



Contracting Challenges FPTA Conference

LAKE COUNTY

OCTOBER 27, 2014

Lake County

- ▶ Full Brokerage
- ▶ Three Operators in 13 years
- ▶ Different Operators-Same Problems

Outsourcing Transit

- ▶ Promise to save money
- ▶ Get what you pay for
- ▶ Service could suffer
- ▶ Contractors profits/customers
- ▶ Staffing to monitor
- ▶ Slip through cracks

Performance Standards

- ▶ Quantify the cost savings
- ▶ Specific performance measures
- ▶ Ensure that the cost saving are in the contract

Contracting Sub-Contracting

- ▶ Meet with Prime and sub-contractor together
- ▶ Review the contract between the Prime and sub
- ▶ Be aware of FTA requirements about DBE as subs
- ▶ Put everything in writing
- ▶ Ensure that your contract has Liquidated Damages

Maintenance/Operations

- ▶ Educating both on their roles and responsibilities
- ▶ See the big picture
- ▶ PM Issues
- ▶ Daily Reports
- ▶ Weekly meetings
- ▶ Roadcalls
- ▶ Vehicle damage

Insurance Coverage

- ▶ Adequate amounts
- ▶ Cancelling without Notice
- ▶ Operating vehicles without insurance coverage

Traffic Citations

- ▶ Red Light Running
- ▶ Toll Violations

Vehicle Usage

- ▶ Support vehicles
- ▶ Ensure that logs are maintained
- ▶ Make sure that DVI's are done
- ▶ Make sure that all the pages are in the DVI
- ▶ Get daily beginning and ending mileage

Employee Benefits

- ▶ Ensure that employees are paid
- ▶ Paying for W-2 forms
- ▶ Receiving their insurance
- ▶ Paid for overtime hours
- ▶ Compensated for attending Safety Meetings

Key Personnel

- ▶ Ability to change key personnel
- ▶ Have VP on speed dial
- ▶ Have on-going meetings with the Regional VP

Supervisors

- ▶ Accountability
- ▶ Supervise and not operators
- ▶ Black Friday shopping
- ▶ Routes near their homes
- ▶ Have GPS in supervisor vehicles

Office Coverage

- ▶ Ensure Office are open during normal business hours
- ▶ Adequate staffing
- ▶ Phone system works

Staffing

- ▶ Adequate drivers
- ▶ Work Stoppage
- ▶ Employee placed in service without background checks
- ▶ Operator's placed in service who are disqualified
- ▶ Pre-trip

Pay their bills

- ▶ Phone service cut-off
- ▶ Utilities terminated
- ▶ Internet
- ▶ Vehicle held hostage

Fuel

- ▶ Theft of fuel
- ▶ Faulty odometer readings
- ▶ Miles traveled
- ▶ Wet fueling

Vehicle Inspections

- ▶ Exterior damage
- ▶ Washing
- ▶ Graffiti
- ▶ Torn seats

Civil Rights Issues

- ▶ Not allowing service animals
- ▶ Not using the lift for people when requested
- ▶ Not announcing stops when the AVA are not working

Contact Information

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