

AGREEMENT FOR IVT MEDTRANS PARATRANSIT SERVICES

THIS AGREEMENT FOR IVT MEDTRANS PARATRANSIT SERVICES (“this Agreement”), made and entered into effective the 24th day of July, 2019, is by and between the IMPERIAL COUNTY TRANSPORTATION COMMISSION (“ICTC”), and FIRST TRANSIT, INC., a Delaware Corporation authorized to conduct business in California (“PROVIDER”).

WITNESSETH

WHEREAS, certain funding is available to provide public transit services under the Local Transportation Authority (“LTA”), Transportation Development Act (“TDA”) and Federal Transit Administration (“FTA”); and

WHEREAS, ICTC has agreed to administer from said funds for payment to entity(ies) under contract with ICTC for the provisions of specific transit services; and

WHEREAS, ICTC has authorized and circulated a Request for Proposal for the IVT MedTrans paratransit services among prospective PROVIDERS for the delivery of the IVT MedTrans paratransit system.

NOW, THEREFORE, ICTC and PROVIDER have and hereby agree to the following:

1. TERM AND RIGHT OF EXTENSION

1.1. This Agreement shall commence on August 1, 2019 and shall continue until June 30, 2022, and if all two (2) one (1) year extension option periods are exercised pursuant to paragraph 1.2 herein, the Agreement shall continue until June 30, 2024.

1.2. ICTC may, at its sole option and discretion, extend this Agreement up to two (2) times as follows:

1.2.1. From July 1, 2022 through June 30, 2023; and

1.2.2. From July 1, 2023 through June 30, 2024; and

1.3. This Agreement is contingent upon the receipt of funds by the ICTC. Such funds include Federal Transit Administration (FTA) Section 5307, 5310, and 5311 Grants, Local Transportation Funds (LTF), State Transportation Assistance Funds (STAF) and Local Transportation Authority (LTA).

1
2 **2. DEFINITIONS**

3 **2.1** “Request for Proposal” shall mean “ IVT MedTrans Paratransit Services Request for
4 Proposal FY 2019” dated March 2019 and is incorporated herein by this reference.

5 **2.2** “Proposal” shall mean PROVIDER’s completed proposal entitled “IVT MedTrans
6 Paratransit Services Request for Proposal FY 2019” dated May 8, 2019, PROVIDER
7 submitted to ICTC on the proposal due date and is incorporated herein by this reference.

8 **2.3** “Attendant” shall include one (1) individual to assist the disabled passenger.

9 **2.4** “Eligible passenger” shall include those individuals deemed eligible for the paratransit
10 service through a determination process.

11 **2.5** “Disability,” with respect to an individual, shall include all impairments as defined by the
12 Act at 49 Code of Federal Regulations (“CFR”) 37.3.

13 **2.6** “General public” shall include those individuals that do not have an impairment(s) as defined
14 by the Act at 49 CFR 37.3.

15 **2.7** “One-way trip” is defined as authorized travel between two (2) points. A new One-Way
16 Trip begins with the cessation of the previous trip.

17 **2.8** “Senior” shall include individuals who are sixty years of age or older.

18 **2.9** “Subscriber” shall include individuals who travel to the same destination at the same time
19 on a regular basis.

20 **3. DESCRIPTION OF WORK**

21 **3.1** The services to be provided under this agreement with ICTC are those contained in the
22 document entitled “IVT MedTrans Paratransit Services Scope of Work FY 2019-2020
23 through FY 2023-24”, attached hereto as Exhibit “A” and incorporated by this reference.

24 **3.2** This Agreement is for specific paratransit services and implies a non emergency
25 transportation service to medical facilities for transit dependent persons and others, for
26 medical services that are generally not available within Imperial County. There are set,
27 designated pattern and routes of travel, within a designated operating area and with
28 specific hours of operation. This Agreement is not for a medical transportation service.

1 **3.3** In the event of a conflict among this Agreement, the Request for Proposal and the Proposal,
2 the Request for Proposal shall take precedence over the Proposal and this Agreement shall
3 take precedence over both.

4 **4. RESPONSIBILITIES OF PROVIDER**

5 **4.1** PROVIDER shall provide management, technical and operating personnel, services,
6 equipment, non revenue service hour vehicles and facilities necessary for the operation
7 of ICTC’s paratransit services. In additional, PROVIDER shall participate fully in the
8 meetings and events of the Social Services Transportation Advisory Council (SSTAC).

9 **4.2** In providing the services and oversight provided pursuant to this Agreement, PROVIDER
10 will act in the capacity of an independent contractor and will provide management,
11 technical and operating personnel, services, equipment and facilities necessary for the
12 operation of ICTC’s paratransit services.

13 **4.3** In the event of a major emergency (e.g., earthquake, flood or manmade catastrophe),
14 PROVIDER shall make transportation and communication resources available to the
15 degree possible for emergency assistance. Line of Instruction may or may not be direct
16 through ICTC. PROVIDER shall take instruction from the organization that has assumed
17 responsibility for the evacuation and/or transport of injured and ambulatory wounded and
18 movement of persons to food and shelter facilities, e.g., local police or ICTC’s Office of
19 Emergency Services.

20 **4.4** In the event of inclement weather or other event that leads to a closure of the State highway
21 between San Diego and Imperial Counties for the trip to San Diego County, the Provider
22 will be required to contact the passengers by telephone in advance as practical after the
23 decision to cancel the trip, and make every attempt to reschedule the trips at no additional
24 charge to the passenger. In the event of inclement weather or other event that leads to a
25 closure of the State highway between San Diego and Imperial Counties for the return trip to
26 Imperial County, the Provider will be required to find lodging and meals for an overnight
27 stay for the persons on board the bus. Invoices substantiating these expenses must be
28 attached to the regular monthly invoice for reimbursement

1 **4.5** PROVIDER shall comply with all terms, conditions and requirements of the Request
2 for Proposal and this Agreement.

3 **4.6** PROVIDER shall perform such other tasks as necessary and proper for the full
4 performance of the obligations assumed by PROVIDER hereunder.

5 **5. RESPONSIBILITIES OF ICTC**

6 **5.1.** ICTC will provide management oversight, establish priorities for service delivery,
7 perform on-going planning, programming and establish related policies for all activities
8 relative to the services, service areas, fares, schedules, days and hours of operations,
9 preparation of planning documents, budgets, grant applications and related
10 documentation, certification and eligibility and other such activities relative to overall
11 system administration and contract compliance monitoring.

12 **5.2.** ICTC will pay a not-to-exceed annual reimbursement or subsidy within thirty (30) days after
13 submittal of monthly invoices pertaining to the service. The monthly subsidy will be
14 calculated by the subtraction of fare revenues collected and retained by the PROVIDER,
15 from the cost, and will be paid in arrears. PROVIDER shall establish and maintain
16 accounting records as required by ICTC, the Federal Transit Authority (FTA), the State
17 Department of Transportation (Caltrans), and Imperial County Transportation
18 Commission (ICTC). PROVIDER will be subject to annual fiscal and operational audits.

19 **5.3.** Disputes between passengers and PROVIDER will first be handled by PROVIDER’s
20 management personnel. ICTC will inform PROVIDER of all disputes. ICTC shall act
21 as the final step and/or body of appeals in the resolution of any service complaints that
22 PROVIDER is unable to resolve.

23 **5.4.** ICTC reserves the right to impose financial penalties for situations or items in this
24 Agreement that are violated. (See Exhibit “A”, Appendix A-3, for Table of Incentives or
25 Penalties). Adjustments would be made at the time of monthly compensation.

26 **5.5.** An authorized agent of ICTC will handle administration, monitoring and determination
27 of compliance with the requirements of this Agreement. All aspects of daily operations
28 will be available to inspection/observation by an authorized representative of ICTC.

1 **6. SERVICE IMPLEMENTATION**

2 The service area designation, service days and hours, and service miles shall be those specified in
3 Exhibit “A” – “IVT MedTrans Paratransit Services Scope of Work FY 2019-2020 through FY
4 2023-24”.

5 **7. REPRESENTATIONS BY PROVIDER.**

6 **7.1** PROVIDER understands and agrees that ICTC has limited knowledge in the transit services
7 specified in the description of work. PROVIDER has represented itself to be expert in these
8 fields and understands that ICTC is relying upon such representation.

9 **7.2** PROVIDER represents and warrants that it is a lawful entity possessing all required licenses
10 and authorities to do business in the State of California and perform all aspects of this
11 Agreement.

12 **7.3** PROVIDER shall not commence any work under this Agreement or provide any other
13 services, or materials, in connection therewith until PROVIDER has received written
14 authorization from the ICTC Executive Director or his designee, via a Notice to Proceed,
15 to do so.

16 **7.4** PROVIDER represents and warrants that the people executing this Agreement on behalf
17 of PROVIDER have the authority of PROVIDER to sign this Agreement and bind
18 PROVIDER to the performance of all duties and obligations assumed by PROVIDER
19 herein.

20 **7.5** PROVIDER represents and warrants that any employee, PROVIDER, subcontractor and
21 agent who will be performing any of the duties and obligations of PROVIDER herein
22 possess all required licenses and authorities, as well as the experience and training, to
23 perform such tasks.

24 **7.6** PROVIDER represents and warrants that the allegations contained in its Proposal are true
25 and correct.

26 **7.7** PROVIDER understands that ICTC considers the representations made herein to be
27 material and would not enter into this Agreement with PROVIDER if such
28 representations were not made.

1 **8. COMPENSATION**

2 PROVIDER shall receive compensation monthly based upon the following formats:

3 **8.1.** A fixed hourly rate per fiscal year shall apply for each vehicle service or revenue hour.

4 The fixed hourly rate shall apply for the assigned fiscal year. Vehicle revenue hours will
5 be calculated based upon the actual time that each revenue service vehicle is in service
6 and available to passengers. Vehicle revenue hours shall specifically exclude
7 deadhead hours, including time for travel to and from the first stop and after the last stop,
8 storage facilities, fueling facilities, road tests, inspections training, personnel lunches and
9 breaks.

10 **8.2.** The fixed hourly rate per fiscal year will be determined by the use of the combination of
11 two other rates divided by the total annual vehicle service hours.

12 **8.2.1.** A variable monthly rate for all cost elements assigned to PROVIDER that can
13 change.

14 **8.2.2.** A fixed monthly rate for all cost elements assigned to PROVIDER with known
15 quantities or costs that are not included in the variable monthly rate.

16 **8.3.** Compensation for services provided for under Exhibit “A” – “IVT MedTrans Paratransit
17 Services Scope of Work FY 2019-2020 through FY 2023-24” shall be as follows:

18 **8.3.1.** For the period August 1, 2019 through June 30, 2020, the price is identified as
19 \$489,255. The fare box is established at ten percent (10%); therefore the annual
20 not-to-exceed subsidy shall be \$440,329.

21 **8.3.2.** For the period July 1, 2020 through June 30, 2021, the price is identified as
22 \$563,379. The fare box is established at ten percent (10%); therefore the annual
23 not-to-exceed subsidy shall be \$507,041.

24 **8.3.3.** For the period July 1, 2021 through June 30, 2022, the price is identified as
25 \$590,446. The fare box is established at ten percent (10%); therefore the annual
26 not-to-exceed subsidy shall be \$531,401.

1 **8.3.4.** For the period July 1, 2022 through June 30, 2023, the base price is identified as
2 \$611,195. The fare box is established at ten percent (10%); therefore the annual
3 not-to-exceed subsidy shall be \$550,076.

4 **8.3.5.** For the period July 1, 2023 through June 30, 2024, the base price is identified as
5 \$660,616. The fare box is established at ten percent (10%); therefore the annual
6 not-to-exceed subsidy shall be \$594,554.

7 **8.3.6.** The fare box recovery ratio of 10% (or any other fare box ratio calculated and
8 ultimately required during the course of this Agreement) is subject to the
9 deduction of normal Transportation Development Act operating cost exclusions.

10 **8.3.7.** In the event that the required fare box revenue is not achieved on an annual basis,
11 the PROVIDER may be allowed to request compensation from the ICTC for
12 reimbursement up to the agreed upon annual cost. The lack of attainment for the
13 annual fare box revenue must not be due to circumstances affecting the quality of
14 transit service within the PROVIDER's control, e.g. ICTC's documentation of
15 poor maintenance affecting the reliability of service or passenger comfort on
16 vehicles, or inappropriate behavior by customer service staff or vehicle drivers.

17 **8.4.** In the event that fuel costs are increased beyond PROVIDER's control and the negotiated
18 rate, ICTC will offer PROVIDER an additional amount to offset the increase in costs. A
19 fuel escalator clause shall contain the following provisions:

20 **8.4.1.** The fuel escalator shall be calculated as follows: the full amount that fuel costs
21 exceed the vehicle fuel budget line item shall be adjusted downward by any
22 savings in any other line item category that has not been fully utilized.

23 **8.4.2.** The request for additional subsidy shall be submitted to ICTC at the conclusion
24 of the fiscal year in which the costs are incurred. The request shall be
25 accompanied by an accounting developed by PROVIDER, and invoices
26 substantiating said increase.

27 **8.4.3.** The cost of fuel is negotiated at a rate set at \$3.80 per gallon for the term of this
28 Agreement.

1 **9. FARE BOX**

2 **9.1.** Fare Box Revenue. Fare boxes are optional and can be installed at the discretion of
3 PROVIDER.

4 **9.2.** Fare Collection. PROVIDER’s staff will collect fares in advance where feasible. Vehicle
5 operators shall also collect fares as established by ICTC and maintain an accurate count
6 of all boarding passengers by fare category. Vehicle operators shall not make change for
7 passengers.

8 **9.3.** Fare box revenue shall be counted by PROVIDER’s office employees daily and
9 reconciled against the stated number of passenger trips. Any shortages must be
10 investigated and corrected by PROVIDER. PROVIDER will deposit farebox revenue
11 daily. Fare box revenue is the property of ICTC, and PROVIDER will submit written
12 reports to ICTC of revenue collection.

13 **9.4.** Transfers. PROVIDER shall also develop a transfer procedure and collect transfers to
14 and from IVT branded or other public agency transit services. PROVIDER shall account
15 for it in its report of revenue collected.

16 **9.5.** Prepaid Fare Revenue. PROVIDER shall develop and collect prepaid fare revenue from
17 individuals, educational facilities and social service agencies. Revenue shall be collected
18 by PROVIDER personnel as needed but at a minimum on a monthly basis.

19 **10. PERFORMANCE STANDARDS**

20 Standards and evaluation criteria will be utilized to annually measure performance and efficiency
21 of routes, and PROVIDER performance. This criterion is reported to State and Federal agencies
22 annually. For the purposes of this Agreement, criteria will be negotiated and
23 established: Performance standards for service implementation shall be those specified in
24 Exhibit “A”, Appendix A-1 – “IVT MedTrans Paratransit Services Scope of Work FY 2019-2020
25 through FY 2023-24”.

26 **11. MARKETING**

27 **11.1** Approval. Not later than thirty (30) days after the execution of this Agreement and ninety
28 (90) days prior to the end of the fiscal year thereafter, PROVIDER shall participate in the

1 development of a marketing plan with ICTC and ICTC's consultant specific to the IVT
2 MedTrans services for ICTC's final approval. The marketing plan shall indicate all
3 proposed activities with a corresponding budget of 5% of the total cost of the service for
4 the fiscal year. PROVIDER shall be responsible for working with ICTC staff and
5 consultant for the development and preparation, subject to the approval of ICTC, of all
6 marketing materials for the IVT MedTrans paratransit services. PROVIDER will
7 coordinate the placement, scheduling and distribution of all advertising and promotional
8 materials designed to inform patrons of ICTC services and to promote ridership.

9 **11.2** Preparation. PROVIDER shall be responsible for the preparation and printing of all
10 necessary passes, tickets and transfers to be used in the paratransit service.

11 **11.3** Distribution. PROVIDER shall distribute and disseminate such materials in accordance
12 with the provisions of this Agreement and any directions supplemental thereto provided
13 by ICTC.

14 **11.4** Promotion. PROVIDER shall promote the service for ICTC, and distribute brochures
15 and other materials.

16 **11.5** Presentation. PROVIDER shall, under the direction of ICTC, provide contact on an as-
17 needed basis with private and non-profit community agencies, job resource centers and
18 local governing bodies to promote interest and use in the transit services of ICTC. These
19 contacts shall include, but not be limited to speaking engagements and displays.

20 PROVIDER will participate as a technical resource contact with user groups or agencies
21 as required, including meetings of ICTC committees or commission meetings upon
22 request.

23 **11.6** Comment Cards. PROVIDER shall develop and distribute passenger comment cards.
24 PROVIDER will respond to all comments with copies of response provided to ICTC.
25 PROVIDER will provide statistical summaries of frequency and patterns of comments to
26 ICTC on a monthly basis.

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1 **12. CUSTOMER SERVICE**

2 **12.1 Phone.** PROVIDER shall establish at least two (2) customer service telephone numbers,
3 at least one (1) of which shall be toll-free. PROVIDER shall provide telephone
4 information service during all hours of system operation, up to one (1) hour before and
5 one (1) hour after services have started and returned from daily operations. PROVIDER
6 shall provide statistical summaries of frequency and patterns of telephone comments to
7 ICTC on a monthly basis.

8 **12.2 TDD/FAX.** PROVIDER's telephone system shall have TDD or equivalent, and FAX
9 capabilities. PROVIDER shall publish these phone numbers in local telephone
10 directory(ies).

11 **12.3 Exclusivity of Phone Services.** PROVIDER's customer service telephone numbers shall
12 be used solely for the purpose of providing customer information, serving trip requests
13 and those activities required under the Scope of Work, and shall not be used by
14 PROVIDER for any other purpose or business. These telephones shall be answered as
15 specified by ICTC.

16 **12.4 Rollover of Phone.** Upon termination of this Agreement, PROVIDER's customer service
17 telephone numbers shall remain within the jurisdiction of ICTC. Any new PROVIDER
18 would be responsible for transferring PROVIDER's customer service telephone numbers
19 to their service.

20 **12.5 Bilingual Capability.** PROVIDER shall provide bilingual dispatchers or information
21 operators, and drivers who can fluently speak both the English and Spanish languages
22 and are knowledgeable of time schedules, routes, window corridors and transit services
23 of ICTC as is necessary to answer customer information requests, refer passengers to
24 other public transit service PROVIDERs and/or questions in a courteous, timely and
25 professional fashion.

26 **13. COORDINATION**

27 **13.1 Consultation.** PROVIDER represents itself as an expert in the field of public paratransit.
28 As such, PROVIDER shall provide ICTC with minor technical assistance and

1 consultation in such matters as operating policies, funding and coordination with other
2 transit PROVIDERs at no additional charge to ICTC. At no time will PROVIDER be
3 required to prepare intensive or in-depth studies without mutually agreed-upon
4 compensation. Periodically, consultants will request information or interviews with
5 PROVIDER staff. PROVIDER is required to cooperate with all ICTC-administered
6 consultant projects.

7 **13.2** Service Recommendations. PROVIDER shall report to ICTC and shall make
8 recommendations as to changes to improve ICTC's paratransit service on a case-by-case
9 basis. PROVIDER may not make any permanent changes that affect the quantity, quality
10 or nature of the paratransit service without obtaining ICTC's written permission.

11 **14. MANAGEMENT**

12 **14.1** General Manager/Operations Manager. ICTC shall participate in the selection and
13 approval of the person serving as General Manager/Operations Manager. In the event
14 that the General Manager must be replaced, ICTC will participate in the selection and
15 approval of the replacement.

16 **14.2** Day-to-Day Operations. PROVIDER will manage the day-to-day operation in
17 accordance with the adopted operations plan and good management practices.
18 Management of day-to-day operations of the system will be vested in at least one (1) local
19 management individual who shall be experienced in all aspects of public paratransit
20 operations. The individual shall be responsible for managing and monitoring all aspects
21 of the system operation including but not limited to maintenance, repair, fueling, security,
22 supply of on-line and spare vehicles, warranty work, quality of service, accounting, fare
23 collection, personnel and contract administration. PROVIDER shall supply ICTC with a
24 twenty-four (24) hour emergency telephone number at which PROVIDER can be
25 reached.

26 **14.3** Priority of Service. The General Manager/Operations Manager shall be employed and
27 available on a full-time basis.
28

1 **14.4** Executive Level Availability. PROVIDER shall also designate a responsible executive
2 level employee of PROVIDER to be available at all times, either by phone or in person,
3 to make decisions or provide coordination as necessary. This executive must be
4 authorized to act throughout the service area on behalf of PROVIDER. This individual
5 may not be the same individual as the General Manager/Operations Manager.

6 **14.5** Operational Efficiency. PROVIDER shall seek out and implement methods of improving
7 system operations, service and cost-effectiveness along with improvements to correct
8 deficiencies and substandard performance. After approval by ICTC, results will be
9 reported to ICTC via the monthly management summary (“MSS”) report, activity report
10 or direct memorandum, along with a summary of any corrective actions that have been
11 taken. PROVIDER shall review and comment on plans, equipment purchases, operative
12 changes and related proposals of ICTC.

13 **15. GENERAL REPORTS AND RECORDKEEPING**

14 **15.1** PROVIDER shall collect data on the operation of the paratransit service system and
15 supply the data to ICTC on a monthly basis, or as may otherwise be directed below. All
16 such information supplied by PROVIDER shall be certified as accurate.

17 **15.2** Management Information System. PROVIDER's Management Information System shall
18 utilize Word, Excel, Power Point, Access, Adobe Acrobat and e-mail and provide an
19 adequate methodology to gather, store, retain, calculate, compute, cross-reference and
20 display in textual, tabular and graphic form all operating, performance and financial data
21 associated with this Agreement. In addition, e-mail capability is required to communicate
22 with ICTC. ICTC uses IBM-compatible computer equipment.

23 **15.3** Monthly Reports. PROVIDER will report the information on a monthly basis in the
24 format as described in the Appendix E to “IVT MedTrans 2019” Request for Proposal
25 dated March 2019 - Reporting.

26 **15.4** Annual Reports. PROVIDER will report the information on an annual basis in the format
27 as described in the Appendix E to “IVT MedTrans 2019” Request for Proposal dated March
28 2019 - Reporting.

1 **15.5** Miscellaneous Reports. In addition to the monthly and annual reporting, PROVIDER
2 shall supply any and all reports necessary to comply with requirements of ICTC and other
3 local, State or Federal authorities. These reports shall include but not be limited to all
4 required California Air Resource Board Urban or Medium Bus Operators Emission
5 Requirements, California Transportation Development Act and FTA and National Transit
6 Database reporting requirements.

7 **15.6** Accident Reporting. PROVIDER shall provide ICTC with immediate telephone
8 notification of accidents. PROVIDER shall forward written copies of accident reports
9 within one (1) business day for injury accidents and three (3) business days for non-injury
10 accidents. PROVIDER shall also forward all California Highway Patrol (“CHP”) Safety
11 Compliance Reports within two (2) business days after CHP submission to PROVIDER.

12 **15.7** Survey/Study/Analysis Data. ICTC may periodically conduct surveys of ridership during
13 the term and, if applicable, the extension term of this Agreement. These surveys may
14 determine matters including socioeconomic, origination and destination and fare-type
15 characteristics of paratransit service system users. PROVIDER shall cooperate in the
16 conduct of all surveys, including having its in-service drivers participate where
17 operationally possible, at no additional charge to ICTC.

18 **15.8** Proprietary Restriction. PROVIDER agrees that all information it must furnish pursuant
19 to this Agreement shall be free from proprietary restrictions unless identified during
20 negotiation and mutually agreed-upon. PROVIDER further agrees that other such data
21 is public and in the public domain.

22 **15.9** Maintenance of Data. PROVIDER shall maintain accurate and complete books, records,
23 data and documents on generally-accepted accounting principles in accordance with
24 Uniform System of Accounts and Records adopted by the State Controller pursuant to
25 Section 99243 of the Public Utilities Code, and as required by ICTC or the California
26 Department of Transportation (“Cal Trans”). Such records shall be kept in such detail
27 and form so as to meet applicable local, State and Federal requirements.
28

1 **15.10 Accountability.** A complete and separate set of books, accounts and/or records shall be
2 maintained by PROVIDER, which records shall show details of transactions pertaining
3 to the management, maintenance and operation of only this system under the terms of this
4 Agreement. System transactions shall not be co-mingled with PROVIDER's other
5 operations. PROVIDER's records shall be kept with sufficient detail to constitute an audit
6 trail to verify that any and all costs charged to the system created by this Agreement are
7 in fact due to operations pursuant to this Agreement, and not due to separate or charter
8 operations by PROVIDER. ICTC auditors shall perform a random audit of the financial
9 records of the service on an annual basis.

10 **15.11 Maintenance Records.** PROVIDER shall keep and maintain all work orders, warranty
11 dockets and maintenance records on vehicles and equipment, separated by vehicle, until
12 this Agreement is terminated. PROVIDER shall release all such documents to ICTC
13 upon request or upon termination of this Agreement.

14 **15.12 Access.** ICTC, Caltrans, FTA and the Comptroller General of the United States, or any
15 of their duly authorized representatives, shall have access to any books, documents,
16 papers, and records of PROVIDER which are directly pertinent to this Agreement for the
17 purpose of making audit, examination, excerpts, and transcription of PROVIDER's files.
18 PROVIDER shall maintain all these records for a period of at least five (5) years
19 following the close-out of this Agreement to allow for audits, examinations, excerpts and
20 transcriptions of PROVIDER's files.

21 **16. MAINTENANCE, EQUIPMENT AND SUPPLIES**

22 **16.1** PROVIDER shall provide all facilities, tools, equipment, tires, fuel, oil, batteries, parts,
23 cleaning supplies, office supplies, office equipment and such other items or materials
24 required to professionally operate ICTC's paratransit services, including phone system
25 and service.

26 **16.2** PROVIDER shall provide, operate and maintain the radio communications system for the
27 paratransit service, including but not limited to, securing of Federal Communications
28 Commission ("FCC") frequency, base station, transmitter, repeater if needed, and a

1 mobile unit for each vehicle and a spare. PROVIDER must comply with ICTC policies
2 and FCC procedures for radio use.

3 **16.3 VEHICLE MAINTENANCE**

4 It shall be PROVIDER's responsibility to provide maintenance personnel and institute a
5 vehicle maintenance program to achieve a high level of maintenance on the fleet of ICTC-
6 owned buses provided to PROVIDER. ICTC expects maintenance of vehicles in the
7 highest level of condition by covering the following, but not limited to, general
8 elements:

- 9 • Preventative Maintenance
- 10 • Mechanical Maintenance
- 11 • Zero Tolerance Graffiti Removal
- 12 • Cleaning Program
- 13 • Engine and Transmission
- 14 • Quality Control
- 15 • Warranties on New Buses
- 16 • Interior Bus Maintenance (Seats, Driver Seats, Floors)
- 17 • Wheelchair Lift/Ramp Maintenance
- 18 • Farebox Maintenance
- 19 • Tire Servicing
- 20 • Wheel Cleaning
- 21 • Maintenance Performance Analysis
- 22 • Maintenance Reporting

23 All preventative maintenance inspections and mechanical maintenance shall be
24 performed by qualified employees of the PROVIDER unless otherwise noted.
25 PROVIDER is responsible for providing the necessary trained and qualified staff to
26 perform all elements required as part of the maintenance program included within this
27 Agreement. PROVIDER shall increase staffing as a function of need to perform all tasks
28 required of the maintenance program over the course of the project.

If PROVIDER staffing levels for maintenance personnel fall below what it required by
the agency and based on the PROVIDER staffing proposed, PROVIDER shall
temporarily utilize existing personnel for additional time, or shifts, to insure that the
maintenance staffing workload meets, or exceeds, the minimum Full Time Equivalent
(FTE) requirements for each of the maintenance staffing categories proposed by

1 PROVIDER, until such time that additional staff are hired, trained, and employed.
2 Failure to maintain staffing levels that equal, or exceed the required levels for operating
3 efficiency may subject PROVIDER to Incentives or Penalties. Subcontracting of
4 additional or specialized cleaning functions may be considered. However, all
5 maintenance manager, mechanic and service positions must be employees of the
6 PROVIDER. PROVIDER's duty and responsibility to maintain all vehicles and
7 equipment is not delegable to any other person, firm or corporation. All subcontracts of
8 maintenance functions must be approved by ICTC in advance, and may not substitute for
9 staffing levels shown in PROVIDER's staffing plan.

10 **16.3.1 MAINTENANCE PERSONNEL**

11 Maintenance personnel assigned to work on ICTC-owned and other contractor
12 buses shall have thorough knowledge of:

- 13 • Bus engines, transmissions, and related mechanical parts.
- 14 • Methods and procedures used in servicing mechanical equipment.
- 15 • Bus chassis and bodies.
- 16 • Tools, precision instruments, equipment, and procedures used in the general
17 repair and maintenance of bus equipment.
- 18 • Decimals, fractions, and specifications related to bus mechanics.
- 19 • Specialized areas such as upholstery, brake relining, air conditioning,
20 wheelchair lift or device, fareboxes, electronic destination signs, and laptop
21 computer diagnostic programming.

22 **16.3.2 MAINTENANCE PERSONNEL SKILLS**

23 **16.3.2.1** Inspect bus engines, transmissions, fuel systems, and other
24 mechanical, electric, and electronic parts and components.

25 **16.3.2.2** Diagnose bus engine, transmission, fuel systems, and other
26 mechanical, electrical, and electronic parts and component system
27 problems.
28

1 16.3.2.3 Repair bus engines, transmissions, fuel systems and other
2 mechanical, electrical, and electronic parts and components when
3 necessary.

4 16.3.2.4 Diagnose and repair electronic components, such as the bus
5 electronic control system, fareboxes, electronic destination signs,
6 wheelchair lift/ramp mechanisms and air conditioning systems.

7 **16.3.3 PREVENTIVE MAINTENANCE**

8 PROVIDER shall adopt and maintain a formalized preventative maintenance
9 program for all vehicles in conformance with manufacturers' preventative
10 maintenance schedules, state law, industry standard practices, and other detailed
11 maintenance required by ICTC. Preventative Maintenance Inspection (PMI)
12 Checklists will be based on PMI intervals, as well as the minimum requirements
13 for each interval (based on manufacturers recommended schedules). Any PMI
14 procedures that go above and beyond these minimum requirements are entirely
15 up to PROVIDER, but the minimum requirements must be met within +/- 500
16 miles of the specified interval.

17 PMI intervals shall be at the following inspection mileages:

- 18 • **A 3,000 miles or 45 days**
- 19 • **B 6,000 miles**
- 20 • **C 24,000 miles**
- 21 • **D 48,000 miles**

22 The mileage intervals are based on a progressive PMI cycle. If a vehicle has been
23 out of service for more than 30 continuous days, the vehicle must be given an "A"
24 inspection in order to inspect tanks, brakes, and other related items in an "A"
25 inspection prior to re-entering revenue service. Any vehicle that has had the repair
26 of major body damage or collision repairs, shall have an inspection documented
27 and forwarded to ICTC staff to insure vehicle has been returned to full
28 compliance.

PROVIDER must also meet, or exceed, the PMI requirements set forth by vehicle
builders and all major component manufacturers.

1 Major components include, but are not limited to, engines, transmissions, A/C and
2 heating, doors, radios, wheelchair lifts, fareboxes, destination signs, and fuel
3 tanks. Failure to follow manufacturers' guidelines may result in Incentives or
4 Penalties and/or termination of the Agreement. ICTC shall determine
5 PROVIDER's compliance with the above requirements by reviewing detailed
6 monthly PMI reports, and or by utilizing an independent maintenance consultant.
7 ICTC may select buses randomly for independent third party inspections.

8 If PROVIDER wishes to revise some of these requirements during the course of
9 the service agreement (because of new information, or techniques that have been
10 approved by the manufacturer), it may present a revised plan, with supporting
11 documentation, to ICTC for review. ICTC decisions regarding revised PMI
12 procedures shall be final.

13 In addition to these minimum PMI requirements, PROVIDER must also create
14 and implement PMI functions for the following equipment:

15 Wheelchair Lifts and Ramps – PMI programs for all lift and ramp systems shall
16 be developed to meet the manufacturers' requirements to address warranty, safety,
17 reliability, and longevity issues.

18 **16.3.4 MECHANICAL MAINTENANCE PROGRAM**

19 PROVIDER, at its sole cost and expense, shall provide all lubricants, repairs,
20 cleaning, cleaning agents, parts, supplies, labor, maintenance, major components,
21 and component rebuilding and replacement required for the operation of all
22 equipment pursuant to the Agreement, unless otherwise indicated. PROVIDER
23 shall be fully responsible for the safe and efficient maintenance of all vehicles and
24 equipment, radios, fareboxes, and all other ICTC-provided equipment to be used
25 to perform this Agreement in strict conformity to all CHP regulations and Title
26 13 requirements.
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1 ICTC may inspect any vehicle at any time. PROVIDER shall allow ICTC, or its
2 designated agent, access to PROVIDER's facilities and records for the purpose of
3 monitoring the PROVIDER's maintenance performance, as ICTC deems
4 necessary. ICTC shall be permitted to view and copy any vehicle maintenance
5 records, inspect vehicles, and request PROVIDER's personnel to drive vehicles
6 and/or position vehicles to inspect the undercarriage, as is necessary to evaluate
7 the condition of vehicles used in the performance of this Agreement. ICTC, or its
8 designated agent(s), shall conduct such inspections on a regular basis.

9 All parts, materials, tires, lubricants, fluids, oils and procedures used by
10 PROVIDER on all ICTC-owned vehicles, vehicles and equipment shall meet, or
11 exceed Original Equipment Manufacturer (OEM) specifications and
12 requirements. All parts installed by PROVIDER on ICTC-owned buses shall
13 become property of ICTC.

14 At a minimum, the Maintenance Program must provide that:

15 **16.3.4.1** All wheelchair lifts, ramps, and other accessibility-related
16 equipment shall be inspected, serviced and lubricated at intervals
17 necessary to insure that all accessibility features are fully
18 operational whenever the vehicle is used in revenue service.

19 **16.3.4.2** Fareboxes, radios, destination signs, public address systems,
20 request-to-stop systems, and passenger doors shall be inspected,
21 serviced and lubricated at intervals necessary to ensure that this
22 equipment is fully operational as designed whenever the vehicle is
23 used in revenue service.

24 **16.3.4.3** At scheduled oil change intervals, a laboratory engine and
25 transmission oil analysis shall be performed on every ICTC-
26 provided bus engine or transmission. The analysis program used
27 by PROVIDER shall be subject to approval by ICTC.
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16.3.4.4 Brake inspections and adjustments shall be performed at intervals that insure the safe and efficient operation of the braking system. Brakes must be fully inspected, at a minimum, of 3,000 miles at the “A” inspection.

16.3.4.5 All components of the bus bodies, appurtenances, and frames shall be maintained in a safe, sound and undamaged condition at all times. Damage (including body damage and all bus appurtenances) shall be repaired in a professional manner within three weeks (21 calendar days) of occurrences. In the event that the repairs cannot be made within three weeks due to the severity of damage, and/or backorder of parts not typically in PROVIDER’s inventory, PROVIDER shall work with ICTC to establish a reasonable schedule for completion.

16.4 All mechanical, electrical, fluid, air, and/or hydraulic systems shall be maintained in a safe and fully functional (as designed) condition at all times.

16.5 The interior passenger compartment shall be free of exhaust fumes from the engine, engine compartment, and exhaust system of the bus at all times.

16.6 Heating, ventilation and air conditioning (HVAC) systems shall be maintained and used to insure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times during revenue service. PROVIDER shall maintain the A/C systems in an operable condition throughout the entire year.

16.7 Bicycle racks (front two position SportWorks), if provided on vehicles for this service, PROVIDER shall then maintain bicycle racks in good working order. Racks shall be inspected every 3,000 miles with the “A” PMI. Racks may need to be sanded, repainted or polished, or replaced (if not easily repaired).

16.8 PROVIDER, as manager of the fleet, shall establish and maintain a spare parts inventory based on the age and variety of vehicles, sufficient to ensure that peak hour vehicle requirements are met. Vehicles may not be used to supply spare parts for other buses.

1 **16.9** ICTC may remove a vehicle from revenue service if ICTC determines that maintenance
2 on any vehicle is not in conformity with the Agreement.

3 **16.10** PROVIDER, as an agent for ICTC in the case of warranted equipment, will be responsible
4 for ensuring that the vehicle manufacturers and all component manufacturers perform or
5 reimburse PROVIDER for all parts and labor, which are covered under warranty.
6 PROVIDER shall diligently follow the preventative maintenance program so any
7 warranty coverage on ICTC-owned or provided equipment is not lessened or invalidated.

8 **16.11** Upon completion or termination of the Agreement for any reason, PROVIDER shall
9 return vehicles and all other ICTC-provided equipment to ICTC less reasonable wear-
10 and-tear, as determined by accepted bus industry standards and approved by ICTC.

11 **16.12** Driver and passenger seats shall be maintained in proper operating condition at all times.
12 It shall include, at a minimum, inspection, repair, and replacement for seat cushions,
13 frames, armrests, and all electrical, mechanical, and pneumatic components. All rips,
14 tears, cuts, gum, graffiti and other damage shall be cleaned and/or repaired in a
15 professional manner immediately upon their discovery. PROVIDER shall replace seat
16 covers that are worn or cannot be professionally repaired, using materials that are
17 identical in design and color as those materials being replaced.

18 **16.13** PROVIDER is responsible for all towing services related to this AGREEMENT.

19 **16.14** Tire maintenance and replacement are the responsibility of the PROVIDER. Any new
20 buses delivered during the Agreement will be delivered with tires purchased by ICTC as
21 part of the bus procurement. Any replacements for these original tires will be the
22 responsibility of the PROVIDER when the original tires require replacement.

23 **16.15** Steam cleaning of engine compartments of buses shall be carried out with PROVIDER
24 equipment on a regular basis. It is expected that the engine compartment be steam cleaned
25 or pressure washed (at high temperature) prior to every "A" inspection at 3,000
26 miles.

27 **16.16** MAINTENANCE SHOP PRACTICES

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1 The PROVIDER provided Maintenance Manager shall verify the quality of the work
2 performed, and add his/her signature to the PMI Inspection form.

3 **16.16.1**Tires shall always be matched (by manufacturer, size, and tread pattern) on each
4 axle. PROVIDER shall follow manufacturer's recommended guidelines for
5 wheel maintenance and cleaning. PROVIDER shall clean all wheels weekly and
6 re-paint steel wheels as necessary.

7 **16.16.2**Broken or cracked glass or window liners shall be replaced immediately upon
8 discovery. No buses shall enter into revenue service with broken or cracked glass
9 at any time. Scratched or etched glass or window liners shall be replaced weekly,
10 unless significant damage or offensive in nature, which shall require immediate
11 replacement.

12 **16.16.3**Bus Brake Replacement

13 **16.16.3.1** Both brakes on an axle will be replaced at the same time.

14 **16.16.3.2** Wheel seals will be replaced with every brake job, and bearings
15 will be checked.

16 **16.16.4**Other

17 **16.16.4.1** Cradle motor mounts shall be replaced in pairs.

18 **16.16.4.2** Radiators shall be re-cored or replaced at the time of engine
19 replacement.

20 **16.16.4.3** Bus maintenance and storage facilities shall be free of freestanding
21 water. All oil, grease, fluids, dirt, trash, rags, boxes,
22 etc. shall be removed from bus maintenance and storage facilities
23 daily. ICTC may inspect shop condition on a regular basis.

24 **16.17** BUS MAINTENANCE RECORD KEEPING

25 PROVIDER will maintain an up-to-date vehicle file for each vehicle containing, at a
26 minimum, the following information:

27 Year and Make

28 Model

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- Serial number/ICTC fleet number
- License number
- Vehicle Identification Number (VIN)
- Date received
- Date placed in service
- Annual miles
- Contract miles
- Life miles
- Major Component Rebuild and Replacement including date and lifemiles
- Vehicle repairs
- Preventive Maintenance Inspection Reports
- Daily "Bus Condition" reports
- Work Orders

The "Preventive Maintenance Inspection" Report will be kept for at least four (4) years for all vehicles. The Daily Bus Report will be kept for the period required by the California Highway Patrol (CHP).

Copies of the "Preventive Maintenance Inspection" report will be submitted to ICTC on a quarterly basis, if so requested by ICTC. ICTC shall coordinate with PROVIDER for submittal of selected summary type reports from the computerized maintenance system. Any Daily Bus Report shall be submitted to ICTC upon request. PROVIDER shall submit the entire vehicle file, or selected reports, from the maintenance software system to ICTC upon request. The computerized maintenance software system must be backed up regularly.

At the minimum, PROVIDER shall submit monthly maintenance report summaries each month including maintenance PMIs done in the past month, and vehicle cleaning summaries.

16.18 SAFETY

1 **16.18.1**ICTC will require that the Motor Carrier Unit of the CHP annually prepare and
2 submit to ICTC a Safety Compliance Report (CHP 343) and Vehicle Inspection
3 Reports (CHP 343A). PROVIDER shall fully cooperate with, and allow access
4 as requested to, any CHP officer, or agent, for the purposes of preparing the CHP
5 343. PROVIDER must attain satisfactory ratings in each category of the Safety
6 Compliance Report. PROVIDER must expeditiously correct any deficiencies
7 noted on any CHP vehicle or terminal inspection report.

8 **16.18.2**ICTC requires that PROVIDER regularly inspect and maintain all safety
9 equipment used or required in the fulfillment of this Agreement. PROVIDER is
10 responsible for purchasing, at its own cost, replacement fire extinguishers, first
11 aid kits, first aid kit refill supplies, and triangle reflector kits sufficient to ensure
12 that spares are always available and that the operation maintains compliance with
13 local, state, and federal safety regulations. Drivers' daily vehicle inspection shall
14 include a check of the fire extinguisher and triangle reflector kit. Used, missing,
15 or broken items must be replaced as soon as practicable. All vehicle and facility
16 fire extinguishers shall be inspected and tagged no less frequently than annually.
17 First aid kits shall be inspected and professionally serviced at least once per
18 year.

19 **16.19** ICTC REIMBURSEMENT OF ENGINE AND TRANSMISSION REBUILD COSTS

20 ICTC recognizes that during the term of this Agreement, engines and/or transmissions of
21 ICTC-owned buses not under warranty may have to be rebuilt or replaced. If
22 PROVIDER determines that an engine or transmission needs to be rebuilt or replaced,
23 the PROVIDER shall notify ICTC, in writing, detailing the reasons for such a
24 determination including pertinent information from the vehicle file and a detailed cost
25 estimate. An outside vendor may be used if deemed cost effective after consultation and
26 approval by ICTC.

27 **16.19.1**After review, ICTC may direct PROVIDER in writing, to proceed with the
28 recommended work.

1 **16.19.2**PROVIDER will only be permitted to pass through to ICTC the costs related to
2 any engine or transmission work accomplished following the above-mentioned
3 procedure. ICTC will not be liable for any costs if PROVIDER does not follow
4 the above-mentioned procedure. PROVIDER must submit a detailed invoice to
5 ICTC for all such work.

6 **16.19.3**If ICTC determines that such work is necessary due to poor maintenance
7 performance by PROVIDER, ICTC will not be liable for any costs.

8 **16.19.4**PROVIDER shall remain responsible for all costs related to repair or replacement
9 of any engine-driven part including, but not limited to, generators, hydraulic
10 pumps, water pumps, fuel pumps, valve covers, oil pans, alternators, voltage
11 regulators, air compressors, air-conditioning compressors, vacuum pumps, starter
12 motors, and turbocharger. PROVIDER shall also remain responsible for all costs
13 related to repair or replacement of transmission-related parts including, but not
14 limited to, oil coolers, external oil lines, external filters, external linkage
15 modulators, external speedometers/odometers, "driven" gears or sensors, neutral
16 start switches, and temperature sensors.

17 **17. FACILITIES**

18 **17.1** All facilities and arrangements including office space, furniture, dispatch, maintenance
19 bays, paved, secured and lighted parking areas, storage, on/off site fueling, radio,
20 telephone and computer connections are the responsibility of PROVIDER and shall be
21 sufficient to support the operation of the paratransit services described herein.

22 **17.2** PROVIDER shall ensure that facilities provided are maintained as needed to ensure a
23 safe, hygienic, professional and attractive working environment that is in compliance with
24 local, State and Federal regulations.

25 **17.3** Services shall be operated on an inter-city and inter-county basis. Vehicles dispatched out
26 of the facilities shall travel to various destinations. ICTC does not specify preference for
27 location; however, the location shall be evaluated for practicality and functionality for the
28 administration, operations and maintenance of the system.

1 17.4 PROVIDER shall locate facilities so as to be able to bring a back-up vehicle into service
2 within sixty (60) minutes from the location.

3 17.5 The facilities are expected to serve the walk-in passenger, including passengers with
4 disabilities and / or mobility impairments, collect fare payment, and provide a centralized
5 site for operations and a distribution point for the sale of passes and brochures.

6 **18. VEHICLES**

7 18.1 ICTC shall supply all revenue vehicles for the services. PROVIDER shall supply all non-
8 revenue service hour vehicles. See Vehicles for Exhibit “A” – “IVT MedTrans Paratransit
9 Services Scope of Work FY 2019-2020 through FY 2023-24”. PROVIDER must examine
10 the service history and schedule to determine minimum size of vehicles and spares
11 required for efficient service operation.

12 18.2 PROVIDER shall maintain adequate air-conditioning and passenger comfort on-board at
13 all times.

14 18.3 ICTC may inspect vehicles on- or off-route and pull a vehicle out of service at any time
15 due to perceived or reported safety violations, lack of air conditioning, lack of functional
16 wheel chair lift or other condition that impacts the health and welfare of
17 passengers.

18 **19. PERSONNEL**

19 19.1 PROVIDER shall provide all management, office staff, drivers, dispatchers, mechanics,
20 maintenance clerks, cleaners, service workers, telephone information operators, road
21 supervisors and such other personnel necessary to responsibly operate ICTC’s
22 paratransit services system, including any onboard security or supervision. It is
23 understood that PROVIDER may subcontract components of its operations; however, no
24 such subcontract shall relieve PROVIDER from responsibility to ensure compliance with
25 the terms of this Agreement.

26 19.2 PROVIDER will recruit, screen, hire, discipline and train personnel as necessary, conduct
27 monthly safety and other related employee meetings as necessary and perform liaison
28 activities with ICTC and other agencies related to execution of this Agreement. A copy

1 of employee benefits, work rules and union contracts shall be provided to ICTC.
2 PROVIDER shall meet and coordinate with ICTC on a frequent basis.

3 **19.3** PROVIDER shall supervise all drivers to the end that they are courteous to all patrons at
4 all times and respond to patrons' questions regarding use of the transit system or
5 connecting systems accurately.

6 **19.4** PROVIDER shall provide ICTC with an organizational chart prior to start-up. After
7 startup, PROVIDER shall provide a list of drivers' names and update said list monthly.
8 PROVIDER shall not place a driver into service without the driver first completing
9 PROVIDER's training program as outlined in Paragraph 20. Failure to comply with this
10 section may result in termination of this Agreement.

11 **19.5** PROVIDER's staffing is considered to be essential to the work being performed under
12 this Agreement.

13 **19.5.1** PROVIDER shall ensure that all employees receive a livable wage that complies
14 with applicable minimum wage levels in the State of California, with medical
15 benefits available via choice in the United States and Mexico.

16 **19.5.2** PROVIDER shall ensure that a majority of the employees are considered full time
17 with benefits, and the use of part time employees while allowable will be
18 minimized.

19 **20. TRAINING**

20 **20.1.** PROVIDER shall provide full training for PROVIDER's drivers. This training shall be
21 a minimum of eighty (80) hours per employee, of which at least thirty (30) hours shall be
22 behind the wheel. This training must be completed before a driver can enter unsupervised
23 passenger service. PROVIDER shall maintain and certify driver records, subject to
24 review by ICTC and CHP.

25 **20.2** All PROVIDER employees, including dispatchers and supervisor(s), shall be trained and
26 certified as drivers. Such training shall meet all requirements of the State of California.
27 A detailed description of PROVIDER's proposed training program shall be submitted to
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1 ICTC within thirty (30) days of the execution of this Agreement. PROVIDER's training
2 plan shall provide a minimum of eight (8) hours of annual refresher training per driver.

3 **20.3** PROVIDER shall conduct classroom training in at least the following areas: multi-media
4 first aid training, cardiopulmonary resuscitation ("CPR"), National Safety Council (or
5 approved equivalent) defensive driving course, customer service, sensitivity/empathy
6 training, emergency and accident procedures and wheelchair loading and securement
7 procedures.

8 **20.4** PROVIDER will have all drivers obtain a class of drivers license as required by law, and
9 certification in CPR and first aid. All PROVIDER employees must pass a pre-
10 employment physical examination, paid for by PROVIDER, prior to start of training. All
11 of PROVIDER's drivers shall be subject to a pre-employment background check, a
12 review of their California Department of Motor Vehicle records.

13 **20.5** Drivers will be trained by a trainer or trainers who are certified by the National Safety
14 Council (or other approved agency) to instruct the defensive driving course and are
15 certified by either the American Heart Association or Red Cross (or another approved
16 agency) to instruct the drivers in first aid and CPR. PROVIDER shall certify their trainer
17 in customer service, sensitivity training, emergency and accident procedures and
18 wheelchair loading and securement procedures, or as may otherwise be required by local,
19 State or Federal law or regulations.

20 **20.6** PROVIDER shall require all drivers to attend a monthly safety meeting that shall be a
21 minimum of one (1) hour in duration. PROVIDER shall implement a planned program
22 of safety retraining to be conducted at the safety meetings. ICTC and its representatives
23 shall be allowed to attend said safety meetings.

24 **21. LICENSES**

25 **21.1** PROVIDER shall provide and maintain licenses for its radio system.

26 **21.2** PROVIDER shall be responsible for any locally required business or other licenses,
27 including FCC and Public Utilities Commission certificates as required and necessary.
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1 PROVIDER shall also be solely responsible for any parking and traffic violations of
2 vehicles operated in connection with ICTC's paratransit program.

3 **22. UNIFORMS**

4 PROVIDER shall provide and maintain clean, color-coordinated and identical uniforms to be
5 approved by ICTC for all PROVIDER employees. PROVIDER shall enforce a dress and
6 appearance code. At a minimum, dress requirements shall include: shirts, slacks or shorts.
7 Headgear is optional but if worn will be a design of a baseball-type hats. Jackets will be uniform
8 for use in cold or rainy weather. All shirts and jackets will have sewn name badges and
9 identification patches with a logo that has been approved by ICTC. Sandals or open-toed shoes
10 are not allowed.

11 **23. SAFETY AND SECURITY**

12 **23.1** PROVIDER shall be responsible for the safety and security of passengers during
13 operations and for all related equipment and facilities. PROVIDER shall develop specific
14 procedures that define the safety and security program for ICTC's paratransit services.
15 Safety and organizational meetings shall be held with all PROVIDER employees at least
16 once per month.

17 **23.2** PROVIDER shall report all hazardous conditions (e.g., trees, signs, slides, etc.) in the
18 service area to ICTC and any other appropriate authority and take necessary precautions
19 to safeguard passengers and personnel.

20 **23.3** PROVIDER shall comply with all CHP and State and Federal Occupational Health and
21 Safety Administration requirements. PROVIDER shall not permit drivers to bear
22 weapons of any type while operating a vehicle under this Agreement.

23 **24. INSURANCE REQUIREMENTS:**

24 **24.1** Throughout the life of this Agreement, PROVIDER shall pay for and maintain in full
25 force and effect all policies of insurance required hereunder with an insurance
26 company(ies) either (i) admitted by the California Insurance Commissioner to do business
27 in the State of California and rated not less than "A- VII" in Best's Insurance Rating
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1 Guide, or (ii) authorized by ICTC’s Executive Director or his/her designee at any time
2 and in his/her sole discretion. The following policies of insurance are required:

3 (i) COMMERCIAL GENERAL LIABILITY insurance which shall be at least as broad as
4 the most current version of Insurance Services Office (ISO) Commercial General
5 Liability Coverage Form CG 00 01 and include insurance for “bodily injury,” “property
6 damage” and “personal and advertising injury” with coverage for premises and operations
7 (including the use of owned and non-owned equipment), products and completed
8 operations, and contractual liability (including, without limitation, indemnity obligations
9 under the Contract) with limits of liability of not less than the following:

10 \$20,000,000 per occurrence for bodily injury and property damage

11 \$20,000,000 per occurrence for personal and advertising injury

12 \$20,000,000 aggregate for products and completed operations

13 \$20,000,000 general aggregate

14 (ii) COMMERCIAL AUTOMOBILE LIABILITY insurance which shall be at least as broad
15 as the most current version of Insurance Service Office (ISO) Business Auto Coverage
16 Form CA 00 01, and include coverage for all owned, hired, and non-owned automobiles
17 or other licensed vehicles (Code 1 - Any Auto) with limits of liability of not less than
18 \$20,000,000 per accident for bodily injury and property damage.

19 (iii) AUTOMOBILE PHYSICAL DAMAGE insurance to include collision, comprehensive
20 and theft coverage for all ICTC vehicles operated, maintained, used and/or stored by
21 Provider under this Agreement. This insurance shall include replacement cost coverage
22 for all ICTC vehicles operated, maintained, used and/or stored by Provider under this
23 Agreement.

24 (iv) FIDELITY BOND/CRIME insurance which shall be at least as broad as the most current
25 version of Insurance Services Office (ISO) Commercial Crime Coverage Form CR 00 20
26 and include coverage for employee theft, forgery or alteration, inside the premises – theft
27 of money and securities, inside the premises –robbery or safe burglary, outside the
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1 premises, computer fraud, funds transfer fraud and money orders and counterfeit paper
2 currency, with limits of liability of not less than \$100,000 per claim/occurrence.

3 (v) WORKERS' COMPENSATION insurance as required under the California Labor Code.

4 (vi) EMPLOYERS' LIABILITY insurance with limits of liability of not less than \$1,000,000
5 each accident, \$1,000,000 disease policy limit and \$1,000,000 disease each employee.

6 **24.2** In the event PROVIDER purchases an Umbrella or Excess insurance policy(ies) to meet
7 the minimum limits of insurance set forth above, this insurance policy(ies) shall "follow
8 form" and afford no less coverage than the primary insurance policy(ies).

9 **24.3** PROVIDER shall be responsible for payment of any deductibles contained in any
10 insurance policies required hereunder and PROVIDER shall also be responsible for
11 payment of any self-insured retentions. Any deductibles or self-insured retentions must
12 be declared to, and approved by, the ICTC's Executive Director or his/her designee. At
13 the option of the ICTC's Executive Director or his/her designee, either: (i) the insurer
14 shall reduce or eliminate such deductibles or self-insured retentions as respects to ICTC,
15 its board members, officers, employees, agents and volunteers, or (ii) PROVIDER shall
16 provide a financial guarantee, satisfactory to ICTC's Executive Director or his/her
17 designee, guaranteeing payment of losses and related investigations, claim administration
18 and defense expenses. At no time shall ICTC be responsible for the payment of any
19 deductibles or self-insured retentions.

20 **24.4** All policies of insurance required hereunder shall be endorsed to provide that the
21 coverage shall not be cancelled, non-renewed, reduced in coverage or in limits except
22 after 30 calendar day written notice has been given to ICTC. Upon issuance by the
23 insurer, broker, or agent of a notice of cancellation, non-renewal, or reduction in coverage
24 or in limits, PROVIDER shall furnish ICTC with a new certificate and applicable
25 endorsements for such policy(ies). In the event any policy is due to expire during the
26 work to be performed for ICTC, PROVIDER shall provide a new certificate, and
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1 applicable endorsements, evidencing renewal of such policy not less than 15 calendar
2 days prior to the expiration date of the expiring policy.

3 **24.5**The General Liability (ongoing operations and completed operations) and Automobile
4 Liability insurance policies shall be written on an occurrence form and shall name ICTC, its
5 members, board members, officers, officials, employees, agents and volunteers as an
6 additional insured. Such policy(ies) of insurance shall be endorsed so PROVIDER's
7 insurance shall be primary and no contribution shall be required of ICTC. The coverage
8 shall contain no special limitations on the scope of protection afforded to ICTC, its board
9 members, officers, employees, agents and volunteers. The Automobile Physical Damage
10 and Fidelity Bond/Crime insurance policies shall name ICTC as a loss payee. The Workers'
11 Compensation insurance policy shall contain a waiver of subrogation as to ICTC, its
12 members, board members, officers, officials, employees, agents and volunteers. Should
13 Provider maintain insurance with broader coverage and/or limits of liability greater than
14 those shown above, ICTC requires and shall be entitled to the broader coverage and/or the
15 higher limits of liability maintained by Provider. Any available insurance proceeds in excess
16 of the specified coverage and minimum limits of insurance coverage shall be available to
17 ICTC.
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19 **24.6** PROVIDER shall furnish ICTC all certificate(s) and applicable endorsements effecting
20 coverage required hereunder. Upon request of ICTC and before work commences,
21 PROVIDER shall immediately furnish ICTC with a complete copy of any insurance
22 policy and all certificates and applicable endorsements required under this Agreement,
23 with said copy certified by the underwriter to be a true and correct copy of the original
24 policy. This requirement shall survive expiration or termination of this Agreement.

25 **24.7** If at any time during the life of this Agreement or any extension, PROVIDER or any of
26 its subcontractors fail to maintain any required insurance in full force and effect, all work
27 under this Agreement shall be discontinued immediately, and all payments due or that
28 become due to PROVIDER shall be withheld until notice is received by ICTC that the

1 required insurance has been restored to full force and effect and that the premiums
2 therefore have been paid for a period satisfactory to ICTC. Any failure to maintain the
3 required insurance shall be sufficient cause for ICTC to terminate this Agreement. No
4 action taken by ICTC hereunder shall in any way relieve PROVIDER of its
5 responsibilities under this Agreement.

6 **24.8** The fact that insurance is obtained by PROVIDER shall not be deemed to release or
7 diminish the liability of PROVIDER, including, without limitation, liability under the
8 indemnity provisions of this Agreement. The duty to indemnify ICTC shall apply to all
9 claims and liability regardless of whether any insurance policies are applicable. The
10 policy limits do not act as a limitation upon the amount of indemnification to be provided
11 by PROVIDER. Approval or purchase of any insurance contracts or policies shall in no
12 way relieve from liability nor limit the liability of PROVIDER, its principals, officers,
13 employees, agents, persons under the supervision of PROVIDER, vendors, suppliers,
14 invitees, consultants, sub-consultants, subcontractors, or anyone employed directly or
15 indirectly by any of them.

16 If PROVIDER should subcontract all or any portion of the services to be performed under
17 this Agreement, PROVIDER shall require each subcontractor to provide insurance
18 protection in favor of ICTC, its board members, officers, employees, agents and
19 volunteers, in accordance with the terms of each of the preceding paragraphs, except that
20 the subcontractors' certificates and endorsements shall be on file with PROVIDER, ICTC
21 prior to the commencement of any work by the subcontractor.

22 **25. TERMINATION**

23 PROVIDER agrees to comply with all Federal Transit Administration and California Department
24 of Transportation Required Provisions and Third Party Contract Clauses as set forth in the
25 document attached hereto as **Attachment A** (REV01-2019 and thereafter most currently
26 revised), the terms of which are incorporated herein by this reference as if fully set forth.

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1 **26. FUTURE CONTRACTUAL SERVICE ADJUSTMENTS.**

2 The service provided is dictated by the ridership demand and economics of the annual budget
3 process. After a contract has been executed, service demand may increase or decrease. Adjustments
4 within the original scope of work may take place to the contracted revenue service days or hours
5 that will affect the service pricing. The ICTC or the PROVIDER may initiate a discussion to adjust
6 the level(s) of service. Adjustments to pricing for a service hour increase or decrease modification
7 will be based on the variable cost per hour in effect for that fiscal year, as agreed and submitted
8 in the proposal entitled "IVT MedTrans Paratransit Services Proposal 2019" dated May 8, 2019.
9 Contact service modifications, subsequent extensions, agreement terms and subsidy are subject
10 to criteria. Criteria for determining and evaluating the appropriateness of the modification or
11 extension will be reviewed and approved by the ICTC Commission and Caltrans. Changes will
12 not be made outside of the scope of work of this project. Changes will not be made to the contract
13 during the first thirty (30) days of operation. Changes may not be made unilaterally or solely at the
14 request of a passenger.

15 **27. EMPLOYEE WORK RULES**

16 PROVIDER shall enforce the following employee rules:

17 **27.1** Uniforms must be worn at all times when on duty and shall be clean and presentable at
18 all times. Uniform designs, colors and ID tags are subject to ICTC approval.

19 **27.2** Gratuities shall not be accepted.

20 **27.3** Drivers shall have a thorough knowledge of ICTC transit services and service areas.
21 Drivers shall also have a basic knowledge of potential transfer locations for all ICTC
22 transit services.

23 **27.4 General Rules**

24 **27.4.1** No one will be permitted to smoke, eat or drink aboard vehicles at any time. This
25 includes passengers and staff.

26 **27.4.2** Boisterous language, profanity or incivility to anyone shall not be allowed while
27 PROVIDER's personnel is in uniform and representing PROVIDER and ICTC,
28 whether on- or off-duty.

- 1 **27.4.3** While in uniform, no PROVIDER employee shall purchase, consume or be under
2 the influence of any narcotic, intoxicant, or harmful drug.
- 3 **27.4.4** Drivers shall be responsible for keeping all vehicles clean and sanitary during
4 their shift.
- 5 **27.4.5** All PROVIDER employees are responsible for reporting any defects noted in any
6 vehicle to the supervisor and maintenance department immediately. Drivers shall
7 conduct a “walk-around” and an in-vehicle inspection of their vehicle and fill out
8 a form approved by ICTC for denoting the results of such inspection(s) daily.
9 Drivers shall have maintenance or management personnel resolve any doubt about
10 the safety of a vehicle prior to placing a vehicle in passenger service.
- 11 **27.4.6** Employees may use vehicles only in accordance with their assigned duties.
- 12 **27.4.7** Employees must conduct themselves and operate vehicles in a safe and courteous
13 manner at all times.
- 14 **27.4.8** No one shall be permitted to solicit on the vehicle.
- 15 **27.4.9** No item longer than five (5) feet will be permitted on the vehicle.
- 16 **27.4.10** All information regarding accidents shall be treated as confidential. Employees
17 shall refrain from speaking to anyone concerning any accident unless it is to
18 police, supervisory personnel, or other person(s) involved in the accident as
19 required by law.
- 20 **27.4.11** Persons under the influence of any intoxicant, narcotic, or harmful drug shall not
21 be permitted on the vehicle.
- 22 **27.4.12** Drivers providing service shall be required to travel over prescribed routes. If it
23 becomes necessary to leave the route, the dispatcher or immediate supervisor shall
24 be notified immediately.
- 25 **27.4.13** Drivers will provide the assistance required to help elderly and disabled persons
26 boarding and de-boarding vehicles, moving to their seat and/or maneuvering and
27 securing wheelchairs. Under no circumstances will drivers enter a passenger’s
28 residence or physically lift a passenger.

1 **27.4.14** No vehicle shall be operated when its condition is unsafe or uncertain.

2 **27.4.15** No driver shall operate the wheelchair lift until he/she has received the required
3 training and if there is any doubt whosoever about the mechanical condition of
4 the lift or safety of the passenger as a result from using the lift. Wheelchair lift
5 operation shall be in compliance with the methodology recommended by the
6 organizational equipment manual.

7 **28. ICTC POLICIES AND STANDARDS**

8 PROVIDER shall meet ICTC transit service policies and standards in the operation of ICTC's
9 IVT MedTrans paratransit services. Penalty payments shall be assessed in accordance with the
10 Table of Incentives and Penalties.

11 **29. CONFLICT OF INTEREST**

12 PROVIDER covenants that it presently has no interest and shall not acquire any interest, direct
13 or indirect, which would conflict in any manner or degree with the performance of service
14 required to be performed.

15 **30. COMPLIANCE WITH INDUSTRY REGULATIONS, POLICIES AND LAWS**

16 PROVIDER, by the submission of its Proposal, certifies that it shall operate the paratransit
17 system in compliance with ICTC operating policies, and with local, State and Federal ordinances,
18 laws, and regulations applicable to this service. This Agreement may be financed in part with
19 funding received under §§5307 and 5311 of the Federal Transit Act. All services performed by
20 PROVIDER shall be performed in accordance and full compliance with all applicable federal
21 laws and requirements. PROVIDER agrees to comply with all Federal Transit Administration
22 and California Department of Transportation Required Provisions and Third Party Contract
23 Clauses as set forth in the document attached hereto as **Attachment A** (REV01-2019 and
24 thereafter most currently revised), the terms of which are incorporated herein by this reference
25 as if fully set forth.

26 **31. INDEMNIFICATION**

27 To the furthest extent allowed by law, PROVIDER shall indemnify, hold harmless and defend
28 ICTC and each of its members, board members, officers, officials, employees, agents and

1 volunteers from any and all loss, liability, fines, penalties, forfeitures, costs and damages
2 (whether in contract, tort or strict liability, including but not limited to personal injury, death at
3 any time and property damage) incurred by ICTC, PROVIDER or any other person, and from
4 any and all claims, demands and actions in law or equity (including attorney's fees and litigation
5 expenses), arising or alleged to have arisen directly or indirectly out of performance of this
6 Agreement. PROVIDER's obligations under the preceding sentence shall apply regardless of
7 whether Indemnitees are negligent, but shall not apply to any loss, liability, fines, penalties,
8 forfeitures, costs or damages caused solely by the gross negligence, or caused by the willful
9 misconduct, of ICTC or its board members, officers, employees, agents and volunteers.

10 If PROVIDER should subcontract all or any portion of the work to be performed under this
11 Agreement, PROVIDER shall require each subcontractor to indemnify, hold harmless and defend
12 ICTC and each of its board members, officers, employees, agents and volunteers in accordance
13 with the terms of the preceding paragraph.

14 This section shall survive termination or expiration of this Agreement.

15 **32. INDEPENDENT CONTRACTOR**

16 In all situations and circumstances arising out of the terms and conditions of this Agreement,
17 PROVIDER is an independent contractor, and as an independent contractor, the following shall
18 apply:

19 **32.1** PROVIDER is not an employee or agent of ICTC and is only responsible for the
20 requirements and results specified by this Agreement or any other Agreement.

21 **32.2** PROVIDER shall be responsible to ICTC only for the requirements and results specified
22 by this Agreement and except as specifically provided in this Agreement, shall not be
23 subject to ICTC's control with respect to the physical actions or activities of PROVIDER
24 in fulfillment of the requirements of this Agreement.

25 **32.3** PROVIDER is not, and shall not be, entitled to receive from, or through, ICTC, and ICTC
26 shall not provide, or be obligated to provide, PROVIDER with Worker's Compensation
27 coverage or any other type of employment or worker insurance or benefit coverage
28

1 required or provided by any Federal, State or local law or regulation for, or normally
2 afforded to, an employee of ICTC.

3 **32.4** PROVIDER shall not be entitled to have ICTC withhold or pay, and ICTC shall not
4 withhold or pay, on behalf of PROVIDER, any tax or money relating to the Social
5 Security Old Age Pension Program, Social Security Disability Program, or any other type
6 of pension, annuity, or disability program required or provided by any Federal, State or
7 local law or regulation.

8 **32.5** PROVIDER shall not be entitled to participate in, or receive any benefit from, or make
9 any claim against any ICTC fringe program, including, but not limited to, ICTC's pension
10 plan, medical and health care plan, dental plan, life insurance plan, or any other type of
11 benefit program, plan, or coverage designated for, provided to, or offered to ICTC's
12 employee.

13 **32.6** ICTC shall not withhold or pay, on behalf of PROVIDER, any Federal, State, or local
14 tax, including, but not limited to, any personal income tax, owed by PROVIDER.

15 **32.7** PROVIDER is, and at all times during the term of this Agreement, shall represent and
16 conduct itself as an independent contractor, not as an employee of ICTC.

17 **32.8** PROVIDER shall not have the authority, express or implied, to act on behalf of, bind or
18 obligate the ICTC in any way without the written consent of ICTC.

19 **33. ASSIGNMENT**

20 Neither this Agreement nor any duties or obligations hereunder shall be assignable by
21 PROVIDER without the prior written consent of ICTC.

22 **34. CONTRACTUAL DISPUTE RESOLUTION**

23 PROVIDER agrees to comply with all Federal Transit Administration and California Department
24 of Transportation Required Provisions and Third Party Contract Clauses as set forth in the document
25 attached hereto as **Attachment A** (REV01-2019 and thereafter most currently revised), the terms of
26 which are incorporated herein by this reference as if fully set forth.

27 ///

28 ///

1 **35. NOTICES AND REPORTS**

2 All notices and reports under this Agreement shall be in writing and may be given by personal
3 delivery or by mailing by certified mail, addressed as follows:

4 ICTC

5 Imperial County
6 Transportation Commission
7 Attention: Mark Baza, Executive Director
8 1503 N Imperial Ave., Suite 104
9 El Centro, CA 92243

PROVIDER

First Transit, Inc.
Jay Jeter, Regional Vice President Southwest
13200 Crossroads Parkway North Suite 450
City of Industry, CA 91746

8 Notices and reports under this Agreement may be given by personal delivery or by mailing by
9 certified mail at such other address as either party may designate in a notice to the other party
10 given in such manner. Any notice given by mail shall be considered given when deposited in the
11 United States Mail, postage prepaid, addressed as provided herein.

12 **36. ENTIRE AGREEMENT**

13 This Agreement contains the entire Agreement between ICTC and PROVIDER relating to the
14 transactions contemplated hereby and supersedes all prior or contemporaneous agreements,
15 understandings, provisions, negotiations, representations, or statements, either written or oral.

16 **37. MODIFICATION**

17 No modification, waiver, amendment, discharge, or change of this Agreement shall be valid
18 unless the same is in writing and signed by the party against whom the enforcement of such modification,
19 waiver, amendment, discharge, or change is or may be sought.

20 **38. CAPTIONS**

21 Captions in this Agreement are inserted for convenience of reference only and do not define,
22 describe or limit the scope or the intent of this Agreement or any of the terms thereof.

23 **39. PARTIAL INVALIDITY**

24 If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void,
25 or unenforceable, the remaining provisions will nevertheless continue in full force without being
26 impaired or invalidated in any way.

27 **40. GENDER AND INTERPRETATION OF TERMS AND PROVISIONS**

28 As used in this Agreement and whenever required by the context thereof, each number, both

1 singular and plural, shall include all numbers, and each gender shall include a gender. PROVIDER as
2 used in this Agreement or in any other document referred to in or made a part of this Agreement shall
3 likewise include both singular and the plural, a corporation, a partnership, individual, firm or person
4 acting in any fiduciary capacity as executor, administrator, trustee or in any other representative capacity
5 or any other entity. All covenants herein contained on the part of PROVIDER shall be joint and several
6 if more than one person, firm or entity executes the Agreement.

7 **41. WAIVER**

8 No waiver of any breach or of any of the covenants or conditions of this Agreement shall be
9 construed to be a waiver of any other breach or to be a consent to any further or succeeding breach of
10 the same or any other covenant or condition.

11 **42. CHOICE OF LAW**

12 The laws of the State of California shall govern this Agreement. This Agreement is made and
13 entered into in Imperial ICTC, California. Any action brought by either party with respect to this
14 agreement shall be brought in a court of competent jurisdiction within said ICTC.

15 **43. ATTORNEYS' FEES AND COSTS**

16 If either party herein brings an action to enforce the terms thereof or declare rights hereunder, the
17 prevailing party in any such action, on trial or appeal, shall be entitled to his reasonable attorneys' fees
18 as fixed by the court and his actual costs to be paid by the losing party.

19 **44. FORCE MAJEURE**

20 If any party fails to perform its obligation because of strikes, lockouts, labor disputes, embargoes,
21 acts of God, inability to obtain labor or materials, fuel shortages, government restrictions, governmental
22 regulations, governmental controls, judicial orders, enemy or hostile governmental action, civil
23 commotion, fire or other casualty, or other causes beyond the reasonable control of the party obligated
24 to perform, then that party's performance shall be excused. However, PROVIDER shall not receive
25 payment for vehicle service hours that are not provided.

26 **45. AUTHORITY**

27 Each individual executing this Agreement on behalf of PROVIDER represents and warrants that:
28

1 **45.1** He/She is duly authorized to execute and deliver this Agreement on behalf of
2 PROVIDER;

3 **45.2** Such execution and delivery is in accordance with the terms of the Articles of
4 Incorporation or Partnership, any by-laws or Resolutions of PROVIDER and;

5 **45.3** This Agreement is binding upon PROVIDER in accordance with its terms.

6 PROVIDER shall deliver to ICTC evidence acceptable to ICTC of the foregoing within thirty
7 days of execution of this Agreement.

8 **46. SUSPENSION AND DEBARMENT**

9 PROVIDER agrees to comply with all Federal Transit Administration and California Department
10 of Transportation Required Provisions and Third Party Contract Clauses as set forth in the document
11 attached hereto as **Attachment A** (REV01-2019 and thereafter most currently revised), the terms of
12 which are incorporated herein by this reference as if fully set forth.

13 **47. DISADVANTAGED BUSINESS ENTERPRISE**

14 PROVIDER agrees to comply with all Federal Transit Administration and California Department
15 of Transportation Required Provisions and Third Party Contract Clauses as set forth in the document
16 attached hereto as **Attachment A** (REV01-2019 and thereafter most currently revised), the terms of
17 which are incorporated herein by this reference as if fully set forth.

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1 **IN WITNESS WHEREOF**, the parties have executed this Agreement on the day and year first
2 above written.

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4
5 **IMPERIAL COUNTY
TRANSPORTATION COMMISSION:**

PROVIDER:

6
7
8 By: 
9 Chairperson


By: BRADLEY A. THOMAS
President

10
11 **ATTEST:**

12 
13 CRISTI LERMA
14 Secretary to ICTC

15
16 **APPROVED AS TO FORM:**

17 **KATHERINE TURNER**
18 County Counsel

19 By: 
20 Eric Havens
21 Deputy County Counsel