

Maintenance

Monthly Maintenance Manager's Report	Fee - \$200 if not submitted
Preventative Maintenance Inspection Reports	Fee - \$200 if not submitted
Monthly Fleet Summary Report	Fee - \$50 if not submitted
Out-of-Service Designation as defined in the Maintenance Program	Fee - Service hour cost for every revenue service hour that the vehicle was operated with this designation
Late PMI - 500 miles after scheduled cycle	Fee - \$200 if not submitted
Early PMI - more than 500 miles before schedule	Fee - \$200 if not submitted
Missed PMI - 1000 miles after scheduled cycle	Fee - \$400 if not submitted
*Miles subject to alteration based on manufacturer of industry standards at CARTA's discretion	
Farebox PMI - Fareboxes not maintained according to manufacturers specifications and preventative maintenance	Fee - \$200 per occurrence
Cleanliness Audit: Classifications include: Superior, Proficient, Meets Standards, Needs Improvement, and Unsatisfactory as determined by CARTA	Fee - \$400 (Needs Improvement) Fee - \$600 (Unsatisfactory) Fees are assessed PER VEHICLE
Vehicle Body Condition Report: Classifications include: Superior, Proficient, Meets Standards, Needs Improvement, and Unsatisfactory as determined by CARTA	Fee - \$400 (Needs Improvement) Fee - \$600 (Unsatisfactory) Fees are assessed PER VEHICLE
Heating and Air Conditioning Performance: If a vehicle is reported to operate without heating or air conditioning	Fee - \$100 per occurrence
ADA Equipment - The Service Provider shall ensure that all vehicles in service have operating wheelchair lifts and associated ADA equipment to safely load and unload wheelchair passengers	Fee: \$300 per occurrence
Graffiti - Failure to remove graffiti from vehicles according to CARTA standards, whether interior or exterior	Fee: \$100 per occurrence

Transportation and Operations

Missed Trip (Unless due to a documents weather-related incident or serious event beyond the Contractor's control subject to CARTA's approval)	Fee: \$500 per occurrence
Early Trip: If a service trip departs in advance of the scheduled departure time at any designated timepoint	Fee: \$200 per occurrence

Late Trip >10 Minutes: If a service trip departs more than ten (10) minutes following the scheduled departure time at any designated time point or the bus storage yard.	Fee: \$200 per occurrence
Incomplete Trips: If a service trip is not completed in its entirety, the trip shall be considered a Missed Trip.	Fee: \$200 per occurrence
Monthly average validated Customer Complaints per 100,000 passengers allowed is Nine (9) if this is exceeded to Ten	Fee: \$125
If average Validated Customer Complaints per 100,000 passengers is exceeded to Eleven or more	Fee: \$250 per complaint over ten (10)
Improper or Missing Recordings of Boardings and/or Fare Type Due to Negligence (Improper farebox input)	Fee: \$500 per occurrence
Preventable Vehicle Accidents: Each incident exceeding 15 per One Million Miles	Fee: \$400 per occurrence
Passenger Preventable Accidents: 10 per One Million Passengers – exceeding 10	Fee: \$400 per occurrence
Accident/Incident Reporting: If Service Provider fails to report an accident or incident as defined in CARTA's Safety Plan	Fee: \$ 200 per occurrence
Farebox Probing – Must be completed on a daily basis with exception to non-operational vehicles or acts of natural disaster.	Fee: \$100 per occurrence
Cashbox Vaulting – Must be completed on a daily basis	Fee: \$100 per occurrence
A deduction per verified occurrence of a driver passing up a passenger at a designated stop	Fee: \$200 per occurrence
Ridership/Other Reports	Fee: \$100 per occurrence
Uniforms/Grooming - Failure to comply with CARTA's policies regarding appearance, uniforms or grooming	Fee: \$50 per occurrence
Proper Destination Signs - Failure to show proper message or route	Fee: \$100 per occurrence
Use of CARTA Technology: Failure to assign vehicle and driver to the correct run, resulting in inaccurate reporting	Fee: \$200 per occurrence
Vehicle Records: The Service Provider shall maintain a complete and up-to-date vehicle records	Fee: \$50 per occurrence
Missed Reports per submittal schedule: Examples - EEO, DBE, Maintenance, Drug, Safety, Insurance, Asset Inventory, Invoices	Fee: \$500 per week late

Safety and Environmental

Environmental Requirements - Failure to comply with any federal, state, or local environmental requirements	Fee: \$200 per occurrence
OSHA - Failure to comply with OSHA plan/program and failure to correct any violation identified by OSHA within the time period specified	Fee: \$200 per occurrence

Safety and Security

Breach of Safety and Security: If the Service Provider incurs a preventable breach of security to CARTA property for which its staff played a role in the security breach.	Fee: \$200 per occurrence
Failure to Report: Failure to immediately report knowledge of a breach of security of any severity to CARTA	Fee: \$200 per occurrence
Missed Drug Testing: Failure of Service Provider to execute required testing	Fee: \$500 per occurrence

Performance Incentives - CARTA endeavors to receive the highest level of service from the Contractor. To ensure this, as well as encourage innovation in the deployment of services. CARTA will offer performance bonuses for achieving or exceeding specific metrics in the deployment of transit services

An incentive per month where productivity for ADA paratransit exceeds 2.5 passengers per revenue hour in a single month while maintaining the on-time performance standard	Incentive: \$3,000
An incentive per month where productivity for ADA paratransit exceeds 2.0 passengers per revenue hour in a single month while maintaining the on-time performance standard	Incentive: \$1,000
An incentive for each month that CARTA validates that on-time performance of each individual fixed route in the system has an overall, monthly percentage of 95% or higher	Incentive: \$2,000
An incentive for each month that CARTA validates that on-time performance of each individual fixed route in the system has an overall, monthly percentage of 92% or higher	Incentive: \$1,000
An incentive for each month that Service Provider has zero (0) validated preventative accidents	Incentive: \$1,000