HILLSBOROUGH TRANSIT AUTHORITY (HART)
TAMPA, FLORIDA
EXHIBIT H
STATEMENT OF WORK

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1. **Scope**

(a) HART is seeking proposals from qualified transportation companies in Hillsborough County to become contracted trip providers for the HART First and Last Mile Transportation Solicitation Pilot Project.

(b) The Hillsborough Transit Authority (HART) is a regional transportation authority and special tax district charged with planning, financing, constructing and operating public transit facilities and service within Hillsborough County. HART provides scheduled local and express bus services to the cities of Tampa, Temple Terrace, parts of unincorporated Hillsborough County and connections to Pinellas County. There are more than 3,200 bus stops, of which more than 700 of them are sheltered locations. HART has approximately 700 employees and a fleet of 211 buses and 56 vans and 61 staff and support vehicles. HART operates the TECO line Streetcar System for the Tampa Historic Streetcar Inc. The fleet consists of 11 streetcars, 10 owned by HART and one provided under an operations agreement with the City of Tampa and Ybor City Street Railway Society Inc.

(c) The Authority is investigating a pilot program with transportation network companies to offer a dynamic ridesharing-style service as a complement to existing transit service.

(d) The purpose of this pilot program agreement is to solicit demonstrations of First and Last Mile Solutions that connect residents to a designated shelter stop or transportation center, while creating a positive experience for patrons via use of the latest technology. The pilot program may be deployed in one area of Hillsborough County before expanding to others in order to ensure a more successful approach.

(e) This is a pilot program, and the services provided within it will be operational for 12 months, with an option for HART to renew an additional 12 months. Over the course of the pilot, the program will be evaluated for quality, the ability to meet the needs of HART and the customer, and the ability to be sustainable in the future. HART looks forward to feedback from both HART customers and service providers to better shape the program going forward.

(f) During the First and Last Mile Solutions pilot program, Contractors will have access to a reservation call center and a smartphone application for customers to allow real-time ridesharing matching and rider incentives. The shared transportation provider should promote multimodal transportation options in the community and enhance HART fixed route services by extending into areas of the county that currently do not have mass public transportation. Public outreach and advertising should be a part of the service implementation plan. This service will act as part of the public transit network. The application shall be hosted and maintained by the provider. This service allows our customers currently not within walking distance of our service area, the option to connect to our established bus system utilizing the contracted trip provider.

(g) HART customers will be required to pay $3.00 for the premium service. HART will reimburse the Contractors the remaining cost for the trip at the agreed upon fee schedule of this contract.

(h) The customer will book their trip directly with the Contractors either through a phone application or direct dialing to a call center at a phone number made available by the Contractors. At the time of trip booking, the Contractors must identify
whether a customer will require a specialized vehicle or assistance. The Contractors must provide ADA compliant service and be able to verify the availability of wheelchair accessible equipment for the purpose of bidding on this contract. If the Contractor chooses to utilize sub-contractors for the wheelchair accessible service, they must be pre-approved by HART.

2. Definitions/Abbreviations

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<thead>
<tr>
<th>ABBREVIATION</th>
<th>DEFINITION</th>
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<tbody>
<tr>
<td>HART</td>
<td>Hillsborough Transit Authority</td>
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<tr>
<td>FTA</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>FAC</td>
<td>Florida Administrative Code</td>
</tr>
<tr>
<td>ADA</td>
<td>Americans with Disability Act</td>
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3. Services Sought

(a) Reservation booking for transportation service via phone or cell phone application.

(b) Transportation for HART customers within three service area map zones (see Exhibit H – Attachment 1).

(c) Documentation of trip and fare information including customer name, customer phone number, trip origin, trip destination, date and time.

4. Provider Requirements

(a) HART shall require the following from all Contractors responding to this RFP:

(b) The Contractors must comply with all applicable rules and regulations or other applicable Federal or State laws, rules or regulations. These include:

   (1) Rule Chapter 14-90 Florida Administrative Code (F.A.C.)

   (2) All applicable Federal Transit Administration (FTA) regulations, policies, procedures and directives including those in the FTA Master Agreement between HART and FTA.

   (3) Federal law in the Americans with Disabilities Act (ADA) of 1990 and all further amendments and directives.

(c) Prior to and over the course of the contract, HART or a designated agent shall periodically audit provider records to verify requirements are met.

(d) Proposer shall submit a Work Plan that details how they intend to meet the following requirements.

5. Service Area

(a) The three proposed project areas will consist of a three-mile radius in the Brandon, University, and Northdale areas (See Exhibit H – Attachment 1). The contract provider will provide transportation services to and from a designated bus stop or transit center location. Transportation will only be provided to and from the designated HART bus stop or transit center within the three-mile radius zone. No trips will exceed three miles at any time.

(b) HART may be open to alternate service areas that may be suggested by the contracted vendor, provided documentation is provided to support their alternate service area suggestion. During the pilot program, HART shall have at its sole discretion the right to change the designated service area to any 3-mile radius in the HART service area and the contractors’ proposed rates will apply. (Example – New area that may be proposed South Tampa or New Tampa).

6. Provider Fleet

(a) The proposer shall submit a fleet inventory that will be made available to perform trips as described in this Statement of Work. At a minimum this will include:

   (1) Vehicle make, model and year
(2) Number of wheelchair accessible positions in each vehicle

(3) Total number of accessible vans available and as a percentage of fleet

(b) The Contractors is required to ensure that all vehicles used in the program are properly maintained and serviced. Proper maintenance and service shall be the minimum requirements recommended by the manufacturer of each vehicle for the make, model and year.

(c) Over the course of this agreement, HART has the right to require the Contractors to provide sufficient documentation and records of proper maintenance and service.

7. Training

(a) The proposer shall provide documentation for how drivers are trained for the following:

(1) Passenger Sensitivity

(2) Defensive Driving

(3) Passenger Assistance

8. Reservations

(a) The Contractors shall receive reservations directly from the customer via phone or a cell phone application provided by the Contractors, at least 30 minutes prior to desired pick-up time. The trip should be performed no earlier than 30 minutes before the scheduled pick-up time only if the Contractors and the customer have negotiated a pick-up time earlier than the original requested time. The trip should be performed no later than 10 minutes after the scheduled pick-up time.

9. Trip Information

(a) Contractors that participate in the program must be required to provide the trip information. All of the information detailed in Exhibit D, Paragraph 5, must be completed in order to receive reimbursement for the value of the trip.

10. Late Trips

(a) After a reservation for a trip is accepted, all efforts must be made to provide the trip within the pick-up window of 30 minutes. The trip should be performed no earlier than 30 minutes before the scheduled pick time, and no later than 10 minutes after the scheduled pick-up time. A late trip is defined as a trip taken outside the pick-up window. If a trip is going to be or, in fact becomes late, the dispatcher must notify the customer of the delay. Should the Contractors arrive outside of the pick-up window, the customer is under no obligation to utilize the Contractor's service and there will be no payment due unless the customer agrees to accept the late trip. These events must be documented by the Contractors and included in the monthly data reports that accompany invoicing.

11. Missed Trips

(a) Missed trips are those mutually agreed upon, reserved, but not provided. Should a trip be missed, a backup vehicle must be provided to perform the trip. Missed trips without documentation of efforts to contact the customer and no documentation of other circumstance beyond the control of the driver are not eligible to be reimbursed. Three verified missed trips over a rolling 30 day period may result in termination of the contract.

12. Required Documentation

(a) Daily Dispatch Log: Contractors shall maintain a daily dispatch log of all program reservations taken and performed. The dispatch log file shall also be updated with the information from each trip as collected before they are submitted for reimbursement.

(b) Complaint Log: Contractors shall maintain a customer complaint log which will identify complaints received regarding their service both directly from the customer and through HART customer service. Included within the log shall be a record of investigation of the complaint as well as the resolution. This log shall be submitted monthly with the Daily Dispatch Log. Both logs may reside in a single workbook as separate worksheet tabs.
(c) **Service and Vehicle Maintenance Records:** Contractors shall maintain copies of service and maintenance records of each vehicle or provide them upon request of HART.

### 13. Contract Violations and Penalties

(a) Due to nature of the service, timeliness and quality of service is important. A pattern of complaints received by HART regarding timeliness or quality of service may result in termination of the Contract and/or procurement of service from another contractor.

(b) Complaints received by the Contractors shall be research and resolved by the Contractors within three (3) business days of receipt. Failure to adequately resolve valid customer complaints by the Contractors may lead to termination of the contract. Any complaints received by HART Customer Service will be sent to the Contractors for research and resolution within the same three (3) business day time frame.

(c) Contractors must have resources (driver and vehicle) to respond to an On-Demand service request within 15-minutes from the time of the trip request is received. A pattern of late pickups may result in termination of the Contract.

(d) Falsely reporting a trip as completed which was not actually performed to completion is a direct violation of the contract agreement between HART and the provider, and as such is grounds for termination of the contract.

(e) HART reserves the right to utilize a mystery shopper as a method to ensure compliance with the rules set forth in this contract.

(f) In the event of quality of service problems with any driver of the Contractors, HART reserves the right to prohibit specific drivers from transporting HART clients for services covered by this Contract.

### 14. Trip Rates

(a) The Contractors will submit pricing for additional mileage beyond the $3.00 fare provided by the customer, up to the maximum of a three (3) mile trip in total. The initial two-tenths of a mile for each trip will be included in this $3.00 amount.