits, public inquiries, or regional planning efforts.

10.10.5 Fleet Requirements (Dedicated Fleet)

- The Contractor shall maintain a fleet of sufficient size to meet all service delivery requirements, on-time performance (OTP) standards, and scheduled vehicle availability targets established under this contract. The City anticipates a fleet of approximately 13–15 vehicles based on current service levels; however, the Contractor bears sole responsibility for determining and maintaining the fleet size necessary to meet performance standards at



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all times. Fleet size shall be adjusted as service levels change, at no additional cost to the City when adjustments are within the scope of awarded service lines.

- A sufficient number of vehicles shall be ADA-accessible, as determined by the City based on demand across all awarded service lines. ADA-accessible vehicles shall be equipped with wheelchair lifts or ramps and passenger securement systems in compliance with 49 CFR Part 37 and the Americans with Disabilities Act.
- All vehicles designed or equipped to transport passengers who use wheelchairs shall be configured with side-entry wheelchair access only. Rear-entry ramps and rear-entry wheelchair lifts are prohibited. The Contractor shall not deploy any rear-entry configured vehicle for passenger service under this contract, regardless of ADA certification status.
- The Contractor shall maintain a minimum of two (2) AWD or 4WD vehicles available for deployment at all times. These vehicles shall be available for immediate dispatch during adverse weather conditions or as directed by the City.
- Fleet Age and Mileage Standards:
At Contract Inception:

Metric	Standard
Maximum individual vehicle age	5 model years
Maximum average fleet age	4 years
Maximum individual vehicle Mileage	100,000 miles
Maximum average fleet mileage	60,000 miles

Annual Review Standards:

Metric	Standard
Maximum individual vehicle age	7 model years
Maximum average fleet age	5 years
Maximum individual vehicle Mileage	150,000 miles
Maximum average fleet mileage	100,000 miles

The City may, at its sole discretion, grant a waiver for individual vehicles that do not meet the maximum age or mileage standards set forth above. Waiver requests shall be submitted in writing by the Contractor no fewer than thirty (30) days prior to contract inception or the applicable annual review date. Each request shall include the vehicle's current mileage, maintenance history, most recent inspection record, and a written justification. Waivers are non-transferable, limited to the vehicle identified in the request, and subject to revocation by the City upon a finding of deteriorating vehicle condition or service performance. Approval of a waiver in one review period does not guarantee approval in subsequent periods.

- The City shall conduct an annual fleet review no later than November 30 of each contract year. The Contractor shall submit a current fleet roster including vehicle year, make, model,



current mileage, ADA configuration, and drivetrain type. Any vehicle found to be out of compliance at the time of annual review shall be removed from service and replaced within thirty (30) days. Failure to remedy non-compliance within the prescribed period shall constitute a material breach.

10.10.6 TNC Platform Fleet Requirements (Non-Dedicated Fleet)

- **Platform Capacity and Availability:** The Contractor shall ensure that its digital platform maintains a sufficient network density of active, vetted drivers to consistently meet all service delivery requirements, on-time performance (OTP) standards, and wait-time targets established under this contract. The Contractor bears sole responsibility for utilizing dynamic routing, driver incentives, or onboarding strategies necessary to maintain adequate vehicle supply across all awarded service zones at all times.
- **ADA Accessibility and Equivalency:** The Contractor shall provide ADA-accessible service via the TNC platform that ensures equivalent service times, geographic coverage, and pricing as standard TNC trips. All TNC vehicles dispatched for wheelchair-accessible vehicle (WAV) trips shall be equipped with passenger securement systems in compliance with 49 CFR Part 37 and the Americans with Disabilities Act.
- **Wheelchair Access Configuration:** In alignment with City safety and curbside loading standards, all WAVs deployed via the TNC platform under this contract shall be configured with side-entry wheelchair access only. Rear-entry ramps and rear-entry wheelchair lifts are strictly prohibited for service delivery under this contract. The Contractor's platform must programmatically restrict or filter out rear-entry vehicles from receiving ride dispatches for this program.
- **Adverse Weather Capability (AWD/4WD):** The Contractor's platform must feature the capability to filter, prioritize, or exclusively dispatch vehicles equipped with All-Wheel Drive (AWD) or Four-Wheel Drive (4WD) during adverse weather conditions or as directed by the City. The Contractor shall ensure that a sufficient number of AWD/4WD drivers are incentivized to remain active on the platform during emergency or severe weather activations.
- **TNC Vehicle Age and Mileage Standards:**
 - To ensure passenger safety, vehicle reliability, and environmental sustainability, all TNC platform vehicles accepting trips under this contract shall adhere to the following strict thresholds:

Metric	Standard
Maximum individual vehicle age	7 model years
Maximum individual vehicle Mileage	120,000 miles

- **Platform Enforcement:** The Contractor must utilize automated digital geofencing or account filters to ensure that no vehicle exceeding these maximum thresholds is permitted to accept trips funded or subsidized under this contract. No average fleet metrics shall apply due to the non-dedicated nature of the platform.



- **Waiver Process for Specialized TNC Vehicles:** The City may, at its sole discretion, grant a waiver for individual highly specialized or high-capacity TNC vehicles (e.g., specialized WAVs) that do not meet the standard age or mileage requirements. The Contractor must submit a digital waiver request including vehicle details, registration, and proof of a passed commercial/TNC vehicle inspection conducted within the last ninety (90) days.
- **Continuous Compliance and Auditing:** In lieu of a physical annual review, the Contractor shall provide the City with an automated or downloadable monthly report detailing the vehicle year, make, model, mileage (at last inspection), and drivetrain type for every unique vehicle that performed at least one trip under this contract during the preceding month.
- **Remediation of Non-Compliance:** If the City discovers through data auditing, passenger complaints, or field inspections that a non-compliant vehicle (e.g., a rear-entry WAV or an over-age vehicle) was deployed for a contract trip, the Contractor shall immediately block that vehicle from the contract dispatch filter. Repeated failure to digitally restrict non-compliant vehicles from this program shall constitute a material breach of contract.

10.10.7 Fleet Modernization and Sustainability

The City seeks progressive electrification of the fleet. The Contractor shall submit a Fleet Modernization Plan detailing hybrid adoption strategy, plug-in hybrid strategy, battery electric vehicle feasibility, and charging strategy.

10.10.8 Fleet Livery and Vehicle Branding (Dedicated Fleet)

All vehicles designated as part of the Contractor's dedicated paratransit fleet (including dedicated vans, specialized accessible vehicles, or dedicated taxis) must feature uniform City-approved branding.

- **Full/Partial Livery Wraps:** All dedicated vehicles shall be wrapped or decaled with a high-quality, professional livery designed and approved by the City. The livery will prominently feature the City's DOT Paratransit logos, service names, and contact information to ensure high public visibility and official recognition.
- **Contractor Responsibility:** The Contractor shall be responsible for the professional installation, maintenance, and cleanliness of the vehicle wraps. Any peeling, faded, or damaged wraps must be repaired or replaced by the Contractor within fifteen (15) calendar days of identification or notification by the City.
- **Removal of Livery:** Upon decommissioning a vehicle from the dedicated transit fleet or upon contract termination, the Contractor shall completely remove all City-branded wraps and decals before the vehicle is sold, repurposed, or used for non-City services.

10.10.9 Transportation Network Company (TNC) Branding and Decals

For non-dedicated vehicles provided through Transportation Network Companies (TNCs) or micro-transit subcontractors (e.g., UZURV), specialized branding rules apply to ensure passengers can safely identify their official DOT Paratransit ride while accommodating the flexible nature of on-demand fleets.

- **Mandatory Window Decals:** All TNC and non-dedicated vehicles operating a trip under this contract must prominently display a highly visible, City-approved DOT Paratransit service decal.



- **Decal Specifications:** The passenger-side front windshield or side window decal must be physical or magnetic, measuring **no smaller than six (6) inches by ten (10) inches (6" x 10")**. The design must be easily legible from the curbside to assist elderly passengers and passengers with visual impairments.
- **Co-Branding and Existing Decals:** TNC drivers **are not required to remove existing commercial ride-share decals** (such as Uber, Lyft, or traditional taxi markings) from their vehicles when operating a ride for DOT Paratransit. The City's 6" x 10" DOT Paratransit decal may be displayed concurrently with these commercial trade dresses, provided the DOT decal remains completely unobstructed.

10.10.10 Fleet Purchase Option at Contract Termination

The City shall retain an exclusive option to purchase any or all vehicles within the Contractor's dedicated paratransit fleet upon the expiration, termination, or non-renewal of this contract.

- **Notice of Intent:** The City shall provide the Contractor with written notice of its intent to exercise this purchase option no fewer than ninety (90) calendar days prior to the contract end date, specifying the individual vehicles it wishes to acquire.
- **Valuation and Purchase Price:** The purchase price for any selected vehicle shall be determined based on the fair market value (FMV) at the time of contract termination, taking into account the vehicle's age, mileage, and mechanical condition. If the City and the Contractor cannot agree on the FMV, an independent, certified automotive appraiser mutually agreed upon by both parties shall determine the binding value.
- **Maintenance and Records Transfer:** Upon exercising this option, the Contractor shall deliver the vehicles in good operating condition, clear of all liens and encumbrances. The Contractor shall also transfer complete, unedited maintenance histories, inspection records, and official titles to the City at the time of asset transfer.
- **De-Branding Exception:** If the City purchases vehicles from the dedicated fleet, the Contractor is relieved of the asset de-branding requirements outlined in Section 10.10.8 for those specific vehicles, unless requested otherwise by the City.