



Town of Pincher Creek

Fixed Route Transit Service

Expressions of Interest

The Town of Pincher Creek is seeking Expressions of Interest from qualified contractors to provide fixed-route bus service within Pincher Creek.

The Town of Pincher Creek has purchased a 2015 “Crestline Arboc Spirit of Freedom” model bus. This bus is a 24 ft Low-floor wheelchair/passenger convertible shuttle bus with capacity for 14 passengers with 2 permanent wheelchair spaces.

The successful contractor will coordinate, manage, and control all necessary program activities including:

- Provide vehicle operations, maintenance, and operating personnel
- Provide operator and other personnel training
- Develop and maintain administrative procedures, performance statistics and financial records and
- Support service planning

Service Description

The service would consist of one route operating approximately six (6) hours per weekday for an annual total of approximately 1560 revenue hours. Span of scheduled service would be weekdays from around 6:30 AM to 9:30 AM and 3:00 PM to 6:30 PM. Contractor will be allowed two hours for pre and post-trip inspection, cleaning, fueling etc.

An overview of the service concept and performance expectations is described below. However, the Town is open to discussing these terms with interested contractors.

The initial contract period will be for One (1) year with the possibility of up to two optional annual extensions. The initial contract period will begin February 1, 2018 (tentative).

The contractor is expected to provide a Cost Proposal based on the cost per revenue hour rate (less missed service) basis. “Revenue Hour” is defined as the time when the vehicle is available to the general public and there is an expectation of carrying passengers. The cost per revenue hour would be inclusive of vehicle operating costs including fuel, vehicle cleaning, servicing and maintenance and operator costs. All revenue collected would be credited to the Town.

Service Concept

- Route** – the base route travels from southwest Pincher Creek to the downtown, north to Table Mountain Street and west to Tumbleweed Avenue and return. Routes may be adjusted at the discretion of the Town. **Not yet confirmed.
- Bus Stops / Shelters – The Town will designate and install bus stops and passenger shelters as required within the Town.
- Service – The service will operate from approximately 6:30 AM to 9:30 AM and 3:00 PM to 6:30 PM weekdays. The span of service or frequency of service may be adjusted in the future.
- Fare Structure – The Town will install a mechanical farebox on the bus. Passenger fares will be exact cash (no change), tokens, or bus pass. All revenue will be credited to the Town.
- Vehicle – The Contractor will operate the service with a vehicle provided by the Town.
- Vehicle Fueling- The Contractor will be responsible for vehicle fueling and
 - a.) will include fuel costs in vehicle operating costs OR
 - b.) use the Town's fuel account at a predetermined bulk station
- Vehicle Cleaning – the Contractor will maintain the interior and the exterior of the vehicle in a clean condition.
- Vehicle Maintenance – The Contractor is responsible for all maintenance of the vehicle and equipment.
- Vehicle Storage** – when not in service the vehicle will be stored in a secure area, preferably inside, that is fenced and well-lit with appropriate security OR inside the Town of Pincher Creek Public Works Compound.
- Return of the Vehicle – Upon termination of the contract, the Contractor will be responsible for returning the vehicle and onboard equipment to the Town in the condition in which it was received with the exception of normal wear-and-tear.
- Radio Communication System – The contractor will maintain a Town-installed two-way communication system (radio base station and radio, or cell phone or other technology) to support vehicle operation that allows instantaneous communication between operator and dispatcher.
- Back-up Vehicle – The contractor would be responsible for providing a suitable back-up vehicle in the event that the prime vehicle is not available.
- Bus Advertising – The Town will develop and maintain a bus advertising program. All revenues generated from the on-bus advertising program will accrue to the Town. The Contractor is prohibited from advertising on the vehicle without the consent of the Town.
- Use of Vehicle and Equipment – The Contractor will use the vehicle and equipment provided by the Town solely for the purpose of supporting the transit operations of the Town. The Contractor will not use the vehicle to provide service under any of its other contracts
- Operating Performance Standards – The vehicle will be operated with primary regard for the safety, comfort, convenience and overall satisfaction of passengers and the general public.

- First Aid Certified – The Contractor will have (and maintain) First Aid and CPR Certification according to Town standards.
- Performance Measures – The Contractor will be subject to Performance Appraisals annually or as required.
 - The Contractor will strive to maintain on-time performance; however, the Contractor will not be held responsible for failure to provide on-time service due to unusual weather, traffic conditions, or naturally occurring disasters. In that event, the Contractor will provide the Town with appropriate documentation.
 - The Contractor will be responsible for reporting ongoing traffic or other operational issues that affect on-time performance and will work with the Town to modify schedules to correct any issues.
 - The Minimum on-time performance standards include:
 - ❖ No trip will leave scheduled time-points early
 - ❖ Vehicle will leave a time-point within zero to three minutes after the scheduled departure time.
 - ❖ No trips will be missed due to unavailability of operator or vehicle.
- Reporting – the contractor is required to provide the following reports:
 - A monthly report on daily ridership by passenger type, farebox revenue, revenue hours and distance travelled, and deadhead hours and distance travelled.
 - An accident and major incident report within 24 hours of each occurrence.
 - A monthly summary report on road calls, missed trips accidents and incidents.
 - A monthly summary of the vehicle maintenance program
 - A monthly summary of passenger complaints.
- Licensing and legal requirements – The Contractor will have a Class 4 (or higher) Driver’s License with a clean Abstract. The contractor must agree to undergo a Criminal Records Check and must have the necessary insurance.

Proposal Requirements: Proposals will be organized in the following format:

1. Cover letter: Identify the prime contractor and describe any subcontract arrangements (ie. Back-up drivers)
2. Experience: Supply a detailed history demonstrating relevant experience.
3. References: Provide at least 3 references (with contact information) that offer information related specifically to this request for proposals.
4. Personnel: Include a listing of all proposed personnel with qualifications and responsibilities for each position proposed.
5. Operations Plan: Provide an operations plan that includes the Contractor’s approach to Service Quality and Vehicle Maintenance.
6. Cost Proposal: The contractor will be reimbursed on a “cost per revenue hour” (less missed service) basis. “Revenue Hour” is defined as the time when a vehicle is available to the general public and there is an expectation of carrying passengers.

Proposals, in a sealed envelope and clearly marked “Transit Service”, are to be sent or delivered to the attention of:

Laurie Wilgosh, CAO Town of Pincher Creek
P.O. Box 159, Pincher Creek, AB
T0K 1W0

Not later than: 4:00 PM on December 7th, 2017

**Hand-deliver to 962 St. John’s Avenue, Pincher Creek, Alberta
between the hours of 8:00 AM to 4:00 PM Monday to Friday.**

Email proposals to: cao@pinchercreek.ca