



NOTICE OF REQUEST FOR PROPOSALS

FOR

DESIGN, IMPLEMENTATION AND ANALYSIS OF A FIXED ROUTE TRANSIT ON-BOARD SURVEY

The Central Contra Costa Transit Authority (Authority) requests proposals from qualified consulting firms to conduct an on-board passenger survey of the Authority's fixed route bus system, to provide specified analysis of the data collected from the survey, and to prepare a final report.

Sealed proposals will be accepted by the Authority until 4:00 pm local time on **February 16, 2012**, mailed or personally delivered to the Authority's offices located at 2477 Arnold Industrial Way, Concord, CA 94520-5335, Attention: Laramie Bowron. Proposals received after the time stated will not be considered. Proposals will be evaluated and awarded by Authority staff.

The Authority reserves the right to reject any and all proposals and to waive any irregularity in the proposals.

- A. Proposers are urged to obtain Disadvantaged Business Enterprise (DBE) participation on this project, although there is no specific DBE contract goal.

The Authority hereby notifies all Proposers that it is the policy of the Authority to ensure nondiscrimination on the basis of race, color, sex, or national origin in the award and administration of contracts.

For more information regarding this project or to request a copy of the RFP, please contact:

Laramie Bowron, Manager of Planning
2477 Arnold Industrial Way, Concord Ca 94520
Phone: (925) 680-2048
FAX: (925) 686-2630

Please note the RFP will also be available on CCCTA's website at the following address:

<http://cccta.org/about/business-advertising/procurements/>

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

REQUEST FOR PROPOSALS

FOR

DEVELOPMENT, IMPLEMENTATION AND ANALYSIS OF

A FIXED ROUTE TRANSIT ON BOARD SURVEY

DEADLINE FOR PROPOSAL SUBMITTAL: FEBRUARY 16, 2012

I.	PROPOSAL REQUEST	3
II.	PROPOSAL DUE DATE	3
III.	PROPOSAL TIME LINE	3
IV.	QUESTIONS	3
V.	DESCRIPTION OF AUTHORITY/PROJECT	3
VI.	SCOPE OF WORK.....	4
VII.	PROPOSAL CONTENT	5
VIII.	SELECTION CRITERIA	6
IX.	OTHER REQUIREMENTS	6
X.	EXHIBITS	8

- Exhibit A 2007 CCCTA Onboard Survey
- Exhibit B Sample Professional Service Agreement
- Exhibit C List of Prime Contractor and Subcontractors/Suppliers

I. PROPOSAL REQUEST

The Central Contra Costa Transit Authority (Authority) requests proposals from qualified consultants to conduct a passenger survey consisting of a sample from each of CCCTA’s fixed routes, conduct select cross tabulated analysis of the data collected, and prepare a report to summarize the findings and conclusions. The purpose of the survey is to assist County Connection in assessing how the transit system is used in the different areas in which CCCTA operates, at different times of the day and days of the week, and by different socioeconomic groups of riders.

II. PROPOSAL DUE DATE

Proposers shall submit to the Authority an original Proposal and three (3) copies. Proposals will be received by Laramie Bowron, Central Contra Costa Transit Authority, at 2477 Arnold Industrial Way, Concord CA 94520-5326, until **4:00 p.m., February 16, 2012**. Submission of a proposal shall constitute a firm offer to the Authority for ninety (90) days from the due date for proposals. The Authority reserves the right to request supplemental information to clarify the information presented in the proposals.

III. PROPOSAL TIME LINE

	DATES
RFP Issued	January 23, 2012
Written Questions/Clarification Due	February 3, 2012
Proposals Due	February 16, 2012
Notify Proposers of Interview Invitations	February 17, 2012
Interviews (if held)	February 20, 2012
Anticipated Award of Contract	March 1, 2012

IV. QUESTIONS

Any questions or requests for clarifications concerning the requirements presented in this RFP, or any requests for additional information should be directed to Laramie Bowron, Manager of Planning by email to bowron@cccta.org. All questions, requests for clarification or additional information must be received no later than February 3, 2012.

V. DESCRIPTION OF AUTHORITY/PROJECT

The Central Contra Costa Transit Authority ("CCCTA" or "Authority") known as “the County Connection” is a Joint Exercise of Powers Agency consisting of the cities of Concord, Clayton, Danville, Moraga, Orinda, Pleasant Hill, Martinez, Lafayette, San Ramon, Walnut Creek, and unincorporated areas of the county including Alamo and Pacheco, that was formed in 1980 to deliver public transit services to the eleven member agencies. The CCCTA service area encompasses over 200 square miles and nearly 520,000 residents provides over 3 million

passenger trips annually. CCCTA routes use BART stations as their hubs, providing both express and local services for a variety of travel markets.

CCCTA currently operates an active fixed route bus fleet of 121 buses. An independent contractor operates the Paratransit service and one “flex route” community shuttle and one fixed-route campus shuttle. Service operates generally from about 5:00 AM until 11:00 PM, with 10 routes operating on Saturday and Sunday and 28 routes operating on Weekdays. CCCTA also operates 23 school trippers.

The last CCCTA onboard survey was conducted in 2007. Since that time CCCTA service has experienced significant service reductions and the establishment some new services. A copy of the 2007 survey form is included as Exhibit A in this RFP.

Because a comprehensive survey of every trip on every route is not financially feasible, the consultant will be asked obtain a statistically valid sampling of each route in the system.

The consultant will be expected to develop, test, conduct, and analyze an onboard passenger survey on County Connection fixed route service. A detailed workscope is part of this document. CCCTA has established a total not-to-exceed budget of \$30,000 for this project.

VI. SCOPE OF WORK

Please note that below each task is a recommended deliverable schedule. Proposals should include a timeline that ensures completion of survey work by the end of the school year.

Task 1: Survey Preparation:

Includes modifying the 2007 survey form to reflect changes in the CCCTA fare structure based on the list of proposed survey questions attached; reviewing the results of the onboard survey of 2007 as well as other route specific surveys completed since 2007. This task also includes translation of the final survey into Spanish; reproduction and coding of survey document; recruitment, training, supervision, and payment of surveyors; and all other preparation of surveys and surveyors.

Deliverable: Final survey form

Deadline: April 20, 2012

Task 2: Survey Sample Selection:

Development of a sample methodology designed to create statistically valid data at a route and day of service level. This method should utilize trip information available from the Trapeze scheduling software system. The consultant should work with CCCTA staff to create a mutually agreed upon sample selection methodology.

Deliverable: Memo on describing the sample selection methodology.

Deadline: April 25, 2012

Task 3: Conduct Survey:

Includes assigning, supervising, and coordinating all personnel needed to conduct the onboard survey; assisting passengers to complete surveys; collection and correct coding of surveys; and all other work connected with actual data collection.

Deliverable: Survey raw data from completed survey

Deadline: April 30, 2012

Task 4: Survey Compilation and Analysis:

Includes entering data into useable format; summarizing major findings; conducting cross tabulations as directed by CCCTA; and all other work connected with formatting, summarizing, and cross tabulating data for analytical purposes. Prepare CD with data in Access and Excel formats.

Deliverable: Survey and analysis of CCCTA riders including a CD with survey data in Access and Excel formats.

Deadline: June 1, 2012

Task 5: Develop Reports:

Prepare and submit draft report, meet with CCCTA staff as necessary, finalize report, and submit one bound copy, one unbound copy, and one copy on diskette.

Deliverable: Report on the onboard survey findings to be presented to CCCTA

Deadline: July 13, 2012

VII. PROPOSAL CONTENT

Please limit your proposal to no more than 30 pages in length.

1. Description of firm, including location of primary offices, fields of specialty, years in existence, background of principals.
2. Description of similar and/or related work done by the firm within the last four years.
3. Listing of staff who will be involved in the project, including project manager, lead staff, and other involved staff. Include a description of each person's role, qualifications, and number of hours to be devoted to the project. Please include the qualifications of any subcontractors that may be used to provide services to the Authority. Please also disclose the financial relationship the proposer has with these subcontractors or any other provider of ancillary services.
4. Description of how the team will address each of the tasks, timeframes for completion of tasks, and approach to workscope.
5. Budget by task, including all staff time, hourly rates by personnel category, and incidentals. The total price for the entire project must not exceed \$30,000.
6. At least three references from agencies for whom you have done similar work within the past 4 years.

8. A completed List of Prime Contractor and Subcontractors/Suppliers form, attached as Exhibit C to this RFP and as further described in Section IX.I, Disadvantaged Business Enterprise Program.

VIII. SELECTION CRITERIA

Authority staff will review all proposals based on the following factors:

1. Experience and qualifications of the firm and project team; relevant past experience and references.	20%
2. Project Work Plan and Methodology	20%
3. Ability to Meet Established Time Frames for Each Task and Overall Project	35%
4. Cost	25%

The Proposer shall furnish the Authority such additional information as the Authority may reasonably require. Should one or more firms be within a competitive range the Authority may invite firms to participate in an oral interview, which staff will include in the final selection process. However, the Authority reserves the right to award the contract without conducting interviews. Please reserve February 10, 2012 as a tentative date planned for finalist interviews. It is requested that interview participants be restricted to those individuals who will have direct involvement with the program.

IX. OTHER REQUIREMENTS

- A. Professional Services Agreement. The firm selected by the Authority to perform the services outlined in this RFP will be required to execute an Agreement for Professional Services with the Authority. A Sample Professional Service Agreements is attached as Exhibit B. If a Proposer desires any modification to the form of agreement, the modifications must be submitted for consideration with the proposal. Otherwise, the Proposer will be deemed to have accepted the form of agreement.
- B. Insurance Requirements. Attention is directed to the indemnification and insurance requirements set forth in Section 10 of the Sample Agreement attached as Exhibit B. The proposal must include the name of Proposer's insurance carrier, the policy coverages and limits, and expiration dates. The successful proposer shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Proposer, his/her agents, representatives, employees, or subcontractors.
- C. Non Collusion/Conflict of Interest. If there is a reason to believe that collusion exists among any of the Proposers, none of the Proposals of the participants in such collusion will be considered and Authority may elect to reject all Proposals received.

Proposer represents that to the best of its knowledge, no Board Member, officer, or employee of the Authority has any interest, contractual or non-contractual, financial or

otherwise, in this transaction or in the business of Proposer. And if any such interest comes to the knowledge of Proposer at any time, a full and complete disclosure of all such information shall be made in writing to the Authority, even if such interest would not be considered a conflict of interest under California Government Code §§ 1090 et seq. or §§ 87100 et seq. No member, officer, or employee of the Authority during his/her tenure of office, or for one year thereafter, shall have any interest, direct or indirect, in this contract or the proceeds there from.

- D. Withdrawal of Proposal. Submission of a proposal shall constitute a firm offer to the Authority for ninety (90) days from the due date for proposals. A Proposer may withdraw his or her proposal anytime before the date and time when proposals are due, without prejudice, by submitting a written mailed or faxed request for its withdrawal to the Authority. A telephone request is not acceptable.
- E. Right to Reject. The acceptance of a proposal, or the issuance of this request for proposals, does not bind the Authority to award a contract, or to pay any costs incurred as a result of preparing or presenting a proposal. The Authority reserves the right, in its sole discretion, to reject any and all proposals, the right in its sole discretion to accept the proposal it considers most favorable to the Authority's interest, and the right to waive any irregularities in the proposals or procedures. The Authority further reserves the right to reject all proposals and seek new proposals when such procedure is reasonable and in the best interest of the Authority.
- F. Equal Employment Opportunity. The successful proposer must ensure that employees and applicants for employment are not discriminated against on the basis of race, color, religious creed, national origin, ancestry, sex, age, physical or mental disability, medical condition, marital status, veterans status, or sexual orientation, consistent with federal, state, and local laws. The successful proposer also shall comply with the Americans with Disabilities Act.

The selected proposer shall take affirmative action to ensure that applicants are employed, and that employees are treated during their employment, without regard to the above factors. Such actions shall include, but not be limited to: recruitment or recruitment advertising, employment/hiring, promotion or upgrade, demotion, transfer, layoff or termination, disciplinary actions, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The selected proposer further agrees to include this provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

- G. Disadvantaged Business Enterprise (“DBE”) Program.

The Authority, as a recipient of federal financial assistance from the U. S. Federal Transit Administration (FTA), is committed to and has adopted a DBE Program in accordance with federal Regulations 49 CFR Part 26 issued by the U.S. Department of Transportation (DOT). Proposers are encouraged to obtain Disadvantaged Business Enterprises (DBE) certification.

It is the policy of the Authority to ensure nondiscrimination in the award and administration of U.S. DOT-assisted contracts and to create a level playing field on which Disadvantaged Business Enterprises (DBEs) can compete fairly for contracts and

subcontracts relating to the Authority's construction, procurement and professional services activities. To this end, the Authority has developed procedures to remove barriers to DBE participation in the bidding and award process and to assist DBEs to develop and compete successfully outside of the DBE Program. In connection with the performance of this contract, the Proposer will cooperate with the Authority in meeting these commitments and objectives.

A completed and signed List of Prime Contractor and Subcontractors/Suppliers form, attached as Exhibit C, must be submitted with the proposal. This form includes information about the Proposer and all subcontractors/suppliers that provided a bid, quote or proposal. Any questions regarding completion of this form should be directed to the Civil Rights Administrator (CRA), Janet Madrigal at (925) 680-2044.

X. EXHIBITS

The following documents are attached:

- | | |
|-----------|---|
| Exhibit A | 2007 CCCTA Onboard Survey |
| Exhibit B | Sample Professional Service Agreement |
| Exhibit C | List of Prime Contractor and Subcontractors/Suppliers |

El cuestionario está impreso en español al dorso. Please tell us how you use County Connection. Circle or write in your answers.

1. Where are you coming from? (Choose one)
 (1) Home (2) Work (3) Shopping (4) Doctor/Dentist
 (5) Recreation/Entertainment (6) Personal Business/Errands
 (7) School/College → Name? _____
 (8) Visiting family or friends (9) Other: _____

2. What is the address or cross streets of that place?
 Address/Major street: _____
 Circle one: Av Dr Hwy Pkwy Rte St Other _____
 Cross street: _____
 Circle one: Av Dr Hwy Pkwy Rte St Other _____
 City: _____ Zip: _____

3. How did you get to the stop where you boarded this bus?
 (Circle all that apply)
 (1) Walked → How many minutes? _____ (2) Bicycled
 (3) Drove & Parked (4) Carpooled & Parked (5) Driven and dropped off
 (6) Transferred from another Bus Route #? _____
 (7) Transferred from BART (8) Transferred from Amtrak or ACE Train
 (9) Other: _____

4. Where are you going on this trip? (Choose one)
 (1) Home (2) Work (3) Shopping (4) Doctor/Dentist
 (5) Recreation/Entertainment (6) Personal Business/Errands
 (7) School/College → Name? _____
 (8) Visiting family or friends (9) Other: _____

5. What is the address or cross streets of that place?
 Address/Major street: _____
 Circle one: Av Dr Hwy Pkwy Rte St Other _____
 Cross street: _____
 Circle one: Av Dr Hwy Pkwy Rte St Other _____
 City: _____ Zip: _____

6. How will you get from this bus to your destination?
 (1) Walk → How many minutes? _____ (2) Bicycle
 (3) Drive & Park (4) Carpool & Park (5) Be picked up
 (6) Transfer to another Bus Route #? _____
 (7) Transfer to BART (8) Transfer to Amtrak or ACE Train
 (9) Other: _____

7. How did you pay your bus fare today?
 (1) Cash Fare \$1.75 (2) Senior/Disabled Cash Fare \$.85 (3) Express Fare \$2.00
 (4) Bus Transfer (5) BART Transfer (6) Bart Plus Ticket
 (7) Monthly Pass (8) Commuter Card (9) 12-Ride Pass
 (10) 20-Ride Pass (11) Other: _____

8. How would you have made this trip today, if the bus were not available?
 (1) Drive Alone (2) Carpool (3) Get a Ride
 (4) Walk (5) Taxi (6) Bicycle
 (7) Take another bus route - Which route? # _____
 (8) Would not have made this trip (9) Other: _____

9. During the past seven days, which days have you ridden the bus?
 (circle all that apply) Mon Tue Wed Thu Fri Sat Sun
 2007 2006 2005 2004 2003 2002 2001 2000 19 _____
 This is my first time riding County Connection

How do you rate County Connection's service?

	Excellent	Very poor
11. Frequency - how often the bus runs	5 4 3 2 1	1
12. On-time performance	5 4 3 2 1	1
13. Time bus starts running in morning	5 4 3 2 1	1
14. Time bus stops running in evening	5 4 3 2 1	1
15. Travel time	5 4 3 2 1	1
16. Driver courtesy	5 4 3 2 1	1
17. Cleanliness of buses	5 4 3 2 1	1
18. Connections to BART	5 4 3 2 1	1
19. Areas serviced	5 4 3 2 1	1
20. Overall rating of County Connection	5 4 3 2 1	1

How important is each of the following improvements to you?
 Please fill in blanks & circle rating

	Very Important	Important	Not Important
21. More frequent service on Rt. _____	5 4 3 2 1	2	1
22. Earlier morning service on Rt. _____	5 4 3 2 1	2	1
23. Later evening service on Rt. _____	5 4 3 2 1	2	1
24. More Saturday service	5 4 3 2 1	2	1
25. More Sunday Service	5 4 3 2 1	2	1
26. New Route to _____	5 4 3 2 1	2	1
27. Faster Service from _____ to _____	5 4 3 2 1	2	1

28. If you had to select only one service improvement, which would be most important to you? (Choose only one)
 (1) More frequent service (2) Earlier service (3) Later service
 (4) More Sat. service (5) More Sun service (6) New Route (7) Faster Service
 Another improvement: _____

29. How often do you use the internet?
 (1) Daily (2) A few times a week (3) A few times a month (4) Rarely
 (5) Never (If Never skip to Question 31)

30. Where do you use the internet? (Circle all that apply)
 (1) Home (2) Work (3) School (4) Library

31. Have you visited County Connection's website in the past 30 days?
 (1) Yes (2) No

32. How old are you? _____ Years old
 33. What is your employment status?
 (1) Employed for pay outside your home (2) Employed for pay at home
 (3) Homemaker (4) Unemployed (5) Retired

34. Are you a student? (1) Yes (2) No
 If yes: (1) High School (2) Middle School (3) College (4) Vocational/Other

35. If employed, what is the location of your main job?
 City: _____ Zip Code: _____

36. What is the city and zip code where you live?
 City: _____ Zip Code: _____

37. Do you have a driver's license? (1) Yes (2) No

38. Was a vehicle available for your use today? (1) Yes (2) No

39. How many other members of your household ride the bus?
 1 2 3 4 5 more

40. Are you female or male? (1) Female (2) Male

41. Which do you consider yourself? (circle all that apply)
 (1) African American/Black (2) Asian (3) Hispanic
 (4) White (5) Native American Indian (6) Other: _____

42. What is your total annual household income?
 (1) Less than \$10,000 (2) \$10,000 to \$14,999 (3) \$15,000 to \$19,999
 (4) \$20,000 to \$24,999 (5) \$25,000 to \$34,999 (6) \$35,000 to \$49,999
 (7) \$50,000 to \$74,999 (8) \$75,000 to \$100,000 (9) More than \$100,000

Comments: _____
Please return this form to the surveyor on this bus or to any County Connection Bus Operator. Thank you.

El cuestionario está impreso en inglés al dorso. Indíquenos cómo usa County Connection.

Marque un círculo o escriba sus respuestas.

- ¿De dónde viene usted? (Seleccione una)
 - (1) Casa (2) Trabajo (3) Compras (4) Doctor/Dentista
 - (5) Recreación/Diversión (6) Negocio personal/Un encargo
 - (7) Escuela/Universidad → ¿Nombre? _____
 - (8) Visita a familiares o amigos (9) Otro: _____
- Indique el domicilio o calles que cruzan en ese lugar

Domicilio/Calle principal: _____

Marque un círculo: Av Dr Hwy Pkwy Rd St Otra _____

Calle que la cruza: _____

Marque un círculo: Av Dr Hwy Pkwy Rd St Otra _____

Ciudad: _____ C.P.: _____
- ¿Cómo llegó a la parada en donde abordó este autobús? (Marque un círculo a todas las que apliquen)
 - (1) Camino → ¿Cuántos minutos? _____ (2) En bicicleta
 - (3) Manejó y se estacionó (4) Con transporte colectivo y se estacionó
 - (5) Lo llevaron y ahí lo dejaron
 - (6) Transbordó de otro autobús ¿Ruta #? _____
 - (7) Transbordó de BART (8) Transbordó del tren Amtrak o ACE
 - (9) Otro _____
- ¿A dónde va en este viaje? (Seleccione una)
 - (1) Casa (2) Trabajo (3) Compras (4) Doctor/Dentista
 - (5) Recreación/Diversión (6) Negocio personal/Un encargo
 - (7) Escuela/Universidad → ¿Nombre? _____
 - (8) Visita a familiares o amigos (9) Otro: _____
- Indique el domicilio o calles que cruzan en ese lugar

Domicilio/Calle principal: _____

Marque un círculo: Av Dr Hwy Pkwy Rd St Otra _____

Calle que la cruza: _____

Marque un círculo: Av Dr Hwy Pkwy Rd St Otra _____

Ciudad: _____ C.P.: _____
- ¿Cómo llegará de este autobús a su destino?
 - (1) Caminando → ¿Cuántos minutos? _____ (2) En bicicleta
 - (3) Maneja y se estaciona (4) Con transporte colectivo y se estaciona
 - (5) Lo recogerán
 - (6) Transbordó a otro autobús ¿Ruta #? _____
 - (7) Transbordó a BART (8) Transbordó al tren Amtrak o ACE
 - (9) Otro _____

- ¿Cómo pagó el pasaje de autobús hoy?
 - (1) En efectivo \$1.75 (2) Tarifa adulto/discapacitado \$3.85 (3) Tarifa express \$2.00
 - (4) Trasbordo de autobús (5) Trasbordo de BART (6) Boleto Bart Plus
 - (7) Pase mensual (8) Tarjeta de viajero (12) Pase de 12 viajes
 - (20) Pase de 20 viajes (11) Otro: _____
- ¿Cómo habría hecho este viaje si no hubiera autobús?
 - (1) Manejando solo (2) Transporte colectivo (3) Consiguiendo quien me lleve
 - (4) Caminando (5) Taxi (6) En bicicleta
 - (7) Tomando otra ruta de autobús - ¿Cuál? # _____
 - (8) No lo hubiera hecho (9) Otro: _____
- Durante los últimos siete días, ¿cuáles ha usado el autobús?

(Marque un círculo a todos los que apliquen)

Lun	Mar	Mié	Jue	Vie	Sáb	Dom
2007	2006	2005	2004	2003	2002	2001
2000	19					

Es la primera vez que uso County Connection
- ¿Cómo califica el servicio de County Connection?

	Excelente	Muy deficiente
11. Frecuencia con la que el autobús pasa	5 4 3 2 1	1 2 3 4 5
12. Puntualidad	5 4 3 2 1	1 2 3 4 5
13. Hora en que comienza en la mañana	5 4 3 2 1	1 2 3 4 5
14. Hora en que termina en la noche	5 4 3 2 1	1 2 3 4 5
15. Duración de viajes	5 4 3 2 1	1 2 3 4 5
16. Amabilidad del conductor	5 4 3 2 1	1 2 3 4 5
17. Limpieza de los autobuses	5 4 3 2 1	1 2 3 4 5
18. Conexiones con BART	5 4 3 2 1	1 2 3 4 5
19. Zonas que cubre	5 4 3 2 1	1 2 3 4 5
20. Calificación general de County Connection	5 4 3 2 1	1 2 3 4 5
- ¿Qué tan importante es cada una de estas mejoras para usted?

Llene los espacios y marque un círculo a la calificación

	Muy importante	No es importante
21. Servicio más frecuente en la ruta	5 4 3 2 1	1 2 3 4 5
22. Servicio más temprano en la ruta	5 4 3 2 1	1 2 3 4 5
23. Servicio más tarde en la ruta	5 4 3 2 1	1 2 3 4 5
24. Más servicio los sábados	5 4 3 2 1	1 2 3 4 5
25. Más servicio los domingos	5 4 3 2 1	1 2 3 4 5
26. Nueva ruta para _____	5 4 3 2 1	1 2 3 4 5
27. Servicio más rápido desde _____ hasta _____	5 4 3 2 1	1 2 3 4 5

- Si seleccionara sólo una mejora del servicio, ¿cual consideraría la más importante? (Seleccione sólo una)
 - (1) Servicio más frecuente (2) Servicio más temprano (3) Servicio más tarde
 - (4) Más servicio el sábado (5) Más servicio el domingo (6) Nueva ruta
 - (7) Servicio más rápido Otra mejora: _____
 - ¿Con qué frecuencia utiliza el Internet?
 - (1) Diario (2) Algunas veces a la semana (3) Algunas veces al mes
 - (4) Casi nunca (5) Nunca (Si Nunca, vaya a Preguntas 31)
 - ¿En dónde usa el Internet? (Marque un círculo a todas las que apliquen)
 - (1) Casa (2) Trabajo (3) Escuela (4) Biblioteca
 - (5) En un sitio web de County Connection en los últimos 30 días? (1) Si (2) No
 - ¿Qué edad tiene? _____ años
 - ¿Cuál es su situación laboral?
 - (1) Empleado con pago fuera de su casa (2) Empleado con pago en casa
 - (3) Ama de casa (5) Desempleado (6) Jubilado
 - ¿Es estudiante? (1) Si (2) No

Si es que Si: (1) Secundaria (2) Escuela intermedia (3) Universidad (4) Vocacional/Otra
 - Si trabaja, ¿en dónde está su trabajo principal?

Ciudad: _____ C.P.: _____
 - ¿Cuál es el código postal del lugar donde vive?

Ciudad: _____ C.P.: _____
 - ¿Tiene licencia de conducir válida? (1) Si (2) No
 - ¿Tuvo un vehículo disponible para su uso hoy? (1) Si (2) No
 - ¿Cuántas otras personas de su familia usan el autobús?

1 2 3 4 5 más
 - ¿Es usted hombre o mujer? (1) Mujer (2) Hombre
 - ¿Cómo se considera usted? (Marque un círculo a todas las que apliquen)
 - (1) Afro-americano/Negro (2) Asiático (3) Hispano
 - (4) Blanco (5) Indio norteamericano (6) Otro: _____
 - ¿Cuál es el ingreso anual total de la familia?
 - (1) Menos de \$10,000 (2) \$10,000 a \$14,999 (3) \$15,000 a \$19,999
 - (4) \$20,000 a \$24,999 (5) \$25,000 a \$34,999 (6) \$35,000 a \$49,999
 - (7) \$50,000 a \$74,999 (8) \$75,000 a \$100,000 (9) Más de \$100,000
- Comentarios: _____

Devuelva esta encuesta al supervisor en el autobús o a cualquier operador de County Connection. Gracias.

Exhibit B

AGREEMENT FOR PROFESSIONAL SERVICES

This Contract is made and entered into by and between the Central Contra Costa Transit Authority (CCCTA), an entity formed under the California Joint Exercise of Powers Act, California Government Code Sections 6500, *et seq.*, and _____ (Consultant), a Corporation in good standing under the laws of the State of California, as of this ____ day of _____, 2007.

RECITALS

WHEREAS, CCCTA desires to obtain professional services related to the design, implementation, and analysis of a fixed route transit on-board survey and has issued a Request for Proposals dated _____, a copy of which is attached and incorporated as Exhibit A; and

WHEREAS, the Consultant desires to furnish such services and has submitted a Proposal dated _____, 2007, a copy of which is attached and incorporated as Exhibit B.

NOW, THEREFORE, the parties agree as follows:

1. **RENDITION OF SERVICES.** The Consultant agrees to provide all technical and professional services including all materials, tools, supplies, equipment, transportation, management and supervision, and all other costs and expenses incurred by Consultant, and shall perform all operations necessary and required to satisfactorily perform professional services to CCCTA in accordance with the terms and conditions of this Agreement.
2. **SCOPE OF SERVICES.** The scope of the Consultant's services shall consist of the services set forth in Exhibit A, as supplemented by Exhibit B except when inconsistent with Exhibit A.
3. **SCHEDULE AND TIME OF COMPLETION.** No Work shall begin prior to CCCTA's issuance of a written Notice To Proceed. The term of this Agreement shall be _____, unless terminated sooner pursuant to Section 18.
4. **COMPENSATION.** Consultant agrees to perform all of the services included in section 2 for a sum not to exceed \$_____, which sum shall include all services, materials, tools, supplies, equipment, transportation, management and supervision, and all other costs and expenses incurred by Consultant necessary and required to satisfactorily perform professional services to CCCTA in accordance with the terms and conditions of this Agreement.
5. **MANNER OF PAYMENT.** The Consultant shall submit monthly invoices in a form satisfactory to CCCTA. The invoices shall indicate the task and services performed, as well as the personnel performing those services, the time and hourly rate, and any materials or other costs for which Consultant is submitting invoices. CCCTA shall render payment within thirty (30) days following receipt of approved invoices.

6. OWNERSHIP OF WORK. All reports, designs, drawings, plans, specifications, schedules, and other materials prepared, or in the process of being prepared, for the services to be performed by Consultant shall be and are the property of CCCTA. CCCTA shall be entitled to access to and copies of these materials during the progress of the work. Any property of CCCTA in the hands of the Consultant or in the hands of any subcontractor upon completion or termination of the work shall be immediately delivered to CCCTA. If any property of CCCTA is lost, damaged, or destroyed before final delivery to CCCTA, the Consultant shall replace it at its own expense and the Consultant hereby assumes all risks of loss, damage, or destruction of or to such materials. The Consultant may retain a copy of all material produced under this Agreement for its use in its general business activities. Any and all rights of copyright to materials prepared under this Agreement are hereby assigned to CCCTA. Consultant agrees to execute any additional documents which may be necessary to evidence such assignment.

7. USE OF SUBCONTRACTORS. Consultant shall not subcontract any services to be performed by it under this Agreement without the prior written approval of CCCTA, except for service firms engaged in drawing, reproduction, typing and printing. Consultant shall be solely responsible for reimbursing any subcontractors and CCCTA shall have no obligation to them.

8. CHANGES. CCCTA may, at any time, by written order, make changes within the scope of work and services described in this Agreement. If such changes cause an increase in the budgeted cost of or the time required for performance of the agreed upon work, an equitable adjustment as mutually agreed shall be made in the limit on compensation as set forth in Section 4 or in the time of required performance as set forth in Section 3, or both. In the event that Consultant encounters any unanticipated conditions or contingencies that may affect the scope of work or services and result in an adjustment in the amount of compensation specified herein, Consultant shall so advise CCCTA immediately upon notice of such condition or contingency. The written notice shall explain the circumstances giving rise to the unforeseen condition or contingency and shall set forth the proposed adjustment in compensation. Such notice shall be given CCCTA prior to the time that Consultant performs work or services related to the proposed adjustment in compensation. Any and all pertinent changes shall be expressed in a written supplement to this Agreement prior to implementation of such changes.

9. INDEMNIFICATION. Consultant shall indemnify, keep and save harmless CCCTA, and its directors, members, officers, agents and employees against any and all suits, claims or actions arising out of any injury to persons or property that may occur, or that may be alleged to have occurred, arising from the performance of this Agreement by the Consultant or its employees, subcontractors or agents. Consultant further agrees to defend any and all such actions, suits or claims and pay all charges of attorneys and all other incurred costs and expenses. If any judgment be rendered against CCCTA or any of the other individuals enumerated above in any such action, Consultant shall, at its expense, satisfy and discharge the same. This indemnification shall survive termination of this Agreement.

10. INSURANCE.

(a) Types of Insurance

(1) Workers' Compensation. If Consultant employs any person to perform work in connection with this Agreement, Consultant shall procure and maintain at all times during the performance of such work Workers' Compensation Insurance in conformance with the laws of the State of California and Federal laws where applicable. Employers' Liability Insurance shall not be less than One Million Dollars (\$1,000,000) per accident or disease. Prior

to commencement of work under this Agreement by any such employee, Consultant shall deliver to CCCTA a Certificate of Insurance that shall stipulate that 30 days' advance written notice of cancellation, non-renewal or reduction in limits shall be given to CCCTA.

The policy shall contain a waiver of subrogation in favor of the Central Contra Costa Transit Authority.

(2) Commercial General and Automobile Liability Insurance

(A) Commercial General Liability Insurance. Consultant shall, at its own cost and expense, also procure and maintain Commercial General Liability insurance providing bodily injury and property damage coverage with a combined single limit of at least \$1 million each occurrence or claim and a general aggregate limit of at least \$1 million. This insurance shall include but not be limited to premises and operations; contractual liability covering the indemnity provisions contained in this Agreement; personal injury; products and completed operations, advertising injury liability, and broad form property damage.

(B) Automobile Liability. Consultant shall, at its own cost and expense, procure and maintain Automobile Liability insurance providing bodily injury and property damage with a combined single limit of at least \$1 million per occurrence for all owned, non-owned and hired automobiles. This insurance shall provide contractual liability covering all motor vehicles and mobile equipment to the extent coverage may be excluded from general liability insurance.

(C) Prior to commencing work or entering onto the property, Consultant shall file a Certificate of Insurance with CCCTA evidencing the foregoing coverages, including the following endorsements:

(i) The insurance company(ies) issuing such policy(ies) shall give written notice to CCCTA of any material alteration, or reduction in aggregate limits, if such limits apply, and provide at least thirty (30) days' notice of cancellation.

(ii) That the policy(ies) is Primary Insurance and the insurance company(ies) providing such policy(ies) shall be liable thereunder for the full amount of any loss or claim which Consultant is liable for under this Section, up to and including the total limit of liability, without right of contribution from any other insurance effected or which may be effected by CCCTA.

(iii) Such insurance shall include as additional insured the Central Contra Costa Transit Authority and its respective directors, officers, employees and agents while acting in such capacity, and their successors or assignees, as they now or as they may hereafter be constituted, singly, jointly or severally. Inclusion of CCCTA as additional named insured shall not in any way affect its rights either as respects any claim, demand, suit or judgment made, brought or recovered against the Consultant. Said policy shall protect Consultant and CCCTA in the same manner as though a separate policy had been issued to each, but nothing in said policy shall operate to increase the insurance company's liability as set forth in its policy beyond the amount or amounts shown or to which the insurance company would have been liable if only one interest had been named as an insured.

(3) Professional Liability Insurance

Consultant shall also maintain Professional Liability Insurance covering Consultant's performance under this Agreement with a limit of liability of One Million Dollars (\$1,000,000) for any one claim. This insurance shall be applicable to claims arising from the work performed under this Agreement. Prior to commencing work under this Agreement, Consultant shall furnish to CCCTA a Certificate of Insurance or certified copy of the insurance policy if requested, indicating compliance with the requirements of this paragraph. This certificate or policy shall further stipulate that thirty (30) days' advance written notice of cancellation, non-renewal or reduction in limits shall be given to CCCTA.

(b) General Conditions

(1) Acceptable Insurance. All policies will be issued by insurers acceptable to CCCTA. This insurance shall be issued by an insurance company or companies authorized to do business in the State of California with minimum "Best's" rating of B+ and with minimum policyholder surplus of \$25,000,000. All policies shall be issued in a form satisfactory to the General Manager of CCCTA and shall be issued specifically as primary insurance.

(2) Claims-Made Insurance. If any insurance specified above shall be provided on a claims-made basis, then in addition to coverage requirements above, such policy shall provide that:

(A) Policy retroactive date coincides with or precedes the Consultant's start of work (including subsequent policies purchased as renewals or replacements).

(B) Consultant will make every effort to maintain similar insurance for at least three years following project completion, including the requirement of adding all additional insureds.

(C) If insurance is terminated for any reason, Consultant agrees to purchase an extended reporting provision of at least two years to report claims arising from work performed in connection with this Agreement.

(D) Policy allows for reporting of circumstances or incidents that might give rise to future claims.

(3) Failure to Procure or Maintain Insurance. The failure to procure or maintain required insurance and/or an adequately funded self-insurance program will constitute a material breach of the agreement.

(4) Terms of Policies. All insurance specified above shall remain in force until all work to be performed is satisfactorily completed. If the insurance is provided on a claims-made basis, it shall remain in force in accordance with section 10.B.2 above.

(5) Evidence of Insurance. CCCTA reserves the right to request a certified duplicate original of all policies required under this section.

11. EQUAL EMPLOYMENT OPPORTUNITY. In connection with the performance of this Agreement the Consultant shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, disability, or national origin. The Consultant shall take affirmative actions to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, disability, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Consultant further agrees to include a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

12. CONSULTANT'S STATUS. Neither the Consultant nor any party contracting with the Consultant shall be deemed to be an agent or employee of CCCTA. The Consultant is and shall be an independent contractor, and the legal relationship of any person performing services for the Consultant's shall be one solely between said parties.

13. ASSIGNMENT. Consultant shall not assign any of its rights nor transfer any of its obligations under this Agreement without the prior written consent of CCCTA.

14. RECORDS. Consultant shall maintain books, accounts, records and data related to Consultant's charges under this Agreement in accordance with generally accepted accounting principles and practices.

For the duration of the Agreement, and for a period of three years thereafter, CCCTA and its representatives shall have the right to examine, make excerpts from, transcribe, and copy these books, accounts, records, data and other information relevant to this Agreement at any reasonable time, and to audit and verify statements, invoices, or bills submitted by the Consultant pursuant to this Agreement. If, as a result of the audit, it is determined by CCCTA's auditor or staff that reimbursement of any costs including profit or fee under this Agreement was in excess of that represented and relied upon during price negotiations or represented as a basis for payment, the Consultant agrees to reimburse CCCTA for those costs within sixty (60) days of written notification by CCCTA.

15. CCCTA WARRANTIES. The CCCTA makes no warranties, representations or agreements, either express or implied, beyond such as are explicitly stated in this Agreement.

16. CCCTA REPRESENTATIVE. Except when approval or other action is required to be given or taken by the Board of Directors of CCCTA, the General Manager of CCCTA, or such person or persons as he shall designate in writing from time to time, shall represent and act for CCCTA.

17. NONWAIVER. Failure of CCCTA to insist upon strict performance of any terms or conditions of this Agreement, or failure or delay in exercising any rights or remedies provided herein or by law, or failure to properly notify Consultant in the event of breach, or the acceptance of or payment for any Services hereunder shall not release Consultant from the terms, conditions, representations or obligations of this Agreement applicable to it, and shall not be deemed a waiver of any right of CCCTA to insist upon strict performance hereof or upon any of its rights or remedies as to any prior or subsequent default hereunder.

18. TERMINATION. The CCCTA shall have the right to terminate this Agreement for convenience at any time by giving 10 days written notice to the Consultant. Upon receipt of

such notice, Consultant shall not commit itself to any further expenditure of time or resources. In the event of termination for CCCTA's convenience, the Consultant shall be compensated for the services performed and allowable expenses incurred to the date of such termination, plus those costs deemed reasonably necessary by CCCTA to effect the termination. In the event that Consultant breached the terms or violates the conditions of this Agreement, CCCTA may immediately terminate the Agreement for cause and shall pay Consultant in an amount only to cover those services performed and allowable expenses incurred up to the effective date of termination.

19. RELEASE OF INFORMATION. Consultant shall not release any reports, information, or promotional materials prepared in connection with this Agreement without the approval of CCCTA's General Manager.

20. KEY PERSONNEL. It is understood and agreed by the parties that at all time during the term of this Agreement that _____ shall serve as the primary staff person of Consultant to undertake, render, and oversee all of the services under this Agreement.

21. FORCE MAJEURE. Neither party hereto shall be considered in default in the performance of its obligations hereunder to the extent that the performance of such an obligation is prevented or delayed by any cause, existing or future, which is beyond the reasonable control of such party.

22. SEVERABILITY. In the event that any of the provisions or applications thereof of this Agreement are held to be unenforceable or invalid by any court of competent jurisdiction, CCCTA and Consultant shall negotiate an equitable adjustment in the provisions of the Agreement with a view toward effecting the purpose of this Agreement, and the validity and enforceability of the remaining provisions or portions or applications thereof, shall not be affected thereby.

23. NOTICES. All communications relating to the day to day activities of the project shall be exchanged between CCCTA's General Manager and the Consultant's _____.

All other notices and communications deemed by either party to be necessary or desirable to be given to the other party shall be in writing and may be given by personal delivery to a representative of the parties or by mailing the same postage prepaid, addressed as follows:

If to CCCTA:

If to the Consultant:

The address to which mailings may be made may be changed from time to time by notice mailed as described above. Any notice given by mail shall be deemed given on the day after that on which it is deposited in the United States Mail as provided above.

24. PROHIBITED INTEREST

(a) Solicitation: Consultant warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for Consultant, any fee, commission, percentage, brokerage fee, gift or any other consideration, contingent upon or resulting from the award or making of the Agreement. For breach or violation of this warranty, CCCTA shall have the right to rescind the Agreement without liability.

(b) Conflict of Interest: Consultant warrants and represents that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code §§ 1090 et seq. or §§ 87100 et seq. during the performance of services under this Agreement. Consultant further covenants that it will not knowingly employ any person having such an interest in the performance of this Agreement. Violation of this provision may result in this Agreement being deemed void and unenforceable.

Depending on the nature of the work performed, Consultant may be required to publicly disclose financial interests under CCCTA's Conflict of Interest Code. Consultant agrees to promptly submit a Statement of Economic Interest on the form provided by CCCTA upon receipt.

No person previously in the position of Director, Officer, employee or agent of CCCTA may act as an agent or attorney for, or otherwise represent, Consultant by making any formal or informal appearance, or any oral or written communication, before CCCTA, or any Officer or employee of CCCTA, for a period of 12 months after leaving office or employment with CCCTA if the appearance or communication is made for the purpose of influencing any action involving the issuance, amendment, award or revocation of a permit, license, grant or contract.

25. ATTORNEYS' FEES. If any legal proceeding should be instituted by either of the parties hereto to enforce the terms of this Agreement or to determine the rights of the parties thereunder, the prevailing party in said proceeding shall recover, in addition to all court costs, reasonable attorneys' fees.

26. APPLICABLE LAW. This Agreement, its interpretation and all work performed thereunder, shall be governed by the laws of the State of California.

27. BINDING ON SUCCESSORS. All of the terms, provisions and conditions of this Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors, assigns and legal representatives.

28. ENTIRE AGREEMENT. The Agreement, including the Exhibits hereto, constitutes the entire agreement between CCCTA and Consultant relating to the subject matter hereof and supersedes any previous agreements or understandings. This Agreement may be modified or amended only by written instrument signed by both Consultant and CCCTA.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers as of the day and year first above written.

CCCTA

Consultant*

By: _____
Rick Ramacier, General Manager

By: _____

Title: _____

APPROVED AS TO FORM:

By: _____

By: _____
Attorney for CCCTA

Title: _____

** If Consultant is a corporation, two corporate officers must sign on behalf of the corporation as follows: (1) the Chairman of the Board, President or Vice President; and (2) Secretary, Assistant Secretary, Chief Financial Officer or Assistant Treasurer.*

Exhibit C

List of Prime Contractor and Subcontractors/Suppliers

Project Title: Design, Implementation and Analysis of a Fixed-Route Transit On-Board Survey

Proposer's Name: _____

Contract Amount: _____

Address: _____

Phone/FAX: _____

Owner or Contact Person: _____

Title: _____

Disadvantaged Business Enterprise (DBE) (Yes/No) _____

Age of Firm: _____

*Annual Gross Receipts: _____

List the following information for all subcontractors/suppliers that provided a bid, quote or proposal to the Proposer.

Please attach additional sheets if required.

	Company Name/Address/Phone/FAX Owner's Name or Contact Person	DBE/ NonDBE	Age of Firm	*Annual Gross Receipts	Description of Work/ Materials/Supplies	Dollar Amount Work/Supplies	Bid/Quote Accepted (Y/N)
1							
2							
3							
4							
5							

*Optional

The undersigned will enter into a formal agreement with the subcontractor(s) and/or supplier(s) whose bid/quote was accepted conditioned upon execution of a contract with CCCTA.

I certify that the information included on this form is complete and correct.

(Signature of Owner or Authorized Representative and Title)

(Date)