

APPENDIX B

STATEMENT OF WORK

VISITOR BUS TRANSPORTATION SERVICES

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1.0 SCOPE OF WORK

Contractor shall provide weekend and holiday bus transportation services for persons visiting inmates at various Sheriff's Department (Department) custody facilities. Services shall include, but not be limited to, providing and maintaining the necessary buses and/or other vehicles as appropriate; transporting visitors to and from the various custodial facilities; providing qualified drivers, mechanics, and all other support personnel required to maintain the vehicles; and providing reports and other information, as required by the County.

1.1 Facilities

1.1.1 All facilities are currently located at Peter J. Pitchess Detention Center (PDC) and are comprised of four (4) separate custodial facilities. These facilities are accessible only by a County-owned and maintained road that is not open to the general public. Upon arriving at PDC, visitors must first register and check-in at PDC's Dr. Elmer T. Jaffee Visitor Center (Visitor Center) before boarding Contractor buses for transport to the following custodial facilities located within PDC:

Pitchess - North Facility 29320 The Old Road Castaic, California 91384-2905	Pitchess – East Facility 29310 The Old Road Castaic, California 91384-2905
Pitchess – South Facility 29330 The Old Road Castaic, California 91384-2905	North County Correctional Facility 29340 The Old Road Castaic, California 91384-2905

1.1.2 The North County Correctional Facility, Pitchess - East Facility and Pitchess - South Facility are along the same route, while the Pitchess - North facility is located in a different direction from the other three facilities.

1.1.3 The County reserves the right to add or delete custodial facilities at any time during the Term of the Agreement.

1.1.4 The Department is anticipating expanding services to Mira Loma Detention Center (MLDC), 45100 N. 60th West, Lancaster, California 93536, in 2017. An amendment to the Agreement will be executed in accordance with Paragraph 6.4 of the Agreement in the

event the Department requires Contractor services at MLDC or any other additional custodial facility.

1.2 **Visitor Registration/Check-In, Overview**

Department personnel are responsible for the visitor registration process.

- 1.2.1 Visitors are allowed on weekends and select holidays only, as specified in Section 3.0 (Days/Hours of Operation) of this Statement of Work (SOW).
- 1.2.2 Visits to inmates are limited to thirty (30) minutes.
- 1.2.3 There is no age limit for visitors, which often include young children and infants.
- 1.2.4 Visits are by appointment only. Visitors may schedule their visits seven days in advance logging onto <https://visit.lasd.org>.
- 1.2.5 “Walk-in” or unscheduled visits are unavailable.
- 1.2.6 All visitors, including minors must register into the visitation system before they can schedule a visit. Kiosks are available for the public to create an account at various facilities.
- 1.2.7 Visitors with a scheduled appointment must arrive one (1) hour before their visit for check-in.
- 1.2.8 Visitors will be given a thirty (30) minute grace period to account for traffic or other delays. If a visitor arrives late, their scheduled appointment is automatically canceled and counts against the inmate’s visiting quota. Visitors will be required to schedule an appointment for another day.
- 1.2.9 Inmates will not be sent to visiting twice in one day for a regular visit, no exceptions.
- 1.2.10 Scheduled appointments are subject to cancellation at any time due to housing re-assignment, discipline housing restrictions, or at the discretion of the facility Watch Sergeant or Watch Commander.
- 1.2.11 Visitors who wish to cancel their appointments must do so twelve (12) hours in advance.

- 1.3 Registration at the Visitor Center begins at 8:00 a.m. Those arriving prior to 8:00 a.m. must wait in line. The registration/check-in process involves the following:

1.3.1 Initial Screening

- 1.3.1.1 Each visitor must first go through a metal detector.
- 1.3.1.2 All carried items, including bags, purses, coats, jackets, etc., must go through the x-ray machine and/or be hand-checked by Department personnel.

1.3.2 Registration Procedures

- 1.3.2.1 After going through initial screening, visitors will be directed to an area with four booths that are staffed by Department personnel for visitor registration.
- 1.3.2.2 Each adult visitor, or one (1) adult per family group, must complete a Visitor Pass Slip.
- 1.3.2.3 Department personnel from one of the four booths will key the information from the Visitor Pass Slip to generate a Visitor Pass.
- 1.3.2.4 The information is transmitted on-line to the appropriate custodial facility to allow Department personnel to prepare the inmates for visitation.

1.3.3 Waiting Area/Bus Boarding

- 1.3.3.1 After receiving the Visitor Pass, visitors are directed to the benches in the waiting/boarding area, separated according to facility destination. Two Department deputies or custody assistants will direct the visitors to the appropriate buses.
- 1.3.3.2 Before getting on the buses, all adult visitors must present the Visitor Pass and valid picture identification to one of the two Department deputies or custody assistants that direct visitors to board the bus.
- 1.3.3.3 Adult visitors without the proper/valid picture identification may be allowed on the buses at the discretion of the Department.

2.0 BUS TRANSPORTATION - GENERAL

- 2.1 Each facility has a designated drop-off/pick-up location. Buses shall deliver and pick up visitors from these areas, unless otherwise directed by facility staff.
- 2.2 Bus transportation hours are from 8:00 a.m. to 4:00 p.m. The first round of buses will leave the Visitor Center between 8:00 a.m. and 8:30 a.m., with the various buses assigned to drop-off at one or more of the facilities. Since the North County Correctional Facility has the largest inmate population, it gets more visitors than the other facilities, and may have several buses assigned for initial drop-off. Since the North Facility is located in a different direction from the other three facilities, a separate bus is sent for drop-off there, whether it is full or not.
- 2.3 For subsequent drop-offs, the deputies determine to which facilities the buses will go; depending upon the number of people in the waiting area and length of time they have been waiting.
- 2.4 Between 8:30 a.m. – 9:30 a.m., buses will primarily be dropping visitors off at the facilities and returning directly to the Visitor Center. After 9:30 a.m., buses will also be picking up visitors from the facilities to return them to the Visitor Center.
- 2.5 The last round of buses taking visitors to the various facilities will leave the Visitor Center at approximately 2:00 p.m. Thereafter, between 2:00 p.m. and 4:00 p.m., Contractor's buses will be returning visitors to the Visitor Center.
- 2.6 The services provided to MLDC shall adhere to the same hours as PDC. A location (TBA) will serve as a starting point, or visitor center for MLDC.

3.0 BUSES

Contractor shall provide an adequate number of buses to transport 1800 to 2500 people per day, to and from the facilities during the hours specified in Section 2.0 (Bus Transportation – General) above.

- 3.1 Contractor shall supply an appropriate number of buses to meet the demands of the particular day.
- 3.2 In the event that additional buses are needed for the day, Contractor shall supply additional bus(es) within one (1) hour of notification by County Project Manager or designee.

- 3.3 Contractor shall provide a minimum of one (1) bus or other appropriate vehicle equipped to accommodate disabled passengers, which number may vary from 3-5 per day.
- 3.4 All buses shall have a minimum capacity of 47 passengers (except disabled appropriate vehicles).
- 3.5 All Contractor buses and vehicles shall be air-conditioned.
- 3.6 In the event of a bus breakdown or mechanical failure, Contractor's driver shall immediately notify County Project Manager or designee and Contractor's dispatch office of the problem.
- 3.7 Within one (1) hour of notification, Contractor shall send its maintenance staff to the location to make the necessary repairs.
- 3.8 Simultaneously, Contractor shall send a back-up bus(es) to enable continued and timely visitor transportation services.

4.0 DAYS/HOURS OF OPERATION

Contractor shall provide Visitor Bus Transportation Services on the following days:

4.1 Weekends

Visitors to custody facilities are allowed on weekends and on designated holidays. Contractor shall provide transportation services on those designated days. The number of visitors may fluctuate from day-to-day, and even week-to week.

4.2 Holidays

Contractor shall provide Visitor Bus Transportation Services on the following designated County-recognized holidays:

4.2.1 New Year's Day (January 1)

4.2.2 Memorial Day (Last Monday in May)

4.2.3 Independence Day (July 4)

4.2.4 Labor Day (First Monday in September)

4.2.5 Thanksgiving Day (Fourth Thursday in November)

4.2.6 Christmas Day (December 25)

4.2.7 The number of visitors during these holidays fluctuates. There are usually more visitors on Thanksgiving and Christmas than the other holidays.

4.3 Hours

Hours of operation are generally from 8:00 a.m. to 4:00 p.m., as specified in Section 2.0 (Bus Transportation – General) of this SOW.

5.0 **BUS WORK SCHEDULE**

5.1 Contractor shall allow sufficient time for drivers to complete a pre-trip vehicle inspection prior to reporting to the Visitor Center. Buses and drivers shall report no later than 7:50 a.m. in order to be ready to transport visitors between 8:00 a.m. and 8:30 a.m.

5.2 Prior to beginning work for the day, Contractor's drivers shall sign in at the Visitor Center office and pick-up County issued identification badge. At the end of the day, drivers shall sign out and return the identification badge for storage.

5.3 On most days, the busiest times for visitor drop-offs and pick-ups are during the mid-to-late morning hours. Buses shall run continuously between the Visitor Center and the facilities the entire day between approximately 8:30 a.m. to about 3:30 p.m. or 4:00 p.m. The last scheduled bus transporting visitors to the four facilities will leave the Visitor Center at approximately 2:00 p.m.

5.4 Under special circumstances, Contractor may be required to provide services beyond 4:00 p.m. In the event of such circumstances, County Project Manager or designee shall immediately notify Contractor of County's need for after hour transportation services. Such after hour services shall be regulated exclusively by County.

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

5.6 Lunch and break schedules for Contractor's bus drivers shall be determined by County Project Manager or his/her designee. Breaks shall be staggered so as to ensure there is not more than one (1) driver on break at any given time.

6.0 BUS MAINTENANCE

- 6.1 Contractor shall be responsible for all maintenance, repair and safety inspections of buses/vehicles providing services under the Agreement, as required by Federal, State, and local laws, rules, regulations, ordinances and directives.
- 6.2 All inspections are subject to the final inspection standards of the California Highway Patrol (CHP). For liability purposes, it is the Contractor's responsibility to perform inspections on a regular basis.
- 6.3 Contractor shall ensure that vehicles used to provide services under the Agreement are inspected each working day before service begins.

Safety inspection shall include but not be limited to:

- a. tire inflation and tread wear
 - b. headlights, signal indicators, and brake lights
 - c. brake performance
 - d. cracked and broken windows
 - e. communication devices are working properly
- 6.4 Contractor shall maintain copies of the most recent CHP vehicle inspection reports for all vehicles with seating for fifteen (15) or more persons, including the driver. Reports shall be made available to County Project Manager on a quarterly basis or upon request.

7.0 COMMUNICATION DEVICES/EQUIPMENT

- 7.1 Contractor shall equip all vehicles, drivers, and County, with a communications system that may include, but is not limited to, radios, or cellular phones. This will enable County Project Manager or his/her designee to contact a driver immediately, if necessary, during hours of operation, or to have drivers communicate with Contractor's office, or each other.
- 7.2 Contractor's drivers may need to contact each other to facilitate a quicker response for pick up, i.e., when there is a long line of visitors that require pickup from a specific facility.

8.0 EQUIPMENT – GENERAL

- 8.1 Contractor shall comply with all Federal, State and local laws, rules, regulations, ordinances and directives, and shall maintain all required

licenses and permits as related to buses, vehicles, and other equipment used to provide services under the Agreement.

- 8.2 Contractor shall maintain accurate and complete records of compliance with Paragraph 8.1 above, and shall make such records available to County upon County's request.
- 8.3 County shall not be responsible for any damage to Contractor's property, Contractor's employees' property, or lost or stolen items belonging to Contractor, Contractor's employees, or visitors.
- 8.4 At no time during the term of the Agreement shall Contractor be allowed to store its buses or any other equipment at any facility or Visitor Center, for any length of time.

9.0 CONTRACTOR'S DISPATCH OFFICE

- 9.1 Contractor shall maintain a dispatch office within the County.
- 9.2 The dispatch office shall be staffed during the hours of 6:00 a.m. to 6:00 p.m. on Saturdays, Sundays, and designated holidays by at least one employee who can respond to inquiries and complaints about Contractor's performance under the Agreement, and who has the authority to respond to County's request for additional buses and/or drivers.
- 9.3 When the office is closed, Contractor must provide an answering service to receive calls. Contractor shall respond to calls received by the answering service within two (2) hours of receipt of call.

10.0 RESPONSIBILITIES - CONTRACTOR

10.1 General Administration

- 10.1.1 Contractor shall maintain current required business licenses, including a valid Transportation Charter Party Permit issued by the California Public Utilities Commission (PUC).
- 10.1.2 Contractor shall maintain copies of bus drivers' DMV printouts, updated annually, for all Contractor drivers providing services under the Agreement. Reports shall be available to County Project Manager upon request. County reserves the option of performing a DMV check on Contractor bus drivers at any time.
- 10.1.3 Contractor shall maintain copies of PUC and California Highway Patrol (CHP) drug and alcohol testing for drivers providing

services under the Agreement. These reports shall be made available to County Project Manager upon County's request.

- 10.1.4 Contractor shall verbally notify County Project Manager or designee immediately regarding any incident or injury to persons in the bus, including bus accidents. A written Incident Report shall be submitted to County Project Manager within one (1) business day following verbal notification. Complaints or concerns regarding visitors shall be reported to County Project Manager within one (1) Business Day followed by written notice.
- 10.1.5 Contractor shall make all licenses and permits available to County upon County Project Manager's request.
- 10.1.6 Contractor shall be responsible for immediately removing and replacing any Contractor employee performing services under the Agreement at the request of County Project Manager.
- 10.1.7 Contractor shall have a supervisor on call and readily accessible at all times between the hours of 6:00 a.m. and 6:00 p.m. on weekends and selected holidays as specified in the Agreement.

10.2 Personnel

10.2.1 Background Investigation

Contractor shall ensure that all its employees providing services under the Agreement, including drivers and substitute drivers, undergo a background investigation as required by County as specified in Section 33.0 (Background and Security Investigations) of Exhibit A (Additional Terms and Conditions) of the Agreement.

10.2.2 Contractor Project Manager

Contractor shall provide a full-time Contractor Project Manager or designee who will act as Contractor's liaison with the County and who will be responsible for the day-to-day management of the Agreement, in accordance with Paragraph 4.2 (Contractor Project Manager) of the Agreement. Specifically, the Contractor Project Manager will be responsible for the following:

- 10.2.2.1 Have full authority to act for Contractor on all matters relating to the operation of the Agreement.

- 10.2.2.2 Be available by telephone between 6:00 a.m. and 6:00 p.m. on Saturdays, Sundays and holidays when bus transportation services are provided.
- 10.2.2.3 Be able to read, write, speak and understand English.
- 10.2.2.4 Ensure that substitute drivers and additional buses are provided, as needed, within the time specified after notification from County Project Manager.

10.3 **Bus Drivers**

Contractor shall provide an adequate number of qualified bus drivers to ensure that all assigned buses are utilized. Contractor shall have an adequate number of substitute drivers (refer to Subparagraph 10.4.2 below) available to respond as needed, within one (1) hour of notification by County Project Manager or designee. All assigned drivers and substitutes, must have the following qualifications:

- 10.3.1 Be fully qualified under the laws of the State of California as a Class B licensed driver.
- 10.3.2 Be at least 18 years old.
- 10.3.3 Have received, at the very least, the minimum training required by Section 40083 of the California Education Code, and submit evidence of such training to County Project Manager prior to providing services under the Agreement.
- 10.3.4 Comply with all applicable Federal, State and local laws, rules, regulations, ordinances and directives, and maintain all required licenses and permits.
- 10.3.5 Comply with all applicable Federal, State and local laws, regulations, ordinances and directives for alcohol and drug testing.
- 10.3.6 Be able to understand and speak English. Ability to speak Spanish as a second language is highly desirable.

10.4 **Contractor's Personnel Work Performance - General**

Contractor's personnel, including Contractor Project Manager, bus drivers, substitute drivers, mechanics and other support staff providing services under the Agreement shall be required to:

- 10.4.1 Wear identification badges that must include at the very least, employee's name, date of birth, employee number. Bus drivers must supply County with photograph to enable County to issue picture identification badges. Bus drivers must wear County-issued identification badge at all times while providing services under the Agreement.
- 10.4.2 Report to work on time as assigned and hold over on assigned duties as may be directed. In the event of illness or other reasons, Contractor's drivers must notify Contractor's office supervisor by 6:00 a.m. to report absence from work. Contractor shall immediately notify County Project Manager or designee of driver absence. Contractor shall send substitute driver who is familiar with the requirements of the Agreement within one (1) hour of notification to County Project Manager or designee.
- 10.4.3 Maintain good personal hygiene and clean uniform appearance.
- 10.4.4 Be courteous to the public and County personnel at all times, and behave in a professional manner.
- 10.4.5 Provide assistance to passenger(s) requiring aid in boarding and disembarking the bus.
- 10.4.6 Adhere (only drivers) to all County and custody facility rules and regulations, including traffic safety and security regulations.
- 10.4.7 Driver shall perform a periodic walk-through of empty bus to check for and collect any articles left behind by visitors. Submit any items found to County Project Manager or designee.
- 10.4.8 Driver shall perform pre-drive safety inspection test on buses.
- 10.4.9 Driver shall ensure that bus is kept neat and clean throughout the day. If bus has restroom facilities, must perform periodic checks to make sure area is free from trash, and facilities are operating properly. Contractor's driver shall be responsible for the disposal of all trash found on the buses.

11.0 QUALITY CONTROL

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Agreement. The Quality Control Plan must be submitted to County Project Manager for review within fifteen (15) calendar days after award of the

Agreement. The Quality Control Plan shall include, but not be limited to the following:

- 11.1 Method of monitoring to ensure that County's requirements are being met;
- 11.2 Method of driver/vehicle assignment to ensure that the Contractor will be able to supply an adequate number of buses, depending upon the workload for the particular day;
- 11.3 Contractor's written policy regarding the licensing and training requirements for bus drivers;
- 11.4 Contractor's procedures for training new drivers for the performance of Bus Transportation services under the Agreement;
- 11.5 Contractor's written policy regarding firm's vehicle inspection procedures; and
- 11.6 Contractor's written policy regarding firm's vehicle maintenance procedures.

12.0 QUALITY ASSURANCE PLAN

The County will evaluate Contractor's performance under the Agreement using the quality assurance procedures defined in the Agreement.

12.1 Review of Maintenance and Inspection Records

- 12.1.1 On a quarterly basis, Contractor shall submit to County Project Manager Contractor's vehicle maintenance and inspection records of all vehicles used to provide services under the Agreement.
- 12.1.2 The records shall include date of maintenance and inspections, problem(s) identified, and corrective action taken.
- 12.1.3 Contractor Project Manager shall review all records to ensure that County's requirements are being met.

12.2 Discrepancy Reports

- 12.2.1 Verbal notification of a contract discrepancy shall be made by County Project Manager to Contractor Project Manager as soon as possible after a contract discrepancy is identified. The

problem shall be resolved within a time period mutually agreed upon by Contractor and County.

- 12.2.2 County Project Manager shall determine whether a formal Contract Discrepancy Report will be issued. Upon receipt of such Contract Discrepancy Report, Contractor is required to respond in writing to County Project Manager within five (5) Business Days, acknowledging the reported discrepancy(s) or presenting contrary evidence. Contractor shall submit its plan to correct the deficiency(s) identified in the Contract Discrepancy Report to County Project Manager within ten (10) Business Days. A sample Contract Discrepancy Report form is attached as Exhibit I (Contract Discrepancy Report) of the Agreement.

12.3 Performance

- 12.3.1 Contractor and County shall meet on a quarterly basis, but if deemed necessary, may schedule meetings more frequently.
- 12.3.2 Written records of each meeting shall be prepared by County Project Manager, or designee, stating the issues discussed, problems resolved, problems not resolved and pending, and possible future issues. The report shall be reviewed and approved by Contractor Project Manager. In the event that Contractor does not concur with any part of the report Contractor shall submit a written response to County Project Manager within seven (7) calendar days of receipt of the report. County Project Director shall review both documents and make a determination, which will be considered final.

12.4 Government Observations

Federal, State, and/or County personnel, in addition to Departmental contracting staff, may observe performance, activities, and review documents relevant to the Agreement at any time during normal business hours. However, these personnel may not unreasonably interfere with Contractor's performance of services under the Agreement.

13.0 **ASSUMPTIONS – COUNTY RESPONSIBILITIES**

- 13.1 County shall be responsible for ensuring that all visitors are properly screened before boarding Contractor's buses to ensure the safety of other visitors, Contractor's drivers, and County personnel.

County shall provide sufficient staffing for the following:

- 13.1.1 Initial Screening Area
- 13.1.2 Visitor Pass Issuance/Information Booths
- 13.1.3 Boarding area
- 13.1.4 Parking lot patrol
- 13.2 Before the registration/check-in process begins, County staff who regularly work in one of the custody facilities, but are assigned for the day to the areas specified above, must sign in at the Visitor Center office.
- 13.3 County shall maintain accurate and consistent visitor count for each day by collecting and filing the Visitor Pass, which must be turned in by visitors to facility personnel during the time of the visit.
- 13.4 In the event that additional buses are required, County shall notify Contractor. Department Deputies will inform County Project Manager or designee of the need for additional buses based upon:
 - 13.4.1 Number of visitors waiting for buses in the boarding area: the benches are always filled to capacity, and the stream of visitors is ongoing and steady.
 - 13.4.2 Length of wait time: Visitors should not have to wait more than thirty (30) minutes to get on a bus. This is critical, as many of the visitors are young children and infants.

13.5 County Administration of Agreement

The County will administer the Agreement according to Section 3.0 (Administration of Agreement – County) of the Agreement. Specific duties will include:

- 13.5.1 Monitoring Contractor's performance in the day-to-day operation of the Agreement.
- 13.5.2 Providing direction to Contractor in areas relating to policy, information, and procedural requirements.
- 13.5.3 Amending the Agreement, pursuant to Section 6 (Change Orders and Amendments) of the Agreement.