



COBB COUNTY PURCHASING DEPARTMENT

1772 County Services Parkway
Marietta, Georgia 30008-4012
(770) 528-8400 /FAX (770) 528-1154
Email: purchasing@cobbcounty.org
www.purchasing.cobbcountyga.gov

IMPORTANT NOTICE – PLEASE READ CAREFULLY!!

ALL bids **MUST** be received at the Cobb County Purchasing Department.

BIDS MUST BE RECEIVED BEFORE 12:00 (NOON) ON BID OPENING DAY

Any bid received later than 12:00 (noon) will not be accepted. The County accepts no responsibility for delays in the mail. Bids are to be mailed or delivered to:

COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008-4012

**All bid prices shall be submitted on the Bid Form included in the bid/proposal.
Any revisions made on the outside of the envelope WILL NOT be considered.**

PLEASE CHECK bid specifications and advertisement for document requirements.

Documents/Forms listed below **MUST** be submitted when required.

Omission of these documents /forms will cause your bid/proposal to be declared **NON-RESPONSIVE**.

- **BID SUBMITTAL FORM**
 - ▶ *Official Signature is required on this form guaranteeing the quotation.*
- **CONTRACTOR AFFIDAVIT and AGREEMENT - Exhibit A**
 - ▶ *Affidavit **MUST** be signed, notarized and submitted with any bid requiring the performance of physical services. If the affidavit is not submitted at the time of the bid, bid will be determined non-responsive and will be disqualified.*
- **BID BOND**

If your firm is classified as a Disadvantaged Business Enterprise (DBE) please complete Exhibit B with bid response. A Disadvantaged Business Enterprise (DBE) is generally defined as a Female, Black American, Hispanic American and any other minority owned business.

All vendors are required to submit the ORIGINAL AND AT LEAST one (1) duplicated copy of any bid submitted to Cobb County. Please refer to your bid specifications to determine if more than one (1) copy is required. Non-submission of a duplicate copy may disqualify your bid/proposal.

A “**SEALED BID LABEL**” has been enclosed to affix to your bid. This label **MUST** be affixed to the outside of the envelope or package, **even if it is a “NO BID” response**. Failure to attach the label may result in your bid being opened in error or not routed to the proper location for consideration. No bid will be accepted after the date and time specified.

Thank you in advance for your cooperation.

ADVERTISEMENT FOR REQUEST FOR PROPOSAL
COBB COUNTY PURCHASING DEPARTMENT

BID OPENING DATE: MAY 26, 2011

Sealed proposals from qualified contractors will be receive before 12:00 NOON, May 26, 2011, in the Cobb County Purchasing Department, 1772 County Services Parkway, Marietta, GA 30008 for furnishing all labor. Materials, equipment, appliances, etc. pursuant to the plans, specifications, condition and addenda for:

**SEALED BID # 11 – 5578
TRANSIT SYSTEM SERVICE AND SUPPORT
COBB COUNTY COMMUNITY TRANSIT**

**PRE-PROPOSAL MEETING: MAY 4, 2011 @ 1:00 P.M.
COBB COUNTY COMMUNITY TRANSIT
463 COMMERCE PARK DRIVE
SUITE 114
MARIETTA, GEORGIA 30060**

No bids will be accepted after the 12:00 noon deadline.

Proposals are opened at 2:00 p.m. at Cobb County Purchasing Department, 1772 County Services Parkway, 2nd Floor, Bid/Meeting Room, Marietta, GA 30008.

Proposals must be accompanied by bid security in the amount not less than five percent (5%) of the base bid. Performance Bond and Labor and Material Payment Bond, or other security instruments as allowed by law each in the amount equal to 100% of the contract sum will be required of the successful bidder. Bonds must be written by a surety company licensed to do business in the State of Georgia, have a “Best’s” rating of “A” or better, appear on the current U.S. Treasury Department list of sureties that are acceptable on bonds for the federal government (circular 570), and have recommended bonds limits equal to or in excess of those required for this project; otherwise acceptable to the owner.

The Georgia Security and Immigration Compliance Act Affidavit form must be submitted with all bid packages involving the “performance of physical services” in order to be considered.

No proposal may be withdrawn for a period of ninety (90) days after date of bid opening, unless otherwise specified in the bid documents. Cobb County will consider the competency and responsibility of bidders in making the award. Cobb County reserves the right to reject any and all proposals, to waive informalities and technicalities, to reject portions of the proposals, and to award contracts in a manner consistent with the County and the laws governing the State of Georgia.

This solicitation and any addenda are available for download in PDF format on the Cobb County Purchasing website. www.purchasing.cobbcountyga.gov

Advertise: APRIL 22, 29, 2011
MAY 6, 13, 20, 2011



BID SUBMITTAL FORM

SUBMIT BID/PROPOSAL TO:
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008-4012

BID/PROJECT NUMBER: 11-5578
REQUEST FOR PROPOSAL
TRANSIT SYSTEM SERVICE AND SUPPORT
COBB COUNTY COMMUNITY TRANSIT

DELIVERY DEADLINE: MAY 26, 2011 BEFORE 12:00 (NOON) EST
(NO BIDS/PROPOSALS WILL BE ACCEPTED AFTER THIS DEADLINE).

BID OPENING DATE: MAY 26, 2011 @ 2:00 P.M. IN THE PURCHASING DEPARTMENT BID ROOM.

BUSINESS NAME AND ADDRESS INFORMATION:

Company name: _____

Contact name: _____

Company address: _____

E-mail address: _____

Phone number: _____ Fax number: _____

NAME AND OFFICIAL TITLE OF OFFICER GUARANTEEING THIS QUOTATION:

(PLEASE PRINT/TYPE) NAME TITLE

SIGNATURE OF OFFICER ABOVE: _____
(SIGNATURE)

TELEPHONE: _____ FAX: _____

BIDDER WILL INDICATE TIME PAYMENT DISCOUNT: _____

BIDDER SHALL INDICATE MAXIMUM DELIVERY DATE: _____

Bids received after the date and time indicated will not be considered. Cobb County reserves the right to reject any and all bids, to waive informalities, to reject portions of the bid, to waive technicalities and to award contracts in a manner consistent with the county and the laws governing the state of Georgia.

The enclosed (or attached) bid is in response to Bid Number **11-5578**; is a firm offer, **as defined by section O.C.G.A. (s) 11-2-205 of the code of Georgia (Georgia laws 1962 pages 156-178)**, by the undersigned bidder. This offer shall remain open for acceptance for a period of 90 days calendar days from the bid opening date, as set forth in this invitation to bid unless otherwise specified in the bid documents.

NOTICE TO BIDDERS - - BID QUOTES MUST INCLUDE INSIDE DELIVERY CHARGES

Advertise Dates: APRIL 22, 29, 2011
MAY 6, 13, 20, 2011

SEALED BID LABEL

SEALED BID ENCLOSED

DELIVER TO:
COBB COUNTY PURCHASING
1772 County Services Parkway
Marietta, GA 30008-4012

SEALED BID # 11-5578 DATE: May 26, 2011

BIDS MUST BE RECEIVED BEFORE 12:00 NOON

**DESCRIPTION: Request for Proposal
Transit System Service and Support**

PLEASE ATTACH LABEL TO OUTSIDE OF BID PACKAGE



Cobb County...Expect the Best!

"STATEMENT OF NO BID"

COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008

TO ALL PROSPECTIVE BIDDERS:

Because of the many requests to be placed on our vendors' list, we are continuously updating the list. While we want to include all bona fide vendors, we do not want to mail bids to those vendors who may no longer be interested in participating in our bidding process.

If you do not choose to respond to the attached Invitation to Bid/Request for Proposal, please fill out the form below indicating whether or not you want to be retained on our current vendor list.

Vendors who do not respond in any way (by either submitting a bid or by returning this form) over a period of one year may be removed from the current vendor list.

Vendors who do not wish to bid often return the entire bid package, sometimes at considerable postage expense. Returning the entire bid package is not necessary. Simply return this form.

Thank you for your cooperation.
Cobb County Purchasing Department

**"STATEMENT OF NO BID"
SEALED BID NUMBER 11-5578
REQUEST FOR PROPOSAL
TRANSIT SYSTEM SERVICE AND SUPPORT**

If you do not wish to respond to the attached Invitation to Bid/Request for Proposal, please complete this form and mail/fax to: **Cobb County Purchasing Department, Attention: Sealed Bid Department, 1772 County Services Parkway, Marietta, GA. Fax # 770-528-1154**

I do not wish to submit a bid/proposal on this solicitation.

I wish to be retained on the vendor list for this commodity or service: Yes _____ No _____

Please PRINT the following:

Company

Representative

You are invited to list reasons for your decision not to bid: _____



Cobb County...Expect the Best!

REQUEST FOR PROPOSAL

**SEALED BID # 11-5578
TRANSIT SYSTEM SERVICE AND SUPPORT
COBB COUNTY COMMUNITY TRANSIT
BID OPENING DATE: MAY 26, 2011**

**PRE-PROPOSAL CONFERENCE: MAY 4, 2011 @1:00 P.M. (E.S.T.)
COBB COUNTY COMMUNITY TRANSIT
463 COMMERCE PARK DRIVE
SUITE 114
MARIETTA, GEORGIA 30060**

BIDS ARE RECEIVED IN THE
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008
BEFORE 12:00 (NOON) BY THE BID OPENING DATE

BIDS WILL BE OPENED IN THE COBB COUNTY PURCHASING DEPARTMENT
BID/MEETING ROOM AT 2:00 P.M.

**VENDORS ARE REQUIRED TO SUBMIT THE ORIGINAL AND 5 COPY OF BID
(UNLESS OTHERWISE SPECIFIED IN BID SPECIFICATIONS)**

N.I.G.P. COMMODITY CODE: 95891

NAME: _____

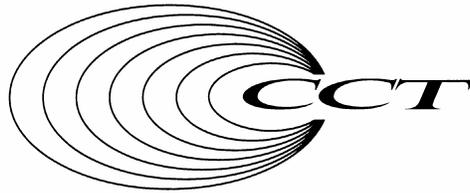
ADDRESS: _____

REPRESENTATIVE: _____

PHONE: _____ FAX: _____

E-MAIL _____

NOTE: The Cobb County Purchasing Department will not be responsible for the accuracy or completeness of the content of any Cobb County Invitation to Bid or Request for Proposal or subsequent addenda thereto received from a source other than the Cobb County Purchasing Department.



REQUEST FOR PROPOSALS

**TRANSIT SYSTEM
SERVICE AND SUPPORT**

COBB COUNTY DEPARTMENT OF TRANSPORTATION

**TRANSIT DIVISION
COBB COUNTY, GEORGIA**

SEALED BID #11-5578

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REQUEST FOR PROPOSALS
Transit System Service and Support Services
Cobb County Community Transit
Sealed Bid #11-5578

SECTION 1
GENERAL INFORMATION

1.1 INTRODUCTION

Cobb County, Georgia is soliciting technical and cost Proposals from qualified sources for the operations, maintenance and administration of Cobb Community Transit (CCT).

It is the intent of Cobb County to retain one or more Contractor's to provide complete fixed route operations, paratransit operations, maintenance and safety and customer service for CCT, such that nothing remains to be purchased, provided or supplied by the County, other than as noted within the provisions of this Request for Proposals (RFP).

Specific performance standards have been delineated in the RFP in order to achieve the County's goal of providing safe, efficient, and reliable transit service. Strict adherence to the specified performance standards is required under the Contract, which will be included as part of the RFP. The RFP itself will constitute and be made a part of the contract.

Cobb County reserves the right to waive minor irregularities or informalities in Proposals.

Cobb County reserves the right to reject all Proposals.

Proposers can submit Proposals to provide one component of the service or multiple components of the service. The individual contract components are as follow:

A. Component 1: Local and Express Fixed Route Transit Operations

This includes but is not limited to:

- Transportation services for special events or emergency services.
- Transportation fairs and public events.

B. Component 2: ADA Complementary Paratransit Operations

This includes but is not limited to:

- Paratransit Certification and Recertification.
- Managing the CCT Reduced Fare Program.
- Senior Services Dial and Ride and Fixed Route Service). The County is exploring a consolidation of Cobb County Senior Services Transportation Program and CCT

ADA Paratransit Service. However, no timeframe for implementation has been established.

C. Component 3: Maintenance

This includes but is not limited to:

- Maintenance of fare collection equipment, on board camera equipment, AVL and ADA equipment.
- Maintenance of entire fleet including support vehicles.
- Maintenance of equipment.

D. Component 4: Safety

- Safety and Training for all transit services.

E. Component 5: Customer Service

This includes but is not limited to:

- Operating a call center.
- Staffing of Customer Service Centers.
- Maintenance of Transfer Center Information Signs.
- Breeze Card Issue Resolution.
- Online Ticket Sales.
- Managing the Ticket Partner Program.
- Managing the Bus Pass Sales Program including direct sales, mail in requests, fax requests, credit card sales, and online ticket sales.
- Revenue collection/counting and deposit of all CCT revenues including farebox revenues.
- Bus schedule distribution to outlets.

Details regarding each component are included in Section 3.

1.2 SERVICE DESCRIPTION

Cobb County operates a public transit system known as Cobb Community Transit (CCT). The service provided by CCT is as follows:

- Ten (10) Local Fixed Routes. Routes 10, 15, 20, 30, 35, 40, 45, 50, 65, 70.
- Six (6) Reverse Commute Routes. Routes 10A, 10B, 10C, 47, 75, 77. Reverse commute routes operate in AM and PM peak only.
- Eight (8) Express Routes. Routes 100, 101, 102, 470, 475, 477, 480, 481. Express routes operate in AM and PM peak only.

All routes are subject to change.

Service is provided within Cobb County, with some extended service to destinations outside of Cobb County. CCT local and express buses interface with Metropolitan Atlanta Rapid Transit Authority (MARTA), at seven (7) rail stations in Fulton County. Reverse commute and express service does not operate on Saturday. CCT does not operate on Sunday. Timetables and a CCT System Map are included as **Exhibit 1**.

Based on 2010 NTD data, the average weekday ridership for local, reverse commute, and express service is 16,319 trips, and the average Saturday ridership for local fixed route service only is 8,098 trips.

A. ADA complementary paratransit service within Cobb County

The program provides curb-to-curb paratransit service to eligible and certified persons with disabilities within a one and one-half mile corridor along all local bus routes within Cobb County. Scheduling, dispatching, and reservations are handled through the use of RouteMatch computer software. Based on 2010 NTD data, the average weekday ridership for paratransit service is 288 trips and the average Saturday ridership is 139 trips. A map of the current CCT paratransit service area is included as **Exhibit 2**.

B. Limited transportation service for special events as directed by Cobb County

National Transit Database deadhead hours, revenue hours and passenger trips data for all CCT local and express routes for the last four fiscal years are displayed below:

Fiscal Year	Local and Express Deadhead Hours	Local and Express Revenue Hours	Local and Express Deadhead Miles	Local and Express Revenue Miles	Local and Express Unlinked Passenger Trips	Paratransit Vehicle Revenue Hours	Passenger Unlinked Passenger Trips
2007	16,614	156,010.36	555,390	3,163,799	4,637,153	40,208	70,062
2008	21,347	176,354.07	598,572	3,304,234	4,873,888	46,701	80,515
2009	18,404	178,473.38	625,766	3,345,308	4,171,474	50,587	74,739
2010	19,016	191,908.95	646,554	3,648,183	4,598,516	50,607	80,843

Actual revenue hours and trips by route by month are provided as **Exhibits 3**.

CCT and MARTA have an agreement that provide for reciprocal free transfer privileges for passengers. CCT fixed route and express buses enter the MARTA service area and stations to discharge and board passengers at designated bus stops.

CCT Paratransit Riders are permitted to ride free on CCT Local Fixed Routes. CCT Paratransit Riders are permitted to ride free on MARTA local routes, and MARTA Paratransit Riders are permitted to ride free on CCT local routes.

C. Cobb County Senior Services Transportation Programs

1. Demand Response Service

Cobb Senior Services clients schedule appointments and are transported to various locations. Assessments for demand response are completed by the case managers in Care Support. Once a client is certified for the service, appointments are pre-scheduled on a first-call, first-serve basis to destinations such as medical facilities, social service agencies, pharmacies, etc. Clients are requested to make appointments at least 10 working days in advance. Medical transportation is given the first priority. Service is provided door to door.

2. Fixed Route Service

Clients are picked up and transported to three (3) Neighborhood Centers and to Senior Day Centers. Assessments for fixed routes are completed by each center program leader and the registered nurse at the Senior Day Center. Each center has a designed service area and routes are set up based on these areas. A client’s address determines which center in their area. This service is pre-scheduled and provided door to door.

Please refer to **Exhibit 6** for additional information regarding the Senior Services Transportation Program. Program guidelines are subject to change if there is a consolidation of services between CCT and CSS.

1.3 HOURS OF SERVICE

Operating hours for local service is Monday through Saturday; 5:00 a.m. through approximately 1:00 a.m. Express service is provided Monday through Friday during AM and PM peak hours. Complementary paratransit service is provided on the same days and during the same hours as local fixed route service. Senior Services Transportation is provided Monday through Friday, from 8:30 a.m. to 3:30 p.m. No transportation is provided when the facilities are closed. There may be occasions when local and/or express service is extended or reduced due to holidays, special events or emergency service. CCT does not operate on the following holidays: New Year’s Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day. CCT does not operate on Sunday. The County reserves the right to extend the hours or days of service, and to include holiday or Sunday service.

1.4 FARES

	Local Bus Fares
Adult One-way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (I.D. or Medicare Card Required)	\$1.00
Persons with Disabilities (CCT Issued ID Card Required)	\$1.00
Children under 42” Height	Free
CCT & MARTA Transfers	Free

	Paratransit Bus Fares
Paratransit Adult One-Way	\$4.00
Paratransit Youth One-Way	\$3.00

Special reduced fares for senior citizens and persons with disabilities are available all day, Monday through Saturday on local routes only.

	Express Bus Fares
Adult One-way	\$4.00
Youth Under Age 18 One-way (I.D. Required)	\$4.00
Children under 42" Height	Free
CCT & MARTA Transfers	Free

Special reduced fares are not available anytime on Express Routes, Paratransit, or other Special Services.

1.5 **TRANSFERS**

Transfers are valid for up to three (3) hours from the time they are issued. Transfers are valid only on a different route than the route that issued the transfer. Passengers are required to ask for a transfer upon boarding the bus.

If a passenger is riding from CCT to MARTA, they pay the one-way CCT fare and transfer free to MARTA. For the return trip, they pay the MARTA fare and transfer free to CCT. To board CCT buses at MARTA stations, passengers must pay the MARTA fare.

1.6 **TICKETS**

31 Day Express	\$110.00
Express 20 Ride	\$57.00
31 Day Local	\$65.00
Local 10 Ride	\$16.00
31 Day Paratransit	\$115.00
Paratransit 10 Ride	\$30.00
Breeze Card	\$1.00

An identification card is needed to use a paratransit ticket. Tickets can be purchased in person, by mail, or online. Cash, checks, money orders and credit cards are accepted. There are no refunds on tickets.

Fares, fare structure, and tickets are subject to change.

1.7 **PARATRANSIT RESERVATIONS**

Reservations are accepted Sunday through Friday between 8:00 a.m. and 5:00 p.m. The County reserves the right to change the days or hours of paratransit reservations according to Federal Guidelines without an additional charge to the County.

1.8 SPECIAL EVENTS/EMERGENCY SERVICE

The special events program provides service for a variety of community events as directed by Cobb County. These special events may be scheduled on any day of the week and at any hour when the event does not conflict with regularly scheduled service or paratransit service. The schedule varies each year and is determined by Cobb County.

1.9 GEORGIA REGIONAL TRANSPORTATION AUTHORITY (GRTA)

CCT has an agreement with the Georgia Regional Transportation Authority (GRTA) whereby CCT operates five (5) GRTA Express Routes; Routes 470, 475, 477, 480 and 481. Currently CCT retains the fares collected on GRTA routes and invoices GRTA for fuel.

1.10 GRTA BUS FLEET

A complete inventory of all GRTA owned vehicles is included as **Exhibit 4**. CCT currently has 26 MCI Coaches on loan from GRTA to operate GRTA service. Maintenance of the GRTA buses is the responsibility of the contractor.

1.11 CCT BUS FLEET

Cobb County's bus fleet consists of fifty-six (56) fixed route local buses and forty-five (45) express buses, thirty (30) paratransit buses, and a small fleet of supervisor and maintenance vehicles. All buses are either equipped with a wheelchair lift, or ramp. A complete inventory of all CCT revenue and non-revenue vehicles is included as **Exhibit 4**.

1.12 SERVICE PROVISION

Since the inception of CCT, Cobb County has utilized the services of an independent Contractor to provide operations, maintenance, safety and customer service for the system. The staff of the Transit Division of the Cobb County Department of Transportation conducts contractor oversight, monitoring of the system and planning.

Cobb County provides the operations, administration and maintenance facility, major equipment items, bus shelters, signs, benches, trash receptacles, revenue and non-revenue vehicles, schedules and system maps, tickets, transfers, passes, Breeze cards, paratransit applications, envelopes, passenger guides, and paratransit maps.

1.13 TERM OF THE CONTRACT

Subject to the terms set forth in Section 4.7, Contract Duration, the initial term of this Contract shall be for five years with an effective date of **July 1, 2012**.

1.14 SERVICE APPROVALS

The Cobb County Board of Commissioners is the policy making body for CCT. The Transit Advisory Board, composed of citizens appointed by the Cobb Board of Commissioners, acts as an advisory group. The Accessibility Advisory Committee, comprised of representatives of seniors, disabled citizens and social service agencies, advise staff on accessibility issues.

Cobb County is the primary authorizing agency for routes, schedules, and fares for transit services. The transit staff researches changes to services including new routes prior to review by the Cobb County Transit Advisory Board. Recommendations are forwarded to the Cobb County Board of Commissioners.

1.15 COMPLIANCE WITH FEDERAL LAWS AND REGULATIONS

This project will be funded in part from grants from the Federal government. The proposed Contract includes the requirements related to this funding. Please refer to Section 6.

In addition, the Proposer must submit with its Proposal completed certifications. Please refer to Section 2 for a complete list of the required certifications.

Failure to provide all the required certifications completed in full, including an authorizing signature, will cause the Proposal to be rejected as non-responsive. There are no exceptions to this requirement.

1.16 RESERVED RIGHTS

The County reserves the right to reject any and all Proposals and to waive what it considers to be informalities and minor irregularities in Proposals received. The County reserves the right to accept a Proposal other than the lowest cost Proposal.

The County reserves the right to enter into a Contract with any Proposer based upon the initial Proposal or on the basis of the “best and final” offer with or without conducting oral discussions.

Any Contract(s) resulting from the RFP will be financed in part with funds available to the County through grants from the Federal Transit Administration. The obligations of the County are contingent upon the receipt of these requested federal funds by the County. In the event that funding from this source is eliminated or decreased, the County reserves the right to terminate Contracts or modify it accordingly. Additionally, the Contracts will be subject to all provisions of the Official Code of Georgia Annotated, §30-60-13.

1.17 PRE-CONTRACTUAL EXPENSES

Upon receipt of a Proposal by Cobb County, the Proposal shall become the property of the County, without compensation to the Proposer, for disposition or usage by the County at its

discretion. The County shall not compensate the Proposer and the Proposer shall not be entitled to for any expenses incurred by the Proposer in:

- In the preparation of the Proposal in response to this RFP and submitting the Proposal;
- In the negotiating with the County on any matter related to the Proposal, and
- For any other expenses incurred by the Proposer prior to the date of a Contract award. The County, the Board of Commissioners, and their agents shall be held harmless from any liability, claims, or expenses whatsoever, incurred by, or on behalf of, any person or organization in responding to this RFP.

1.18 CONTENTS OF CONTRACT

The Contract resulting from this RFP will consist, at a minimum, of the following:

- Request for Proposal (Scope of Work) and (Addenda).
- All Contract Provisions.
- Contractor's Proposal and modifications mutually agreed upon by the County and the Contractor between the Contract award and execution of the Contract.
- Contractor performance standards, incentives and penalties.
- Contractor's plans developed prior to service start-up.

End of Section 1

SECTION 2 INSTRUCTIONS TO PROPOSERS

The following section outlines the specific requirements for the Proposals and the RFP process. Proposers are cautioned to read this section carefully. Failure to provide all the required information will cause the Proposal to be rejected as non-responsive.

2.1 **TYPE OF SOLICITATION**

This is a Request for Proposals (RFP) for services described herein. Each Proposal will be evaluated in accordance with the Evaluation Criteria outlined in 2.14. A committee will evaluate Proposals. The Cobb County Board of Commissioners will award a Contract(s) to a Proposer or Proposers which the County deems, in its sole discretion, to be the most qualified, and in the best interest of the County.

2.2 **DOCUMENTS**

A complete set of Proposal documents shall be used in preparing the Proposal. Cobb County assumes no responsibility for errors or misinterpretations resulting from the use of an incomplete set of documents.

Each Proposer shall carefully examine these documents and take such other steps, as may be reasonably necessary, to ascertain the nature of the work and the local conditions, which may affect the work or the cost thereof. Failure to do so will not relieve the Proposer from responsibility for estimating properly the difficulty or cost of successfully performing the work.

Responsive Proposals are those complying in all material aspects with solicitation. Proposals that do not comply with all the requirements of the solicitation may be rejected as non-responsive.

2.3 **PREPARATION OF PROPOSAL**

A Proposal shall be submitted on the forms furnished, or copies thereof; shall be completed in ink, typed or electronically printed and shall be manually signed. If erasures or other changes appear on the forms, the person signing the Proposal shall initial each erasure or change.

If a Proposal is from an individual, sole proprietorship, or a Proposer operating under a trade name, that individual shall sign the Proposal.

A Proposal by a partnership shall be executed in the partnership name and signed by a partner; the official address of the partnership shall be shown below the signature.

A Proposal by a corporation shall be executed in the corporate name by the president or vice president (or other corporate officer accompanied by evidence of authority to sign) and

the corporate seal shall be affixed and attested to by the corporate secretary or assistant secretary.

A Proposal submitted by a joint venture shall list the name of the joint venture and the mailing address and shall be executed by all joint ventures in the same manner as if they were individually submitting Proposals. The signature portion of the Proposal shall be altered as appropriate for execution by the joint venture and all joint ventures.

2.4 PROPOSAL CONTENT AND FORMAT

The following outlines the format and required content of Proposals to be submitted to Cobb County in response to this Request for Proposals (RFP) for Transit System Service and Support. Proposers must submit materials in the following sequence:

A. Bid Bond

The Proposal must be accompanied by a bond, cashier's check, or certified check in an amount not less than five percent (5%) of the total Proposal price for twelve months of full operation of the fixed route, paratransit, and maintenance services.

B. Proposal Submittal Letter

Executed Proposal Transmittal Letter as shown in **Attachment 11**.

C. General Information

1. Name of Proposer.
2. Full address of Proposer's principal office.
3. Proposer's telephone number.
4. Name(s), telephone number(s), fax number(s) and addresses if different from above, of primary contact(s) in the Proposer's organization with responsibility for responding to this RFP to whom matters regarding this RFP should be directed.
5. Indicate whether the Proposer is an individual, partnership, corporation, or joint venture. If the Proposer is a consortium, joint venture, or team, indicate the entity responsible for the Proposal.
6. If a partnership, list the names and addresses of partners; if a corporation, list the names of the officers, directors and shareholders and the State of the incorporation; if a joint venture, list the names and addresses of the ventures and, if any venture is a corporation, partnership, or joint venture, list the same information for each such corporation, partnership and joint venture.

D. Required Certifications

1. Disadvantaged Business Enterprise Program (**Attachment 1**)
2. Non-Collusion Bidding Certification (**Attachment 2**)
3. Certification Regarding Debarment, Suspension, and Other Responsibility Matters; Primary Covered Transactions (**Attachment 3**)
4. Ineligibility Certificate (**Attachment 4**)
5. Certification of Drug-Free Workplace (**Attachment 5**)
6. Cobb County Conflict of Interest and Prohibition Against Contingent Fees Certification (**Attachment 6**)
7. Certification Regarding Non-Segregated Facilities (**Attachment 7**)
8. Buy America Certification (**Attachment 8**)
9. Certification Regarding Lobbying (**Attachment 9**)
10. Contractor's Qualification Statement (**Attachment 10**)
11. Proposal Transmittal Letter (**Attachment 11**)
12. Evidence of Compliance with Georgia Security and Immigration Compliance Act (**Attachment 12**) **Failure to include the e-verify number on the form will cause the proposal to be rejected as non-responsive.**
 - a. Contract Affidavit & Agreement
 - b. Subcontractor Affidavit A-1
13. Bid Protest Procedures

E. Addendum

Provide acknowledgement, by number and date issued, of each addendum to this RFP issued by Cobb County and received by the Proposer. **Failure to provide acknowledgement, by number and date issued, of each addendum to this RFP issued by Cobb County and received by the Proposer will cause the Proposal to be rejected as non-responsive.**

F. Proposers Qualifications

1. Experience

- a. Number of years that Proposer has been in the public transportation business.
- b. Number of years of experience the Proposer has had in providing public transportation services similar to those required in this RFP, both as a Contractor and also as a subcontractor.
- c. List the Contracts or Proposals that the Proposer currently has underway or is bidding on. Include the following information for each project:
 - Name and telephone number or client contact.
 - Contract price.
 - Description of transportation services provided, including the size of the service.
 - Length of the Contract.
 - Whether performing service as a prime or subcontractor.
- d. List other Contracts that the Proposer has completed during the last five years that demonstrate qualifications to perform the work in this RFP. For a joint venture or partnership work, name the other individuals or companies and indicate who was the sponsoring individual or company. Include information on the project including the client name, name and telephone of contact, description of transportation services provided, the length of the Contract, and the reason for termination.
- e. Provide a list of clients from 2006 to the present that you no longer serve. Include a contact person and telephone number for each former client.
- f. State whether or not any arbitration, mediation or litigation has occurred or is pending or threatened by or against the Proposer or any officer or partner of the Proposer relating to performance under a Contract by a Proposer or Proposer's predecessors. Give details.
- g. Provide any other information, including appropriate business references, describing the Proposer's experience and past performance in providing transportation services.

G. Financial Responsibility

Provide information relating to the financial condition of the firm, including information demonstrating that it has the necessary financial resources to meet the requirements shown in this RFP. This information will include:

- Audited balance sheets of the firm for the last three fiscal years.

- Audited consolidated balance sheets of the firm and its subsidiaries, if any, for the last three fiscal years.
- Audited statements of income and stockholders' equity, if any, and changes in the financial position of the firm for the last three years.
- Audited consolidated statements of income and stockholders' equity, if any, and changes in the financial position of the firm and its subsidiaries, if any, for the last three fiscal years.
- Unaudited balance sheets of the firm and its subsidiaries, if any, for interim quarterly periods since the close of its last fiscal year.
- State whether or not the firm, its predecessors, or its principals have been involved in a bankruptcy. If so, give details.
- Evidence of ability to obtain the specified amounts of insurance in the form of a written commitment from an insurance company authorized to do business in the State of Georgia.

H. Personnel

1. Fixed Route/Express Manager: Provide at least two names and resumes of the Fixed Route Manager your firm is proposing. Include education, experience (including location) and accomplishments.
2. Paratransit Manager: Provide at least two names and resumes of the Paratransit Manager your firm is proposing. Include education, experience (including location) and accomplishments.
3. Customer Service Manager: Provide at least two names and resumes of the Customer Service Manager your firm is proposing. Include education, experience (including location) and accomplishments.
4. Maintenance Manager: Provide at least two names and resumes of the Maintenance Manager your firm is proposing. Include education, experience (including location) and accomplishments.
5. Safety and Training Manager: Provide at least two names and resumes of the Maintenance Manager your firm is proposing. Include education, experience (including location) and accomplishments.
6. Department Managers: Provide the names and resumes of any additional Managers your firm is proposing. Include education, experience (including location), and accomplishments.

7. Management Support Team: Discuss the resources and services that your firm will provide at no extra charge as part of the Contract. The Management Support Team shall include, fixed route supervisors, fixed route dispatchers, paratransit supervisors, paratransit dispatchers, customer service agents, receptionists, count room personnel, daily revenue reconciliation personnel, safety supervisory, and ticket partner program personnel. Please indicate the number of personnel proposed for each component of the contract the Contractor is submitting a Proposal on.

I. Proposers Approach to Providing Services and Support (To be completed on separate pages)

1. Understanding of the Requirements of each Component that the Contractor is submitting a Proposal on.

After studying this RFP, including the Service Specifications, provide a statement demonstrating a clear understanding of the services and support required by this RFP. Keep in mind that all elements of services and support needed to meet the requirements of this RFP, which are not listed as responsibilities of the County, are assumed to be responsibilities of the Contractor, whether specifically set forth or not.

2. Description of Approach

- a. Provide a brief summary of the Proposer's operating philosophy.
- b. Provide a brief summary of how the Proposer intends to fulfill the Contractor's requirements outlined in this RFP.
- c. Outline proposed approach to meet each specific responsibility outlined in the Scope of Work Contractor's Responsibilities.

3. Fixed Route and Paratransit Operations

- a. For fixed route express and paratransit program, outline the methodology that the Proposer will use to ensure quality control of the on-street operation, including transfer centers, park and ride lots, MARTA rail stations, and downtown Atlanta. This is to include on-time performance, operators' adherence to rules and regulations, maintenance vehicle exchanges, use of extra vehicles to minimize loss of service, ADA requirements, and customer service.
- b. The paratransit component must specifically identify strategies to be employed for addressing service quality and efficiency.
- c. Provide proposed schedules for dispatching and supervision for the fixed route and paratransit programs and discuss how these activities will be maintained during all service hours.

- d. Submit report samples and forms addressing *all* aspects of the operation, including drivers' pre-trip and post-trip inspections, on time performance checks, monitoring of operators' performance, dispatch logs, daily operations reports, and vehicle assignments.
- e. Discuss how the paratransit certification review process and the recertification process will be accomplished.
- f. Provide a proposed work schedule for all key managerial staff to ensure that CCT operations is monitored consistently during all AM and PM peak periods.
- g. Describe the Proposer's approach to handling operator courtesy complaints and unsafe driving complaints.
- h. Provide a copy of the Proposer's Progressive Disciplinary Process.

4. Safety and Training

- a. Provide a description of the Proposer's comprehensive safety program, including accident prevention, road supervision, equipment and facility monitoring, emergency preparation, accident response, investigation, and reporting procedures.
- b. Indicate how the Proposer will comply with all the requirements related to the federal Drug and Alcohol Testing Program and the Americans with Disabilities Act.
- c. Provide a description of the Proposer's comprehensive training and re-training program.

5. Maintenance

- a. Describe the Proposer's comprehensive maintenance program that will meet the County's requirements. The plan must include, at a minimum, the following components: the preventative maintenance program, vehicle and equipment repairs, air conditioning and heating maintenance repair program, body damage repairs, DVCR follow up, specialized equipment program, parts inventory, record keeping, accounting system and warranties.
- b. Describe what preventive maintenance activities will be performed in-house and which will be contracted out.
- c. Describe the approach and timeline for monitoring and repairing accident damage.
- d. Describe the methodology to ensure quality control of the maintenance program, including ensuring follow-up of defective items.

- e. Describe the proposed plan for daily and periodic detailed cleaning, together with a checklist for each type of cleaning and servicing. The plan should delineate how the appearance of the bus fleet will be maintained.

6. Customer Service

- a. Describe the Proposer's customer service program, including responding to customer inquiries and concerns, tracking and reporting concerns, and developing corrective actions based on feedback.
- b. Explain how the customer service program will be monitored to ensure that the delivery of customer service is of the highest quality.
- c. Outline the Proposer's approach in handling the sale of CCT fare media including media sold through the CCT Ticket Partner Program.
- d. Describe the proposed plan for collection, counting, reconciliation of passenger fares, ticket and pass revenue, including a specific identification of procedures to ensure the proper safeguarding and reporting of fares.

7. Records and Reports

Define the Proposer's records and reporting program that encompasses all aspects of the operation and meets Cobb County requirements.

National Transit Database – Fixed Route/Express/Paratransit

Provide a detailed description of how the National Transit Database (NTD) program will be implemented and maintained, including the proposers approach and methodology for random sampling for motor bus and demand response.

8. Personnel

Provide a proposed organizational chart and staffing plan, indicating organizational structure, number of management, staff employee positions by division, full-time or part-time status of each employee, salary, and benefit schedules for each employee classification. The staffing plan should describe the skills and experience required of each of the employees, and the overall training program that will be implemented to insure that all personnel meet satisfactory standards of knowledge. The plan must also address strategies that will be adopted for recruitment and retention of employees. The plan must also include a work schedule for key managers to ensure that there are a sufficient number of key managers on property during AM and PM peak periods including AM and PM pull out.

9. Supervision

The County requires a strong supervision component that provides adequate street supervision at all times that buses are operating. Describe the proposed program that will ensure that adequate geographic coverage is provided, for both fixed route and paratransit service throughout the service area, with assurances that there will be a prompt response to accident investigation or service incidents.

10. Proposed Transition

Proposers should submit a time schedule setting forth the sequence of events and associated time requirements proposed to be undertaken from the Contract award through the first full month of system operations under the Contract. The time schedule must provide for the transition to the new Contract effective July 1, 2012.

Note: This section must be completed by all Proposers. The present Transit Service Contractor, if it chooses to submit a Proposal, must discuss how the transition to the new Contract provisions will be accomplished.

J. Cost Proposals (Attachments 14, 15, 16, 17, 18, 19)

1. The Proposer shall provide a firm Fixed Cost Proposal for services outlined in Section 3.2 and 3.3. The cost Proposal should set forth the firm fixed cost that the Contractor proposes to charge Cobb County to provide the services outlined herein for one base year and four option years.
2. The cost Proposal should be based on the characteristics of the current service, including route structure, mileage, revenue hours and deadhead hours. The county does not pay for deadhead time or miles.
3. The proposal shall include a cost allocation breakdown. of every component the Proposer is submitting a proposal on.
4. The cost Proposal shall included a proposed wage rates for EVERY employee position listed in the proposal including starting rates for new employees, and average hourly rates per year.
5. The County reserves the right to modify the Contract to remove the paratransit certification/recertification component. **The Proposer shall include in the Proposal the cost to certify or recertify applicants.**
6. Proposers should be aware that this service is subject to change should circumstances dictate. All service revisions will be based on revenue hours at the start of the Contract.

K. Solicitation Schedule (Subject to Change)

Bus/Facility Inspection	Monday, May 3, 2011, 1 p.m. – 4 p.m. Tuesday, May 4, 2011, 9 a.m. – 11 a.m. 463 Commerce Park Drive, Marietta, GA
Pre-Proposal Conference:	Tuesday, May 4, 2011, 1 p.m. 463 Commerce Park Drive, Suite 114 Large Training Room Marietta, GA 30060
Deadline for Submitting Questions	Friday, May 13, 2011
Deadline for Response to Questions	Friday, May 20, 2011
Deadline for Receipt of Proposals	Thursday, May 26, 2011
Contract Start Date	July 1, 2012

2.5 PROPOSAL CONTENTS

A Proposal that does not contain all the required documentation or requirements of this Request for Proposal will be deemed by the County as non-responsive and rejected.

2.6 SIGNATURE REQUIREMENTS

Proposals must be accompanied by a transmittal letter signed by a duly authorized officer(s) of the firm. Consortiums, joint ventures, or teams submitting Proposals, although permitted and encouraged, will not be considered responsive unless it is established that all contractual responsibility rests solely with one Contractor or one legal entity, which shall not be a subsidiary or affiliate with limited resources. Each submittal should indicate the entity responsible for execution on behalf of the team.

2.7 PROPOSAL SUBMISSION

Sealed Proposals must be submitted to Cobb County at the following address:

Cobb County Purchasing Department
Attn: Mark Kohntopp, Interim Director
1772 County Service Parkway
Marietta, GA 30008-4012

Proposers must submit six (6) complete sealed copies of their Proposal (an original and 5 copies). The full package of copies and each copy must be labeled “Cobb County Transit Service and Support Proposal” and show the name and address of the firm proposing.

Supporting documents must be included with the Proposal, and cannot be submitted in a separate envelope.

Each Proposal must be accompanied by a Bid Bond covering the provision of service in a form acceptable to Cobb County in the amount of five percent (5%) of the total price Proposal for the twelve months of operation of the fixed route and paratransit service, as shown in Cost Summary of the Proposer's Proposal.

Proposals must be received before 12:00 p.m. EST. on May 26, 2011. Proposals delivered after the appointed time and date or unaccompanied by the Bid Bond and the Proposal Transmittal Letter will be deemed non-responsive.

2.8 PROPOSAL EFFECTIVE DATE

Each Proposal shall remain open for a period of ninety days (90) days beginning with the date Proposals are opened.

2.9 PRE-PROPOSAL CONFERENCE AND VEHICLE INSPECTIONS

Vehicles and facility inspections will be held on Monday, May 3, 2011, 1 p.m. – 4 p.m. and Tuesday, May 4, 2011, 9 a.m. – 11 a.m. The Pre-Proposal Conference will be held on Tuesday, May 4, 2011 at 1 p.m. at CCT Offices, 463 Commerce Park Drive, Suite 114, Marietta, GA 30060. The conference will be held in the large training room. This is not a mandatory meeting but Proposers are strongly encouraged to attend.

2.10 QUESTIONS

All questions and requests by Proposers concerning this solicitation shall be in writing and directed to:

Cobb County Purchasing Department
1772 County Service Parkway
Marietta, GA 30008-4012
Facsimile: (770) 528-1154
Email: purchasing@cobbcounty.org

Responses to any written communications will be issued in the form of an addendum made available to all known registered Proposers and posted on the Cobb County Purchasing website. www.purchasing.cobbcountyga.gov

Proposers are cautioned that no prior, current, or post-award conversations, representation or agreement (s) with any officer, agent, or employee of the County shall affect or modify any terms or obligations of the RFP or any Contract resulting from this procurement.

2.11 REVISIONS TO RFP

The County will issue an Addendum to the RFP if it becomes necessary to revise any part of the RFP, or if additional information is necessary to enable Proposers to make an adequate interpretation of the provisions of the RFP. All Addenda will be provided to each registered Proposer. **All Addenda shall be acknowledged by date and number in the Contractor's Proposal.** If the addenda are not acknowledged in the contractor's proposal, the proposal will be considered non-responsive and will be rejected.

2.12 PROTESTS

Protests related to this solicitation will only be accepted from registered Proposers whose direct economic interest would be affected by the award of a Contract or failure to award a Contract. A copy of Cobb County's protest procedures is included in **Attachment 13**. Requests should be directed to Rebecca Gutowsky, Transit Division Manager, Cobb Community Transit, 463 Commerce Park Drive, Suite 112, Marietta, GA 30060-2737.

This project is funded in part by the Federal Transit Administration (FTA). FTA review of protests is limited to a grantee failing to have protest procedures, violating such procedures, or failing to review a complaint or protest.

2.13 EVALUATION AND NEGOTIATIONS

An Evaluation Committee is established to review and evaluate all Proposals submitted in response to this RFP. The Evaluation Committee will conduct a preliminary evaluation of all Proposals to determine if all the requested information was provided. Any Proposal not containing all of the requested information will be declared non-responsive and will be withdrawn from further consideration.

All Proposals determined to be responsive will be evaluated against the established criteria. The Evaluation Committee may request clarifications, in writing, to any element of the Proposer's Proposal package. Such clarifications shall be requested, in writing, by the County's Transit Division Manager or his/her designee, and shall specify the information requested and the response date required.

The Evaluation Committee may select to hold oral interviews in Cobb County with the highest rated Proposers. Key management personnel must be available at the interview, including the proposed General Manager and the entire proposed senior management staff. The County may choose, at its sole discretion, to not interview all Proposers or to award a Contract without conducting any oral interviews, or to award no contract.

The Evaluation Committee may or may not conduct negotiations with Proposers within a competitive range. If the Evaluation Committee chooses to conduct negotiations, the Proposers will be requested to submit "best and final" offers. Such offers shall include any modifications made to Proposals. The Evaluation Committee shall review the "best and final" offers and conduct a final evaluation of Proposals based on the evaluation criteria. The Evaluation Committee will recommend the top ranked Proposer deemed to have

proposed services in the best interest of the County for approval to the Cobb County Board of Commissioners.

2.14 EVALUATION CRITERIA

Proposals will be evaluated on the basis of the following criteria:

A. Qualifications/Experience 35%

1. Proposer's experience in providing service of similar scope and complexity.
2. Qualifications and experience of proposed key management and support personnel.
3. Financial stability of Proposer.

Approach to Providing the Service 25%

1. Understanding of requirements.
2. Suitability of proposed services.

B. Cost of Providing the Service. 20%

Reasonableness of proposed rates and allocation of resources.

C. References 20%

Proposer shall provide a complete list of properties where transit service was provided, along with the Contract years, a contact name, title, and phone number.

100 points

Costs must be broken out by component and each component will be evaluated separately and not in combination with other components. Costs for fixed and express service shall be provided per revenue hour, excluding deadhead time. The cost for paratransit service shall be provided based on a per-passenger basis. Maintenance and Safety costs shall be provided on a per-revenue hour basis. Customer Service costs shall be provided on a per-hour cost based on the hours of operation. Senior Services transportation shall be provided per passenger for dial a ride service and per revenue hour for fixed route service.

2.15 CONTRACT AWARD AND CONDITIONS

The Contract will be awarded to the most qualified Proposer or Proposers whose offer conforms to the Request for Proposals and whose offer is most advantageous to the County. This RFP specifies the Scope of Work required for this project. The successful Proposer(s), to whom an award is made, is required to enter into a Contract with the County that contains terms and conditions substantially similar to those contained in Section 4 hereof. The County reserves the right to delete, add to or alter provisions of the

Contract prior to execution and any amendments thereafter shall be mutually agreed upon in writing.

2.16 IMPLEMENTATION SCHEDULE

The County's existing transit services shall not be disrupted as a result of the implementation of the Contract. The Proposer shall submit a Transition Plan guaranteeing a smooth transition program related to all transit system service and support, including, but not limited to, bus operations, maintenance, employees, and customer service.

Following the award and execution of the Contract, Cobb County will issue a Notice to Proceed to the Contractor, which will specify that the Contractor will assume full responsibility for their component(s) on July 1, 2012.

2.17 PERFORMANCE BOND

A performance bond in the amount of equal to four months of the contract sum will be required of the successful proposer(s). A Performance bond can be in the form of a bond, cashier's check, or certified check for the amount stated. Bonds must be written by a surety company, licensed to do business in the State of Georgia, have a "Best's" rating of "B+" or better, appear on the current U.S. Treasury Department list of sureties that are acceptable on bonds for the federal government (circular 570), and have recommended bond limits equal to or in excess of those required for this project or otherwise be acceptable to the Owner.

End of Section 2

SECTION 3
OPERATIONS AND MAINTENANCE OF COBB COMMUNITY TRANSIT
SCOPE OF WORK

3.1 COUNTY DUTIES AND RESPONSIBILITIES

The County has the following responsibilities and performs the following duties with respect to CCT. (The Contractor will assist the County in this regard).

A. System Planning and Administration

The County is responsible for all planning activities relative to CCT routes, schedules, days and hours of operations, bus stop locations, location of bus stop improvements, preparation of planning documents, budgets, grant applications and related documents, and other such activities relative to the overall system administration.

B. Advertising and Promotions

The County prepares and pays for all advertising and promotional materials designed to inform CCT patrons of CCT operations and to promote ridership.

C. Media Inquires

THE COUNTY WILL RESPOND TO ALL MEDIA INQUIRIES.

D. Operations and Maintenance Facility

The County shall provide the fixed route operations, paratransit operations, safety, maintenance facility and Customer Service Center for CCT. Currently all operations, maintenance, and customer service are located at 463 Commerce Park Drive, Marietta, Georgia. The following functions are undertaken at the facility located at 463 Commerce Park Drive, Marietta, Georgia.

- Fixed Route Dispatch
- Fixed Route Operations
- Paratransit Dispatch
- Paratransit Operations
- Driver's Break Areas
- Contractor Payroll
- Safety and Training
- Cleaning, Maintenance and Fueling
- Customer Service
- Contractor Management and Administration
- Farebox Probing, Vault and Revenue Counting

CCT is in the final design phase for a new Paratransit Facility that will be built adjacent to the facility located at 463 Commerce Park Drive. When completed, paratransit dispatch and operations will move to this facility. Construction of the facility is expected to be completed in June, 2012. Cobb Senior Services Transportation Program will also operate from this facility.

E. Vehicles and Equipment

The County will provide to the Contractor the vehicles set forth in **Exhibit 4** entitled "CCT Revenue and Non-Revenue Vehicle Inventory". These vehicles and equipment shall only be used for activities directly related to the transit system covered by this Contract, unless otherwise authorized, in writing, by the County.

The County has established that non-revenue vehicles are to be used for CCT business purpose only, and are not to be driven for after-hours use. **This requires all vehicles to be left at CCT offices overnight.** Any variation from this policy must have written authorization from the County Transit Division Manager.

F. Computers

Computer hardware will be provided and maintained by the County.

The County will provide the following computer software:

- Office Software (Microsoft Office)
- Breeze Fare Collection Software
- Route Match Paratransit Scheduling Software

G. Internet Access

Access to the Internet by Contractor employees requires approval of the Transit Division Manager. Contractor employees requesting approval for internet access must sign a statement acknowledging the Cobb County Electronic Communications and Security Policy and the Information Services Department's Information Technology Security Standards. Contractor employees accessing the internet inappropriately are subject to disciplinary action.

The County will absorb the cost of approved Internet.

H. Fax Machine

The Contractor shall provide at a minimum two (2) fax machines.

I. Copy Machines

The Contractor shall reimburse the County for all costs associated with all copy machines located in Contractor work areas including maintenance, paper, per copy cost,

toner, and any servicing. Once the County's copy agreement has expired, Contractor may elect to purchase their own copier.

J. Fuel

The County will pay for the cost of the CNG fuel for CCT revenue vehicles. The County will deduct from the invoice the cost of the CNG fuel used for support vehicles. The County will outline all operating, administrative, and accounting procedures that the Contractor must follow in connection with CNG fueling operations.

The County will provide diesel fuel for CCT revenue vehicles. The County will deduct from the invoice the cost of diesel fuel for service vehicles. The County will outline all operating, administrative and accounting procedures that the Contractor must follow in connection with fueling operations. The Contractor shall pay for the fuel used for Contractor support vehicles, i.e. supervisor's vehicles. **The County has adopted a No Idling Policy.**

K. Schedules, Passes, and Tickets

The County will prepare, print, and provide to the Contractor all schedules, passes, tickets, Breeze Cards/Tickets and like materials required by CCT operations. The Contractor shall assist the County in developing new route schedules or revising route schedules. The Contractor shall distribute and disseminate such materials in accordance with the provisions of this Contract and any direction supplemental thereto provided by the County. The Contractor is responsible for placing schedules at various locations throughout the County. Each location shall be checked on a monthly basis by the Contractor to ensure that an adequate number of current CCT route timetables are available at each location. The County will provide the Contractor with a list of locations.

L. Radio Communication Systems

The County has implemented a Countywide 800 MHz communication system. Fixed route and paratransit buses and support vehicles are equipped with the County communication equipment and all operate on the County system. A sufficient number of handheld radios are also provided to the Contractor. Lost handheld radios shall be replaced by the Contractor to the satisfaction of the County and a police report must be submitted to the County for any radio reported stolen. The County is financially responsible for providing the radio license, all radio equipment and equipment installation. A separate firm is responsible for maintenance of radios at the County's expense.

The County establishes the communication policies and procedures with which the Contractor will comply.

M. Fareboxes

The County provides the electronic farebox system for the fixed route system, including the software and hardware. At present, the fareboxes are manufactured by Cubic Transportation Systems, Inc. Our fare collection system utilizes bus validating fareboxes complete with a cash box and smart card reader. The system also utilizes trim units. The fixed route and express buses utilize a 41 inch Odyssey farebox and the paratransit buses utilize a 32 inch Odyssey farebox. The Contractor is responsible for the maintenance of the fareboxes.

N. Electronic Destination Signs

The County provides the electronic destination signs for the fixed route buses. The local fixed route and express buses have Twin Vision signs, fifteen (14) of the paratransit buses have Luminator signs, and sixteen (16) of the paratransit buses have no destination signs.

O. Revenue Collection Equipment

The County will provide a coin sorter, coin counter and bill counter. The Contractor shall maintain the equipment in good operating condition at all times and provide quarterly preventative maintenance by an authorized dealer. The Contractor shall provide the County with quarterly preventative maintenance reports.

P. Notification – Potential Interference with CCT Operations

The County will make a reasonable effort to notify the Contractor in advance of any road closures, detours, parades, or other such events under County jurisdiction, which may interfere with CCT operations or require deviations from established routes or schedules.

3.2 CONTRACTOR DUTIES AND RESPONSIBILITIES

A. Component 1: Fixed Route/Express/Special Event Service

Using vehicles and equipment provided by the County, the Contractor will operate fixed route/express bus services as specified by the County. Fixed route/express bus service shall be operated in strict accordance with the operating days and hours, routes and schedules, set forth in the current Master Schedule, and shall provide such service in a safe, professional, and courteous manner. Fixed route/express service hours and the peak period bus requirements may vary over the term of the Contract depending upon funding and other considerations.

The Contractor is authorized to deviate from established routes when necessary to avoid construction detours and vehicles or other obstructions within the public right of way as long as missed bus stops are covered by a supervisor. All deviations are to be reported to the County immediately.

In the event that a fixed route/express bus operates more than ten minutes behind schedule, the Contractor shall report this to the County immediately, and take all available steps to restore on-time performance. The Contractor shall establish procedures, subject to County review and approval, to restore on-time performance in a timely and on-going consistent manner.

The Contractor is responsible for developing and distributing all schedule blocks and run cuts in conformity with the County's prior approval and specifications.

A dispatcher is required to be on duty in the fixed route dispatch office at all times while buses are in service. The dispatcher will be required to monitor and respond to radio communications throughout operating hours and communicate with drivers, supervisors and maintenance personnel regarding operations, service, safety, and customer service issues. **Detailed logs must be kept on ALL communications through an automated system to be provided by the Contractor and approved by the County.**

When requested by the County, drivers will distribute notices to passengers or otherwise render assistance in the County's customer relations, promotion, monitoring, and supervisory functions.

Drivers will be required to honor special passes; collect, cancel and/or validate passes and tickets; issue, collect, and validate transfers, as determined by the County. Drivers will be properly trained regarding adding cash value on a Breeze Card. Drivers shall verify all Breeze Card fare payments and shall not let a passenger ride if the proper fare has not been paid. Drivers will verify cash fares deposited in the fare box, and are not permitted to handle fares. If a passenger is unable to deposit their fare in the farebox, due to a disability, the driver may assist the passenger. Drivers will record ridership counts by passenger categories using the electronic farebox system provided on the bus.

Drivers shall have available, at all times during the operation of any bus, an accurate time piece set each day to conform to the National Bureau of Standard Time, and a flashlight for pre-trip and post-trip inspection. Drivers will be required to operate the lift, ramp, kneeling features, and assist in securing wheelchair and scooters.

All CCT fixed route/express buses are equipped with Automatic Vehicle Annunciator Equipment. Drivers will be required to activate the equipment and make sure it is programmed properly. Drivers will be required to announce all ADA required stops when the Automatic Vehicle Annunciator Equipment is not working.

Drivers must fill out a pre-trip and post-trip vehicle inspection as outlined in the Contractor's Operating Rules and Procedures, and State of Georgia DOT requirements.

The Contractor must provide a reliable monitoring program to insure a high performance capability in achieving consistent on-time performance. The Contractor will be responsible for, through routine daily monitoring of transit services, of

accumulating data and assembling reports that assist in identifying equipment, schedule, or service level improvements.

The monitoring may, from time to time, include ridership statistics; i.e. passenger counts by trip or block, on-time performance and run-time data, on board ride checks and analysis of schedule, route or service problems.

The Contractor is responsible for adjusting transit monitoring personnel levels and utilizing existing personnel with other permanent duties as needed to assist in ensuring a consistent high quality of service. The monitoring plan and procedures are subject to County approval.

The County requires a strong **Supervision Component** that provides adequate street supervision at all times buses are operating. The Contractor must implement a program that provides adequate geographic coverage throughout the transit system's service area with assurances that there will be a prompt response to accident investigations or service incidents. Because of the geographic size of the service area, street supervision staffing must be evaluated carefully. The County requires an immediate response time to service incidents including the out of County service points. A special emphasis must be placed on supervision at all MARTA stations, CCT Transfer Centers, and CCT Park and Ride Lots. The Contractor shall immediately notify the County of a service incident.

The Contractor is required to provide the names of the supervisors who worked exclusively for fixed route/express, and the number of hours worked per day. This information shall be turned in daily. On a daily basis, fixed/express route supervisors shall do an on-time check of 10% of all trips. Time checks shall be conducted at the Marietta Transfer Center, Cumberland Transfer Center, MARTA stations, and at any location requested by the County. Time check reports shall be turned into the County on a daily basis.

The County will not pay revenue hours for ANY bus that is driven by a supervisor, manager and/or safety personnel unless the Contractor has obtained PRIOR authorization from the County.

In addition to regular CCT operations, the Contractor may from time to time, upon receiving specific written authorization from the County, provide special transportation services using CCT vehicles. The rate for special event service shall be the same rate as charged for regular fixed route revenue service (arrival time to end time), and the rate shall be paid from the start of scheduled revenue service to the end of scheduled revenue service, excluding deadhead. No minimum hours are guaranteed for special events.

The Contractor shall maintain the security of the fareboxes on the buses and the associated revenue collection system. Drivers will immediately report to dispatch all problems arising with the farebox. In the event of a farebox malfunction, drivers must seek permission from dispatch before using the temporary farebox (blackbox). If

dispatch approves the use of the blackbox, it shall be noted on the dispatch log. The Contractor is to immediately take actions to fix the farebox problem, either by providing verbal directions to drivers, dispatching a supervisor or contacting maintenance personnel to take the bus out of service

END OF COMPONENT ONE – FIXED ROUTE/ EXPRESS

B. Component 2: Paratransit Service

Paratransit service shall be operated in strict accordance with the established operating days and hours or any revisions thereto.

The actual number of trips and hours may vary over the term of the Contract. Past history data should be used as approximations. The actual service may increase or decrease over the term of the Contract, depending on the demand for service, the characteristics of the fixed route service, the County budget or based on changes in the ADA law.

The Contractor shall employ qualified personnel to review all applications for certification or re-certification and make eligibility determinations, following the Federal Americans with Disabilities Act (ADA) requirements.

The Contractor is responsible for coordinating this process, commencing with distributing application forms, evaluating completed applications, responding to customers on the certification status, and maintaining an automated database on all certified customers. The Contractor is responsible for all tasks and costs associated with the certification and/or re-certification process, and the mailing of all paratransit information materials.

The Contractor, as required by the ADA, will communicate certification decisions to customers within twenty-one (21) days of receipt of the completed application. **The Contractor will provide the County with monthly reports showing the status of all certification applications and the time required to determine and communicate their decisions to the applicant.**

Appeals of decisions will be directed to the County for response. The Contractor will provide the County with all necessary information to evaluate the appeal.

A hard copy file shall be developed and maintained on all paratransit applicants whether approved or denied, and a copy of all correspondence sent to the applicant by the Contractor shall be maintained in this file. The County shall have access to these files at all times. At no time shall paratransit files be inaccessible to County personnel.

The Contractor is to assume all tasks and costs associated with the re-certification process. **The County reserves the right to modify the Contract to remove the certification/recertification function. The Proposer shall include in the Proposal the cost per revenue hour to certify or recertify applicants.**

The Contractor will be responsible for issuing ADA eligibility Breeze Card photo identification cards. The photo I.D. will be issued according to the County's current procedures and in conformance with the ADA regulations. The County is responsible for providing the Photo I.D. Equipment and the special photo ID Breeze Cards.

All reports produced for paratransit service and forwarded to the County must be produced through the County's Contractor's Computerized Scheduling Software. No handwritten reports will be accepted. Custom reports are required and the information on the reports must be linked from scheduling software.

Reservations must be taken during normal business hours. The current hours and days for taking reservations are from 8:00 a.m. – 5:00 p.m. Sunday through Friday, even if a holiday is observed on those days. The County will not pay an additional charge if reservations must be taken on a holiday. These hours are subject to modification based on ADA regulations or changes in service hours or days.

The County will provide an automated reservation, scheduling, and dispatching program for the provision of paratransit service. The current software is RouteMatch.

All paratransit trips shall be scheduled using real-time scheduling, and all trips must be placed on a route during the reservation call.

Flexibility is required in the deployment of vehicles throughout the day. The Contractor shall be required to schedule passenger trips and deploy vehicles to provide service to meet service demand in the most efficient and cost effective manner while meeting ADA requirements. Where necessary, the Contractor must be prepared to employ shifts to provide more service during peak service hours and/or be prepared to deploy a vehicle to handle a small number of trips, or just one trip.

The Contractor is required to provide the names of the supervisors who worked exclusively for paratransit service and the number of hours worked per day. This information shall be turned in daily. On a daily basis, paratransit supervisors shall do an on-time check of 10% of all trips at the physical location of the pickup or drop-off location of daily trips scheduled. Same day cancellations cannot be included in the 10%. Time check reports shall be turned into the County on a daily basis.

The Contractor is responsible for meeting ADA requirements relative to the delivery of service, including picking up trips within the 30-minute window. The Contractor shall notify the customer in the event of an unavoidable delay.

The Contractor shall give the County a six (6) month written notice of the need for additional paratransit vehicles. The Contractor shall justify the reason(s) for needing the additional vehicles.

The Contractor shall provide the necessary reservation personnel to efficiently respond to incoming calls for reservations requests, trip revisions, general information, and complaints or commendations. Reservation personnel must be well versed in ADA law

and the County's requirements for the provision of paratransit service. Calls cannot be placed on hold for more than two (2) minutes.

Reservation personnel will maintain a daily log of all telephone requests received and include information on trip revisions and cancellations.

Reservation personnel shall be required to operate the automated paratransit reservation system. Good customer relation skills are vital for all reservation personnel.

The Contractor shall provide an administrative assistant that coordinates all paratransit paperwork including daily reports, applications for paratransit service and supporting documents. A reservationist, dispatcher, or supervisor should not coordinate paperwork.

The County will pay for paratransit service on a per-passenger basis, regardless of the distance or the time it takes to complete the trip. The County will not pay for cancellations or no shows. The County will not pay for any paratransit trip in which a supervisor, manager and/or safety personnel drove the bus without approval by the County.

A paratransit dispatcher is required to be on duty in the paratransit dispatch office at all times while buses are in service. The dispatcher will be required to monitor and respond to radio communications throughout operating hours and communicate with drivers, supervisors and maintenance personnel regarding operations, service, safety, and customer service issues. **Detailed logs must be kept on ALL original communications.**

When requested by the County, drivers will distribute notices to passengers or otherwise render assistance in the County's customer relations, promotion, monitoring, and supervisory functions.

Drivers will be required to honor special passes; collect, cancel and/or validate passes and tickets; and issue, collect, and validate transfers, as determined by the County. Drivers will verify cash fares deposited in the fare box and are not permitted to handle fares. If a passenger is unable to deposit their fare in the farebox due to a disability, the driver may assist the passenger.

The Contractor shall maintain the security of the fareboxes on the buses and the associated revenue collection system. Drivers will immediately report to dispatch all problems arising with the farebox. In the event of a farebox malfunction, drivers must seek permission from dispatch before using the temporary farebox (blackbox). If dispatch approves the use of the blackbox, it shall be noted on the dispatch log. The Contractor is to immediately take actions to fix the farebox problem, either by providing verbal directions to drivers, dispatching a supervisor or contacting maintenance personnel to take the bus out of service

Drivers will record revenue counts by passenger on the driver's manifest. The fare collected is to be totaled by the driver at the end of each tour. Drivers will also record on the manifest all critical times and mileage necessary to document:

- Number of Trips.
- Revenue Hours and Revenue Mileage – First pickup to last drop off, excluding lunch and breaks.
- Service Operation – Sign in, depart yard, arrive/depart each pickup, arrival back at yard, and sign off.

Drivers shall have available at all time during the operation of any bus an accurate time piece set each day to conform to the National Bureau of Standard Time, and a flashlight for pre-trip and post-trip inspection.

Drivers will be required to operate the lift and assist in securing wheelchair and scooters.

Drivers must assure that all passengers, in scooters or wheelchairs, are secured by seat belts and wheelchair restraining systems.

Drivers must fill out a pre-trip and post-trip vehicle inspection as outlined in the Contractor's Operating Rules and Procedures, and State of Georgia DOT requirements.

Drivers must wait five (5) minutes at the trip origin location AFTER the appointed pick up time, or five (5) minutes upon arrival if arriving after the scheduled pick up time, before a passenger can be considered a no-show and the driver departs the location. Drivers must communicate immediately with Dispatch in all cases where a passenger is a no-show. Dispatch must approve the driver to no-show the passenger and place the information on the dispatch log.

A strong **Supervision Component** is required for the paratransit program that provides adequate street supervision at all times buses are operating. This must include ensuring that ADA requirements are being followed in the paratransit service delivery and that information related to fares, mileage, trips, and revenue hours is being reported accurately.

Drivers must fill out a pre-trip and post-trip vehicle inspection as outlined in the Contractor's Operating Rules and Procedures, and State of Georgia DOT requirements.

The County will compensate the Contractor on a per passenger basis. Detailed information regarding ambulatory and non-ambulatory trips, PCA's and companions must accompany the invoice.

Reduced Fare Program – This is the responsibility of the Paratransit Services Contractor

The Contractor is responsible for issuing special Breeze identification cards to seniors (65 or older) and disabled individuals (those who do not qualify for ADA services) under the guidelines associated with the CCT Reduced Fare Program. The Contractor shall be responsible for managing the Reduced Fare Program and maintaining accurate and up to date files on all passengers who have been issued Reduced Fare Identification Cards. This information shall be maintained on a computerized database. The Contractor shall recertify reduced fare passengers on a yearly basis. The recertification shall be completed within 60 days from the beginning of the new calendar year.

END OF COMPONENT 2 – PARATRANSIT SERVICES

C. Component 3: Safety and Training

The Contractor shall assume full responsibility for assuring that the safety of passengers, personnel, members of the public and the County's vehicles and equipment are maintained at the highest possible level throughout the term of this Contract.

In this regard, the Contractor will develop and implement an ongoing comprehensive safety program covering all aspects of the system.

The Safety Program must meet at a minimum at all times, all applicable Federal, State and Local regulations. **The Safety Program must be submitted and approved by the County one month prior to service startup.**

The Contractor will require all drivers, supervisors, dispatchers, mechanics, and managers to participate in the Safety Program. The following areas are to be included in the Safety Program:

1. Safety Reviews and Accident Prevention

The program will include provisions to regularly review all aspects of the operation to ensure that the service being provided meets the highest level of safety standards. This will include audits of vehicles and equipment, delivery of accident prevention programs, holding monthly safety meetings, and ensuring follow-up of findings.

2. Emergency Prevention

The Contractor will develop written procedures and provide training programs to address all types of emergency situations, including accidents, crime/security incidents, inclement weather, bomb threats, and acts of terrorism.

3. Accident/Incident Response and Reporting

The Contractor shall develop and implement written procedures, subject to County review and approval, to respond to and report all accidents and incidents. Such occurrences are to include vehicle accidents, passenger injuries or disturbances, employee injuries, and lift failures on in-service buses.

All traffic accidents involving transit system vehicles are to be reported immediately to the Cobb County Police or other appropriate police unit, as well as the County.

4. Accident Investigation, Rating and Follow-up

The Contractor will develop procedures to investigate, review and rate each accident to determine if the accident could have been prevented utilizing the National Safety Council definition of preventability. In addition, this review will establish the need (and schedule, as necessary) for any corrective training, operating guideline revision, or equipment maintenance or technical correction required, together with a follow-up to assure that action has been completed.

All staff involved in accident investigation must be properly trained in accident investigation as required by the U.S. Department of Transportation.

5. ADA Requirements

The program will encompass provisions for meeting ADA public transit requirements, including the policies, regulations and training of all bus operators in the safe use of all ADA bus equipment. Requirements include the operation of wheelchair lift equipment, wheelchair securement procedures, lift standee policies, operation of bus kneeling features, public address system, vehicle enunciator equipment, the need to make ADA stop announcements even if the vehicle enunciation equipment fails, boarding and securing of mobility devices, service animal regulations, first aid, CPR, and an awareness of a variety of disabilities and the medical symptoms or risks associated with them. The program shall also include an extensive Sensitivity Training Program with corrective action listed.

6. Drug and Alcohol Testing Program (Fixed Route, Paratransit and Maintenance Components)

49 CFR Parts 653 and 654

The Contractor agrees to establish and implement a Drug and Alcohol Testing program that complies with all applicable laws including 49 CFR Parts 655 and 40, produce any documentation necessary to establish compliance with Parts 655 and 40, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Georgia, or the County to inspect the facilities and records associated with the implementation of the Drug and Alcohol Testing Program as required under 49 CFR Parts 655 and 40 and review the testing process.

The Contractor agrees further to certify annually its compliance with Parts 655 and 40 before December 31 of each year and to submit the Management Information System (MIS) report before February 15 of each year, to the Cobb County Department of Transportation prior to transmitting it electronically to the FTA.

To certify compliance, the Contractor shall use the “Substance Abuse Certifications” in the Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements”, which is published annually in the Federal Register.

7. Training

The Contractor shall develop, implement, and maintain a formal training and retraining program, which shall be subject to review and approval by the County. All operators, dispatchers, customer service personnel, supervisors and managers shall participate in the program.

An important part of the program is a Customer Relations component. All employees having contact with the public must complete the Customer Relations course. The purpose of the course is to help provide employees with skills in providing quality customer service to passengers and the public.

Dispatchers, telephone operators, supervisors, and any other personnel who may, from time to time, be assigned to telephone information or paratransit reservation lines shall be trained in customer relation skills, telephone manners, accident/incident procedures, and all operating policies. Operations control personnel assigned to paratransit trip scheduling and vehicle dispatching duties shall have a detailed knowledge of the applicable procedures, professional techniques, and rules regarding the CCT paratransit program.

As part of the training program, the Contractor shall prepare and distribute to all operators, dispatchers, telephone operators, and supervisors a Drivers Manual. Contents of the Drivers Manual shall include the following subject areas:

- Driver’s Rules
- Accident/Incident Policies
- Radio Policies and Procedures
- Cell Phone Policy
- Name Plate Policy
- Electronic Farebox Policies and Procedures
- Video Surveillance Policies and Procedures
- Traffic Control Center Policies and Procedure
- Vehicle Enunciators Policies and Procedures
- Fog and Inclement Weather Policies and Procedures
- Vehicle Inspection Policies
- Care and Maintenance Policies and Procedures
- Sensitivity Training Policies
- ADA Policies
- Reporting Procedures
- AVL Policies and Procedures
- Pertinent Sample Forms

Five copies of the Drivers Manual shall be forwarded to the County one month before the start of service. Any updates to the manual must be provided promptly to the County.

For operators, the Contractor must certify in writing, by name, each individual operator as having satisfactorily completed all the requirements and training courses prior to allowing that individual operator to operate a bus in revenue service.

This certification requires a minimum of eighty (80) hours of training for each operator, full and part-time. The exception shall be any person for whom the Contractor can provide written documentation of both one year's experience as an operator for the Contractor in a different operation operated by the Contractor and at least forty (40) hours of formal training by the Contractor at the County's operation. Experience and training with other transportation systems, including other public transit agencies or school systems is not acceptable.

The minimum eighty (80) hours shall include the following:

The eight (8) hour minimum National Safety Council Defensive Driving Course or equivalent with satisfactory scores.

A minimum of thirty-two (32) hours of wheel time, including at least two round trips on each route. One trip shall be done without assistance by the trainer to test the operator's knowledge of the route. Each operator shall operate all types of buses during training.

At least eight (8) hours of classroom instruction shall be performed for each of the following categories:

- Passenger relations
- Accident reporting procedures
- Radio communication procedures and codes
- Schedules, routes, fares, and farebox procedures
- Vehicle enunciator procedures
- Sensitivity training
- ADA regulations

To maintain each individual operator's certification, the Contractor must provide and document annual refresher training of at least eight (8) hours for each operator covering all the aforementioned categories.

The Contractor's Safety Department shall conduct and document on-board evaluations of all operators regardless of how long they have been employed. Each ride check shall be a minimum of one hour and shall be conducted by the Contractor every three months on each operator and made available to the County for review.

The Contractor is responsible for training all operators on the requirements for public transit as defined in the Americans with Disability Act of 1990 (ADA) requirements or subsequent updates. A comprehensive, on-going training program shall be developed by the Contractor addressing ADA requirements. A copy of the Contractor's comprehensive on-Going ADA training program shall be provided to the County 30 days prior to the start of service.

The County will strictly enforce compliance with the ADA law and has established performance standards to ensure the Contractor's employees are responsible in this area.

Paratransit training will include all the requirements identified for fixed route operators. Paratransit operators must hold a valid CDL license. In addition to the training requirements previously identified, ALL operators will be required to complete additional sensitivity training related to transporting persons with disabilities. This training shall be more comprehensive than the general sensitivity training programs, emphasizing the ADA requirements, sensitivity, boarding and wheelchair securement skills, and will provide a higher awareness of the various disabilities.

8. Bus Roadeo/Memberships Fixed Route and Paratransit Operations

The Contractor will be responsible for the planning, organization, cost and carrying out of the transit system's participation in local, state and national bus roadeo competitions. This involvement includes training, course knowledge, competition regulations and the actual event coordination.

The County has strongly supported bus roadeo competitions for fixed route and paratransit operators and views the program as an important safety and training opportunity. The County will encourage the Contractor's continued active involvement in this safety/training function for all fixed route and paratransit drivers.

The Contractor will be responsible for professional association memberships to enable local bus roadeo winners to participate in the National Roadeo. This includes a membership in the American Public Transit Association and the Georgia Transit Association.

9. Bus Stops

The County is responsible for maintaining and updating the computerized CCT bus stop inventory which delineates the location of all bus stops, the routes that serve each stop, and the improvements located at each stop.

The Contractor shall assist the County in the evaluation of requests for additional stops and make recommendations to the County on stop additions, removal and relocations. The recommendations need to be based on ADA, safety and

community considerations. This task will be undertaken for new routes. The Contractor shall assist the County in making recommendations on all bus stops for new routes or realigned routes. The recommendations are to be accompanied by complete documentation for each of the proposed signs, including sketches of the site with information on adjacent roads, land uses, and ADA requirements. The Contractor will be responsible for labor and materials used in the performance of this work.

The Contractor is not responsible for maintaining bus stops or bus shelters.

END OF COMPONENT 3 – SAFETY AND TRAINING

D. Component 4: Customer Service

The Contractor will operate a Customer Service Program, which accomplishes the following:

1. Customer Inquiries, Complaints, and Commendations

A main focus of the Customer Service Program is the handling of all customer/public inquiries, complaints or commendations received by mail, fax, e-mail, phone, or in person.

The Customer Service Department shall operate from 7:00 AM – 7:00 PM, Monday through Friday, excluding holidays. Customer service hours are subject to change.

All inquiries, complaints, or commendations shall be recorded on a permanent customer comment form. The comments are to be routed to the appropriate department for research and follow-up action. All complaints shall be initially responded to within 24 hours from the time of receipt of the complaint, Monday through Friday. Complaints received on Friday or Saturday shall be responded to on Monday. The complaint shall be researched, and a follow-up call shall be made to the customer within three (3) working days.

An important requirement of the program is the supervision of information responses to assure quality control, accuracy and customer service. In addition, the Contractor shall monitor and schedule personnel necessary to effectively respond to incoming calls at a quality and level consistent with customer demand.

The Contractor shall provide to the County a plan for ensuring that all Customer Service Representatives are sufficiently trained to provide the highest quality of customer service. This plan shall include but is not limited to:

- Ensuring that all commuter, fixed and paratransit customer service representatives are knowledgeable of all aspects of the CCT service including routes, fares, and special programs.

- Ensuring that all customer service representatives are sufficiently trained in the area of phone etiquette.

The County shall provide a call accounting system that will provide information on the number of calls answered, the average length of time callers are on hold, the number of calls abandoned and the number of calls on hold for more than two minutes.

The Contractor is required to review all call accounting system reports and monitor call-taking performance on a monthly basis to ensure that calls are answered promptly.

If the call accounting system is not working properly, the Contractor is to use other means to monitor call-taking performance.

2. Computerized Database of Customer Complaints, Comments and Commendations

A monthly comprehensive report is to be provided to the County showing a summary of all customer communication (both received and sent). The report is to be organized by the customer comment category, by bus route, date, and customer name or employee name. Follow-up action taken to address the concerns must be specified in the report. This report shall be forwarded to the County within ten (10) days from the close of the previous month.

3. Fare Media Sales Program

The Contractor will sell fare media for all CCT services at the Administrative facility and Customer Service Centers. Hours of sales at the Administrative facility are 8 a.m. – 5 p.m. on weekdays. The County may also add additional locations where the Contractor shall sell media fare. The County reserves the right to modify the hours of fare media sales and pass sales.

The Contractor will accept payment by cash, check, money order, and electronic payment format. A mail-in ticket and pass program is also to be provided.

The Contractor is also required to administer a Ticket Partner Program.

All revenues from the fare media sales are to be included in the passenger fare deposits and belong to the County. The Contractor must provide complete accountability to the County for this program. A periodic inventory of fare media will be conducted yearly, or at the County's request. The Contractor is responsible for fare media inventory control. If the inventory of fare media indicates missing fare media, the Contractor will be required to reimburse the County the face value of the fare media.

4. Lost and Found Program

The Contractor will be responsible for operating a Lost and Found Program and shall manage all goods lost and found on the buses or at the transit facilities. This may include fielding inquiries on the phone or in person. Lost and found items are to be held in a secure location and are to be held for thirty (30) days (unless the item is of great value). Items of great value shall be reported to the County, and held until further notice from the County. After 30 days, all items must be inventoried and turned over to the County.

5. Revenue Collection, Reconciliation and Deposit

The County has a Revenue Management Procedures Manual to ensure that revenue collection, reconciliation, reporting, and deposit procedures meet industry standards and conform to local and federal requirements. **This manual will be provided to the contractor one month in advance of service startup.** The following is incorporated into the manual:

- a. Ticket Warehouse Procedures
 - Warehouse Manager Responsibilities
 - Procedure for Fulfilling Fare Media Orders
 - Government Service Centers
- b. Fare Media Sales Program
 - General Guidelines
 - General responsibilities of ticket sales agents.
- c. Point of Sale Cash Registers
 - Cash register transaction procedures
 - Sample transaction
- d. Payments made by Check
- e. Multiple forms of Payment
- f. Phone in Orders
 - Processing phone in orders
- g. Mail in Orders
 - Processing mail in orders
- h. Web Orders
 - Web order processing procedures

- i. Credit Card Personnel Authorization
- j. Credit Card Transactions
 - Credit card transaction procedures
 - Cancelling a credit card
 - Voiding a credit card
- k. Refund Policy
- l. End of Shift and Balancing Cash Drawer
- m. Closing the Day
- n. Cash Register Closing Procedure
- o. Ticket Partner Program
- p. Vault Room Procedures
- q. Deposit Procedures
- r. Daily Revenue Reconciliation
- s. All revenue collected by the Contractor for all services is the property of the County.
- t. The Contractor shall reimburse the County for any revenues missing or stolen from vehicles or facilities.
- u. The County will establish the fare structure for the system. Any changes to the fare structure, authorized by the County, will be implemented by the Contractor in the manner and at the time prescribed by the County.
- v. Revenue is to be counted daily by customer service staff, independent from paratransit and fixed route/express route operations. There must be a minimum of two staff members in the count room at all times during the count. A surveillance system will record activity in the count room at all times. The County will provide this system. The revenue is to be totaled by fare category and separated between fixed route, express and paratransit.
- w. All discrepancies are to be investigated and accompanied with an explanation report to the County. This report must be received within two business days of the discrepancy. The Contractor is solely responsible for lost or stolen fare revenue, CCT tickets, Breeze Cards, and Breeze Tickets and shall reimburse the

County for lost or stolen fare revenue, CCT Tickets, Breeze Cards, and Breeze Tickets.

- x. Revenues are to be deposited daily into the County's bank account at the County's bank, except for Saturday. Friday and Saturday revenues will be deposited on Monday. Saturday revenues must be kept separate from Friday revenue. The County will assume costs of armored transport of revenues to the bank.
- y. The Contractor will sell tickets and passes to the public at the administration office and the MTC Information Kiosk. The Contractor will accept payment by cash, check, money order and electronic payment format. The County may add additional locations for sales in the future, or extend the hours of sale. The Contractor shall keep a sufficient amount of change on hand to handle cash sales. The Contractor will establish, implement and monitor procedures to ensure proper accounting of all tickets and passes and revenue collected. The County will perform audits of these procedures to ensure compliance with County and federal requirements. The Contractor is responsible for lost, stolen, or damaged CCT Tickets, Breeze Cards, and Breeze Tickets.
- z. The Contractor is to regularly review procedures and their implementation to ensure that the process is being administered properly and that all revenue is reported and handled in a manner that meets County and federal requirements.

END OF COMPONENT 4 – CUSTOMER SERVICE

E. Component 5 – Maintenance

The Contractor shall perform the duties and accept the responsibilities set forth below in connection with the maintenance of CCT vehicles and equipment.

1. General Terms

The Contractor shall be responsible for the maintenance of all vehicles and all other equipment, furnishings and accessories required in connection with the operation of the system, with the exception of the radio communications. Such items shall be in clean, safe, sound and operable condition at all times and in full accordance with any manufacturer recommended maintenance procedures and specifications. In addition, items shall be maintained in compliance with all applicable requirements of Federal, State and County statutes or regulations.

In this regard, the Contractor shall provide all labor, repairs, parts, supplies, lubricants, solvents, and all other components, services, tools and equipment not provided by the County that may be required to fulfill its maintenance responsibilities, at the Contractor's cost and expense.

In the event that the County provides the Contractor with additional buses and/or equipment in the future, the Contractor shall acknowledge receipt of such additional items upon their delivery to and acceptance by the County.

Upon termination of the Contract, the Contractor shall return all County equipment to the County, ready for use, with no deferred maintenance or damage. The specific procedures to be followed for this turnover are outlined in this section.

2. Maintenance Manager

The Contractor shall designate and provide the services of a qualified Maintenance Manager, subject to approval of the County. This individual shall be physically assigned to CCT maintenance operations on a full-time basis.

The Maintenance Manager shall provide pro-active resource management, including, but not limited to: preventive maintenance scheduling and supervision, repair supervision, technical training, and other such activities as may be necessary to ensure the performance of Contractor maintenance duties and responsibilities.

The Maintenance Manager shall have the following qualifications:

- A minimum of five years experience managing the maintenance functions of a diesel/CNG bus shop similar in size and complexity to the services herein described.
- A minimum of five years journeyman level experience with large and small diesel/CNG bus engines, air conditioning systems, wheelchair lifts, and GFI electronic farebox systems.
- A minimum of five years experience supervising the work of other maintenance personnel.
- Should the services of the Maintenance Manager become unavailable to the Contractor, the resume and qualifications of the proposed replacement shall be submitted to the County for approval as soon as possible, but in no event, later than five (5) working days prior to the departure of the incumbent Maintenance Manager, unless the Contractor is not provided with such notice by the departing employee. The County shall respond to the Contractor within three (3) working days following the receipt of these qualifications concerning acceptance of the candidate for the replacement Maintenance Manager.

3. Maintenance Personnel – General

Maintenance personnel assigned to work on County owned vehicles and equipment shall have thorough knowledge of:

- Engines, transmissions, air conditioning systems, and related mechanical equipment.
- Methods and procedures used in servicing mechanical equipment including Compressed Natural Gas (CNG) buses and fueling equipment.
- Vehicle chassis and bodies.
- Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of vehicle equipment.
- Decimals, fractions, and specifications related to vehicle maintenance.
- Specialized areas such as painting, upholstery, brake relining, air conditioning, wheelchair lifts and ramps, electronic fare boxes, electronic destinations signs, and vehicle enunciator equipment.

In addition, they must be skilled at performing the following duties:

- Conducting preventive maintenance inspections and complete the associated paperwork.
- Inspecting vehicle engines, transmissions, and other mechanical, electrical components, air and hydraulic components.
- Diagnosing vehicle engine, transmission, electrical and electronic component systems.
- Repairing vehicle engines, transmissions, and other mechanical, electrical, air and hydraulic components.

4. Technical Training

The Contractor shall provide technical training for all maintenance personnel necessary to insure a consistent level of current, thorough knowledge in the maintenance and repair of several types of vehicles and equipment used in fixed route, paratransit and express service including air conditioning systems, wheelchair lifts/ramps, and other ancillary equipment.

5. Preventive Maintenance Program

The Contractor shall develop and submit a pro-active preventive maintenance program for review and approval by the County within 30 days after the effective date of the Contract. At a minimum, the Contractor's preventive maintenance program shall adhere to the preventive maintenance schedules and standards of the industry and shall be sufficient so as not to invalidate or lessen warranty coverage of any CCT vehicle or associated equipment. The Contractor shall make changes to

its Preventive Maintenance Program acceptable to the County if its first submittal is not approved. Adherence to preventive maintenance inspections (PMI) schedules shall not be regarded as reasonable cause for deferring maintenance in specific instances where the Contractor's employees observe that maintenance is needed in advance of said PMI schedule.

The Contractor shall strictly adhere to the approved preventive maintenance program.

The Contractor shall not defer maintenance for reasons of shortage of maintenance staff, maintenance equipment, or operable buses, nor shall service be curtailed for the purpose of performing maintenance without prior written consent of the County. PMI's and running repairs shall receive first priority in the use of the Contractor's maintenance resources. The Contractor shall adjust the work schedules of its employees as necessary to meet all scheduled services and complete preventive maintenance activities according to the schedule approved by the County. The Contractor shall retain additional personnel or the services of outside firms, if necessary, to meet the County's maintenance requirements at no additional cost to the County.

6. Late or Missed Preventive Maintenance Inspections

The Contractor shall maintain preventive maintenance inspections the same as the intervals between inspections. Should the Contractor's PMI schedule consist of 3000 mile 3K inspection, 6K inspection, 9K inspection, 12K inspection, 15K inspection, 18K inspection, 21K inspection and a 24K inspection, then the distance between one 6K and the next consecutive 6K inspection constitutes the distance between "LIKE" inspections.

Any PMI inspection completed more than ten percent (10%) past its PMI mileage interval is considered "Late".

Any PMI inspection completed more than fifteen percent (15%) past is PMI mileage interval is considered "Missed".

Late and missed PMI's shall result in the application of liquidated damages as outlined in the Contractors Performance Standards Incentives and Penalties.

7. Mechanical Maintenance Program

The Contractor shall be responsible for the safe and efficient maintenance of all:

- Vehicles and equipment
- Shop equipment
- Vehicle ADA equipment

- Electronic fare box systems
- Video surveillance equipment and components
- Vehicle Annunciator equipment
- Other County-provided equipment, furnishings, and accessories required in connection with its operation of CCT in a clean, safe, sound, and operable condition at all times, and fully in accord with any Original Equipment Manufacturer (OEM) Specifications and Requirements, in strict conformity to the Contractor's County approved Preventive Maintenance Program, applicable requirements of any Federal, State or County statute or requirement.

All parts, materials, tires, lubricants, fluids, oils and procedures used by the Contractor on CCT vehicles and equipment shall meet or exceed original equipment manufacturer (OEM) specifications and requirements. All parts installed by the Contractor on CCT vehicles and equipment shall become the property of the County.

The Maintenance Manager shall implement a pro-active Quality Assurance Plan, subject to approval by the County, to verify the quality of the work performed.

The Contractor, at its sole cost and expense shall provide all:

- Labor
- Repairs
- Parts
- Maintenance tools and equipment (in addition to tools and equipment provided by the County).
- Lubricants
- Maintenance
- Cleaning
- Major components
- Component rebuilding and replacement
- Such other components, facilities, and services, which may be required to fulfill its maintenance responsibilities pursuant to this Contract (in addition to those provided by the County).
- Computer software for tracking maintenance activities.

The Maintenance Program shall provide that:

- All wheelchair lift-related equipment shall be inspected, serviced and lubricated at intervals necessary to insure that the wheelchair lifts are fully operational. No vehicle shall be in revenue service with an inoperable lift.

- Brake inspections and adjustment shall be performed at intervals that insure the safe and efficient operation of the braking system, per manufacturer's specifications.
- All components of the vehicle bodies, appurtenances, and frames shall be maintained in a safe, sound, and undamaged condition at all times. Damage (including body, glass, and all vehicle appurtenances) shall be repaired in a professional manner within three (3) weeks (21 calendar days) of the occurrence. If the Contractor is unable to repair the damage within 21 calendar days from the occurrence, the Contractor must be able to provide sufficient documentation to secure parts in order to receive a waiver on the 21-day requirement.
- All mechanical, electrical, fluid, air, and/or hydraulic systems shall be maintained in a safe and fully functional condition, as designed, at all times.
- The interior passenger compartment shall be free of exhaust fumes from the engine, engine compartment, and exhaust system of the vehicle.
- Heating, ventilation, and air conditioning (HVAC) systems shall be maintained and used to insure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times. The Contractor shall maintain the heating and A/C system in an operational condition at all times. Under no circumstances should a vehicle be used in revenue service with inoperable air conditioning or heating.
- Seats shall be maintained in proper operating condition at all times. All rips, tears, cuts, gum, graffiti, and other damage shall be cleaned or repaired in a professional manner immediately upon their discovery. The Contractor shall replace seat covers, which are worn or cannot be professionally repaired, using materials which are identical in design and color as those materials being replaced.
- Electronic fare box system shall be maintained in proper operating condition at all times.
- All destination signs shall be maintained in proper operating condition at all times. Buses shall not be used in revenue service without operable destination signs.
- Vehicle enunciators shall be maintained in proper operating condition at all times.

8. Vehicle Brake Replacement

Drums shall be turned with hubs attached.

Brake blocks shall be matched to drums by size, i.e., 1X, 2X, etc.

Both brakes on an axle shall be replaced at the same time.

Premium brake blocks shall be used.

Wheel seals shall be replaced with every brake job and bearings shall be checked.

9. General Maintenance

Tires shall always be matched (by size and tread pattern) on each axle. Tires shall not vary more than 3/32" between inner and outer tires and not more than 4/32" between curbside and roadside.

Cradle motor mounts shall be replaced in pairs.

Radiators shall be re-cored at the time of engine replacement, and the entire cooling system shall be thoroughly inspected with all defects repairs as needed.

10. Vehicle Repairs

The Contractor or other vendors shall perform all repairs to CCT vehicles. Repairs shall include, but not be limited to, work to correct loss or damage; adjustments due to normal wear and tear; and overhaul, rebuilding or replacement of components. Repair work shall be conducted as soon as possible upon learning that such work is required.

The Contractor shall perform repair work expeditiously in response to identification of problems by drivers or other staff members or the County. The Contractor shall assure the County that required repairs shall not be deferred beyond a reasonable time as determined by the County.

The Contractor shall be familiar with vehicle and equipment warranties and shall comply with all warranty provisions and all manufacturer recommended maintenance activities in the conduct of its maintenance functions.

11. Parts Inventory

The Contractor shall establish and maintain an ongoing spare parts inventory sufficient to minimize vehicle down time and ensure that peak vehicle requirements are met at all times.

12. Tools and Equipment

All tools and equipment used for CCT maintenance, except for small hand tools provided by the Contractor's employees, shall be provided and maintained by the Contractor at the Contractor's expense.

13. Vehicle Towing

In the event that towing of any CCT vehicle is required, the Contractor shall be responsible to provide such towing at the Contractor's sole expense.

14. Emissions Control Program

The Contractor shall perform and certify such tests of equipment required to meet County, other local, State, and Federal requirements related to exhaust smoke and engine emissions.

15. Oil/Fluid Analysis

The Contractor must develop and implement a laboratory transmission fluid analysis program and submit it to the County for approval. Oil and fluid analysis should be entered into a computer software-tracking program for analysis purposes.

The preventive maintenance inspection reports, the daily vehicle condition reports and the oil and fluid analysis records shall be kept for two years.

The entire computerized maintenance software files must be maintained on the County computer system network, and shall be accessible to the County or its designee at any time. The ability to change data will be password protected by the Contractor.

16. Daily Vehicle Condition Reports (DVCR's)

The Contractor shall require drivers to submit a daily vehicle condition report (DVCR). Reports shall be carefully examined, and defects corrected before the vehicle is driven in service. The DVCR's shall be retained for at least two years.

17. Maintenance Evaluations

The Contractor shall allow County access to the Contractor's records to monitor the Contractor's maintenance performance, as the County deems necessary. The County may perform or use independent consultants to perform regular, unannounced maintenance inspections of vehicles and equipment maintained by the Contractor which are used in this project to determine the Contractor's maintenance performance. The County shall be permitted to view and copy any vehicle maintenance records, inspect vehicles, equipment, and facilities, and request Contractor personnel to drive vehicles as necessary to evaluate the condition of vehicles and equipment used in the performance of this Contract.

All maintenance invoices must be kept at the CCT maintenance facility during the entire duration of the Contract.

18. Out of Service Designation

A bus or paratransit vehicle shall be designated as unfit for revenue service (considered out of service) if, upon inspection, any of the following safety-related conditions are found:

- Brakes out of adjustment.
- Loose steering components.
- Air conditioning unable to maintain a temperature 20°F lower than ambient or no lower than 72°F, from March 1 through November 1.
- Heating or defroster inoperative, for the period November 1 through March 1.
- “Missed” Preventive Maintenance Inspection, as outlined.
- Tires with tread depth of less than 2/32”, on the rear and 4/32 “on the front.
- Inoperative Emergency Exits/Doors/Windows.
- Inoperative two-way radio.
- Any condition not in compliance with applicable Federal or State Regulations.

The vehicle shall continue to have Out of Service designation until it is brought into compliance.

19. Maintenance Records

The Contractor shall prepare, maintain, make available to the County (or its Designee), and reduce to written form, records and data relative to CCT vehicles and equipment maintenance. Maintenance records shall be maintained on all vehicles indicating all warranty work, preventive maintenance, and repairs performed on each vehicle. All such records shall be prepared and maintained in such a manner so as to fulfill any applicable state or federal requirements, as well as any needs of the County to enable it to accurately evaluate the Contractor’s maintenance performance.

The Contractor shall prepare and maintain maintenance records in a form approved by the County. Such records shall include, but are not limited to the following:

- Daily vehicle condition reports (DVCR’s). The maintenance department will review, coordinate follow-up action and sign off on completed repairs and file the DVCR’s which are filled out by drivers.
- Work orders for all preventive maintenance inspections, warranty repairs and other vehicle repairs including materials, parts, and labor consumed.

- Major and minor failure reports, which are numbered identifying date, time, vehicle number, route number if in service, problem and mileage on vehicle.
- Maintenance records for each bus which provides the following information, at a minimum:
 - Make
 - Model
 - Serial Number/County fleet number
 - County property ID number and serial number of installed County owned equipment
 - License number
 - Date received
 - Date placed in service
 - Life miles
 - Rebuilds and major component replacements, including date and life miles at the time of replacement/rebuild.
 - Vehicle repairs
 - Preventive maintenance inspection reports
 - Daily “Vehicle Condition” reports
 - Work orders
 - Tire data

20. Vehicle Servicing

a. Daily Vehicle Servicing

The Contractor shall perform daily vehicle servicing on all CCT vehicles and equipment. For purposes of this Contract, daily servicing shall include, but not be limited to:

- Fueling
- Engine oil, coolant, water and transmission fluid check/add
- Farebox probing, vault pulling and replacement
- Tire inspection (air pressure, tread depth, and wear)
- Brake check
- Lights and flashers check
- Interior sweeping and dusting
- Exterior and interior visual inspection

The Contractor shall develop, implement, and maintain a written checklist of items included in the daily servicing of each vehicle. The checklist shall be utilized and kept on file for County review for two years.

b. Vehicle Cleaning

The Contractor shall maintain CCT vehicles in a clean and neat condition at all times. Vehicle exteriors should be washed daily including hand washing the back of each bus and interiors cleaned daily including floors mopped and trash removed after each day's use. Ceilings, windows, dashes, walls, stanchions and grab rails shall be thoroughly cleaned as necessary, but at least every fourteen (14) days. All foreign matter such as gum, grease, dirt and graffiti shall be removed from interior surfaces during the interior cleaning process. Upholstery shall be steam cleaned as necessary, but at a minimum once per quarter. Upholstery damage shall be repaired immediately upon discovery.

Rubber or vinyl exterior components such as tires, bumper fascia, fender skirts, and door edge guards shall be cleaned and treated with a preservative at least once every fourteen (14) days, or as necessary to maintain an attractive appearance.

Buses shall be kept free of vermin and insects at all times. The Contractor shall exterminate all vermin and insects from all vehicles immediately upon their discovery, utilizing safe, non-hazardous and EPA approved insecticides and materials.

c. Farebox Probing

Service personnel will probe the fareboxes at the probing station each night and will remove the cash box. Service personnel will place the cashbox in the vault via the outside vault door and close the vault door. Money will be automatically dumped into the large vault. After 10 seconds the vault mechanism releases the door and the cashbox. Service personnel will remove the cashbox from the vault and place the cashbox into the farebox. Accurate records will be kept of the cash boxes removed and replaced for each bus. Any problems with these procedures shall immediately be reported to dispatch. Dispatch will then secure the assistance of supervisory or service personnel to complete these tasks. Money is not to be left in any revenue vehicle overnight or when the vehicle is transported to an off property garage or site.

END OF COMPONENT 5 – MAINTENANCE

3.3 GENERAL INFORMATION

A. Records and Reports

All records and reports are the property of Cobb County.

The Contractor must maintain detailed records in all areas of the operation. This information is vital to ensure compliance with county, federal, and state requirements, and to enable a thorough monitoring and evaluation of the system, including ridership,

revenue, maintenance activities, fixed route, express and paratransit service efficiency and effectiveness of customer feedback.

The Contractor must develop and implement a plan to ensure the development of a comprehensive and accurate record keeping and reporting program that encompasses all aspects of the operation. **This record keeping/reporting plan is to be submitted to the County one month prior to service start-up, and is to be approved by the County prior to start up.**

The following are to be incorporated in the Contractor's record keeping/reporting plan:

- The program must utilize automated data processing to facilitate the efficient compilation and comprehensive analysis of the required data reports.
- All data and records collected pertinent to the Contract must be accessible in the form of a hard copy and an electronic medium accessible by the County at any time. This information also needs to be accessible by the Federal Transit Administration, the Comptroller General of the United States or any of their authorized representatives pursuant to 49 CFR. 18.36(1).
- Data processing records must have the ability to be downloaded onto a County medium and must be accessible to the County at any time.
- The Contractor agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract.
- The Contractor shall allow the County access and inspection of records and reports. Further, any duly authorized representative of the County shall be permitted to observe and inspect any and all of the Contractor's subcontracted facilities and activities for the purpose of evaluating and judging the nature and extent of the Contractor's compliance with the provisions of this agreement. In such instances, the County's representative(s) shall not interfere with or disrupt such activities.
- The Contractor is responsible for compiling information regarding the fixed route and paratransit operations, including vehicle revenue hours, vehicle mileage, passenger trips and service failures for the preparation of the National Transit Database report. This report is critical to the receipt of federal funding, and the Contractor must insure that all deadlines and procedures established by the FTA regarding the report are followed and any follow-up responses are addressed in a timely manner.
- The Contractor operations staff shall have technical training and a clear understanding of all aspects of the NTD Report including how to develop an FTA approved methodology for collecting passenger data during mandatory sampling years. In addition, on a monthly basis, the Contractor shall provide the required

NTD information along with all backup information. This information shall be supplied with the monthly invoice.

B. Required Reports

The following reports are to be submitted to the County according to the specified frequency:

1. Maintenance Reports

a. Weekly Reports

- Weekly Out of Service Reports – To be submitted Monday of each week.
- Daily Units Out of Service – Reason and Location
- Major and Minor Vehicle Damage Report
- Buses with Inoperable Wheelchair Lifts and Reason
- Buses with Inoperable P.A. Systems, Destination Signs and Vehicle Enunciators.
- Vehicle Diesel/CNG Fuel, Fluids and Oil Consumption and Mileage by Bus Number

b. Monthly Report

- Monthly Maintenance Reports - To be submitted to the County prior to the 10th day of the following calendar month.
- Preventive Maintenance Inspection (PMI) Report by Bus Number.
 - Vehicle Life Miles
 - Scheduled PMI Mileage
 - Data of PMI
 - Next PMI Mileage
 - Summary of PMI's Early, On-time, Late, or Missed
- Vehicle Diesel/CNG Fuel, Fluids and Oil Consumption and Mileage by Vehicle type.
 - MCI
 - New Flyer
 - Nova
 - Paratransit Buses
 - Non-Revenue Vehicles
- Overall Monthly Summary Report listing each vehicle, vehicle life mileage, vehicle miles since last preventive maintenance inspection, vehicle fuel and lubricants consumption, vehicle in service failures, ADA accessory

equipment failures, and maintenance/repair work performed as of the end of the month.

- Monthly Management Report of the Major maintenance problems that will include all Major maintenance work performed on vehicles and equipment during the month (i.e. engine replacement, transmission replacement).

c. Operations Reports (Fixed Route/Express)

- Daily Reports
 - Daily Dispatch Log that shall record on a daily dispatch log all radio communication received from operators, supervisors, and safety including time, vehicle number, route number and brief summary of any incident.
 - Daily Operating Report
 - Total runs dispatched.
 - Total revenue hours operated.
 - Total dispatched runs and revenue hours that were missed.
 - Total dispatched runs that were delayed.
 - Total number of trips monitored by the Contractor, including the name of the supervisor who did the monitoring and the location where the monitoring took place.
 - Total monitored trips recorded as late or early.
 - Total number of authorized extra trips.
 - Accidents (any County vehicle or passenger).
 - Total number of bus failures (identified as major or minor) by bus number and run number.
 - Total number or buses (in service) with inoperable wheelchair lifts identified by bus number.
 - Farebox problem, tampering, vandalism, etc. by bus number.
 - Vehicle enunciator problems by bus number.
 - List of supervisors driving routes and run number.
 - Number of dispatchers and supervisors on duty (not driving)
 - Number of open runs (drivers) and run number.
- Monthly Reports
 - Fixed Route Monthly
 - Total number of major and minor mechanical failures by bus number and run number.
 - Total miles between failures.
 - Mileage per month.
 - Total missed trips and hours.

- Total supervisor hours driving routes.
- On time performance percentage.

d. Operations Reports (Paratransit)

- Daily Reports (Custom Reports are required):
 - Daily Operations Report (DOR)

The Contractor will record on a daily dispatch log all paratransit radio communication received from operators, supervisors, and safety personnel, including vehicle number, route number, field units dispatched, times of all events (including first pickup and last pick up time including all breaks). The information regarding scheduling problems or late trips should be isolated by route number, location, reason for delay, and directions given to the operator. The Daily dispatch log must be reviewed daily and signed off by the Paratransit Manager. If the radio communication system is automated, the radio communications can be recorded directly into the computer with a hard copy printed of all communication on a daily basis and a copy given to the County. The Contractor, or any of their employees, is not allowed to erase or white out any information on the dispatch log or driver's manifest. If a mistake is made, a single-line mark may be used to strike out incorrect information.

- Daily Manifests

The Contractor shall supply on a daily basis, the completed route manifests for paratransit trips. The manifests must be a computer-generated report that will calculate all routes for the day. Operating detail shall be provided with the following information at a minimum:

- Route
- Date
- Driver
- Vehicle Number
- Break times
- Lunch/dinner time
- Requested arrival time
- Client name and address
- Boarding address
- Alighting address
- Wheelchair securement required
- Personal Care Attendant traveling with passenger
- Odometer reading at beginning of the route, each stop, and at the end of the route
- Fare media obtained

- Cancellations
 - No-shows
 - Missed trips
 - Out of window trips
 - Total tickets
 - Total monthly passes
 - Total fares
 - Actual times: sign-on, depart yard, arrive and depart at each pick-up, return to yard, sign-off
 - Total ambulatory passengers
 - Total wheelchair passengers
 - Total cancellations
 - Total no shows
 - Total revenue hours
 - Total trips
- Daily Paratransit Operational Summary

The Contractor will supply a daily paratransit operational summary. A column should show the daily information and a column should show a monthly accumulation of the information. A daily paratransit operational summary shall include:

- Hours
 - Revenue hours
 - Revenue hours scheduled
 - Operator payroll hours
 - Operator revenue hours
 - Dispatch hours worked
 - Supervisors hours worked
 - Scheduler hours worked
 - Reservationist hours worked
- Trips
 - One way trips
 - Round trips
 - Total trips
 - Missed trips
 - Our of window trips
 - Denied trips
 - Cancellations
 - No shows
- Passengers

- Registered for trips today
 - Ambulatory
 - Non-ambulatory
 - Personal care assistant
 - Traveling companions
 - Total number of passengers
 - Passengers per Hour
 - Miles – Total number of Miles Traveled
 - Supervisors Driving a Route
 - Name
 - Hours on route
 - Route number
 - Out of Window Passengers
 - Name
 - Scheduled pick up time
 - Actual pick up time
 - Number of minutes difference
 - Route number
 - Signature of Manager of Paratransit Operations with date signed reviewing daily summary
- Monthly Paratransit Operating Summary
 - The Contractor is responsible for providing a cumulative monthly report of the daily operating summary reports comparing it to the previous twelve months and for the prior year during the same month.
 - Monthly Paratransit Applications Status
 - A cumulative document showing the month, number of applications sent to the public, number of applications received for processing, number of approved applications, number of denied applications, and percentage of both.
 - Monthly ADA Processing Application Requirement of 21 days.

Each month a spreadsheet must note:

- Applicant name
- Date application received complete

- Date certified
 - Licensed healthcare provider completed
 - Paperwork
 - Date reviewed completed
 - Date notification letter mailed
 - Number of days it to process the application (accepted or denied)
- Safety Reports
- Accidents
 - Vehicle
 - Passenger
 - Employee
 - Workers Compensation
 - First Aid
 - Incidents
- Monthly Drug and Alcohol Testing Information
- Number of tests administered by personnel category and all positive and negative results for the following categories:
 - Pre-Employment
 - Post Accident
 - Random
 - Reasonable Suspension
- Monthly Accident Statistics – Fixed Route and Paratransit reported separately
- Preventable and Non-preventable
- Passenger Injuries
- Workers Compensation Injuries and Injuries per 100 Employees
 - Incidents
- Dispatch Memorandum of Accident – Including Drug and Alcohol Testing requirements.
- Supervisors Accident Report
 - Drivers Accident Report
 - Police Report
 - Safety Department Follow up Report

- FTA (National Response Center) Report: Required if there is a fatality or two or more injured transported to a medical facility.

e. Maintenance Reports

- Major Mechanical Failures – Definition according to National Transit Database
 - Unit number
 - Description of problem
- Minor Mechanical Failures – Definition according to National Transit Database
 - Unit number
 - Description of problem
- Maintenance – Miles since last mechanical failure
- Vehicles Cleaned – List unit number of vehicles cleaned today
- Customer Service Reports
- Daily Reconciliation Report – for Fixed Route and Paratransit
 - Media Sales
 - Ticket Partner Program Revenues
 - Cash
 - Total Revenue
 - Total Deposit
- Monthly Reports
 - Customer Complaints – Issue Analysis. This breaks the complaints down by type of complaint. Complaint categories include driver complaints, maintenance complaints, service complaints and other complaints.
 - Customer Complaints – Trend Analysis. This breaks the complaints down by route and by type.
 - Complaints per 10,000 Passengers. Operations Summary Report.
 - For complaints filed through the County, the date, subject of complaint, route, brief summary of the complaint, the recipient of the complaint, the person the complaint was forwarded to and the contractor’s response to the complaint.

- Summary of follow-up action on all complaints.

C. County Notification

- Accidents – any County vehicle or passenger.
- Incidents that delay route more than 10 minutes.
- Missed trips
- Major bus failure – any disabled bus.
- Detour or deviation off normal routes, this includes deadhead routes.
- Any incident whereby police or fire are contacted for assistance.

The Contractor's supervision program must ensure that a high quality level of service is being delivered to CCT passengers at all times. Supervisor staffing levels, in all departments, should be evaluated carefully by the Contractor to meet the above goal. Supervisors must have and maintain a Commercial Driver's License with a passenger endorsement.

The Contractor must document and report to the County all instances where supervisors and dispatchers are used as operators. The Contractor must develop a plan for ensuring adequate supervision in these instances.

Additionally, every three months, or at the direction of the County, the Contractor shall conduct spot checks of all supervisors in the field to evaluate the performance of each supervisor and provide the County a copy of the spot checks.

D. Uniforms

All operators are required to wear the official CCT uniform. The County shall determine the uniform policy. The Contractor may not alter or replace uniform parts without the express approval of the County. The operator uniform includes a distinctive name and number badge, insignia, hat, slacks, shirt, jacket, watch, belt, shoes and socks. Maintenance employees and supervisors must be in uniform when on duty and such uniforms must be approved by the County. The Contractor shall supply the County with a plan for the proposed uniform pieces and supplier. However, the system logo, name, and colors are determined by the County. Operators and street supervisors must be clean and professionally dressed at all times. The uniform may not be worn while off duty, such as while operating a charter service which is not a part of the CCT service.

As managers set the example for their employees, managers should pay particular attention to their attire, and shall be clean and professionally dressed at all times.

E. Name Plates

While on duty, each operator shall display their first initial and last name on the bus or their employee number.

F. Cell Phones, Audio and Visual Equipment/Onboard Camera Surveillance Equipment/AVL Equipment

Operators are not permitted to carry or use cell phones, audio or visual equipment while in revenue service, with the exception of a hand held County radio used in revenue service. If it is determined that an operator violated this mandate, promptly upon written demand of the County's Transit Manager, the Contractor will remove the employee from all activities associated with this contract.

Tampering with or disabling any equipment onboard any CCT or GRTA bus will result in the permanent removal of the employee from all activities associated with this Contract.

G. Equal Employment Opportunity (EEO) Affirmative Action

The Contractor must develop and implement an EEO and Affirmative Action program that meets or exceeds all federal, state and county regulations and policies.

H. Progressive Disciplinary Policy

The Contractor shall provide the County with a copy of their Progressive Disciplinary Policy. The Contractor shall follow their progressive disciplinary policy during the entire duration of this Contract. Failure to follow the progressive disciplinary policy may result in termination of the Contract.

I. Turnover

Upon termination of this agreement, the Contractor shall return all County owned vehicles and equipment to the County ready for use, with no deferred maintenance or damage. The Turnover Procedure outlined below will be followed during the turnover period.

In the event that the Contractor returns CCT vehicles and/or equipment to the County with deferred maintenance or damage (as identified in the Turnover Procedure), the County shall determine the cost to correct such deficiency(s) and County shall withhold said amount from Contractor's final payment(s). The County may, at its discretion, use withheld funds to correct and resolve deferred maintenance and/or damage as necessary to bring fleet into compliance with acceptable standards for turnover.

1. Turnover Procedures

This procedure is designed to determine the condition of CCT vehicles and equipment at the time of turnover between the Contractors. This Turnover Procedure shall be implemented toward the end of the current Contract term and prior to the commencement of the new Contract. At the County's option, a Turnover Inspection may be implemented with or without a change in Contractors.

2. Pre-Audit Meeting

Current Contractor, Successful Proposer, and the County (or its designee) shall meet sixty (60) to ninety (90) days prior to the scheduled initial audit meeting. All parties shall be represented by authorized personnel at this Pre-Audit Meeting. The purpose of the Pre-Audit Meeting shall be to set guidelines for procedure during the Initial Audit. Procedures shall be agreed upon and confirmed in writing by all parties within five (5) working days of the Pre-Audit Meeting.

3. Initial Audit

Contractor, Successful Proposer, and County (or its designee) shall meet thirty (30) to sixty (60) to ninety (90) days prior to turnover at the Contractor's facility. All parties shall be represented by authorized personnel at this Initial Audit. Contractor shall make available their current facility and such personnel as necessary to move coaches and operate hoists. Contractor shall make available to the County (or its designee) all preventive maintenance inspection records, daily driver inspections, oil analyses test results and any other records required by the County. Contractor, Successful Proposer, and County (or its designee) shall cooperate fully during the Initial Audit as set forth in the guidelines determined at the Pre-Audit Meeting.

At this time, the County (or its designee) shall examine every bus and determine its current condition. Contractor shall make available adequate facilities and equipment dedicated to accommodate the Initial Audit. All parties shall be provided the draft results of this inspection at the conclusion of the Initial Audit.

After the Initial Audit, Contractor and County (or its designee) shall meet to determine a plan and timeline for resolution of defects found, if any, during the Initial Audit.

Contractor shall furnish County with timeline and specific plan for resolution of deferred maintenance prior to turnover. The "Resolution Plan" shall be submitted no less than thirty days prior to the expected Turnover date.

4. Turnover Audit

Several days prior to turnover, County (or its designee), Contractor, and Successful Proposer, shall meet to physically re-examine every bus. Records shall be kept, and made available to the County (or its designee) documenting items which have been repaired since initial inspection. Current condition of every coach shall be determined. Contractor shall make available adequate facilities and equipment

dedicated to accommodate the Turnover Audit. All parties shall be provided the draft results of this inspection at the conclusion of the Turnover Audit.

End of Section 3

**SECTION 4
CONTRACT PROVISIONS**

4.1 DEFINITIONS

The following provisions or provisions substantially similar to the following provisions shall be made a part of the Contract between the County and the Contractor as well as additional provisions deemed appropriate by the County. Should the Proposer be unable or unwilling to sign a Contract containing all these provisions, the same should be accepted to in the Proposal. The following terms used in the Contract will have the meaning set forth below:

- The term “Cobb” or the “County” means Cobb County, Georgia, which acts through its Board of Commissioners.
- The term “Board of Commissioners” means the governing body of Cobb County, Georgia.
- The term “Services” means Transit System Service and Support (also “transit system”) as described in this RFP and workmanship and material furnished or used in performing the services.
- The term “Proposer” means any firm or entity responding to this Request for Proposals.
- The term “Proposal” means the qualifications, services, support, and prices offered by the Proposer.
- The term “Successful Proposer” means the firm or entity to be selected to provide mass transit services to Cobb County.
- The term “Contract” means the agreement that Cobb County will have with the successful Proposer for the provision of transit services to Cobb County.
- The term “Contractor” means the firm or entity awarded the Contract for providing transit system service and support to Cobb County.

4.2 COMPLETE CONTRACT

This Contract and the attachments, exhibits and documents incorporated herein and by reference constitute the complete and exclusive statement of the terms of the agreement

between the County and the Contractor and it supersedes all prior representations, understanding and communications. The invalidity in whole or in part of any provision of this Contract shall not affect the validity of other provisions. The County's failure to insist in one or more instances upon the performance of any term or terms of the Contract shall not be construed as a waiver or relinquishment of the County's right to such performance by the Contractor.

4.3 INDEPENDENT CONTRACTOR STATUS

Under the Contract, the Contractor shall be an independent Contractor and not an agent of the County or the Board of Commissioners. The Contractor shall be fully responsible for all acts and omissions of its employees, subcontractors and their suppliers, and specifically shall be responsible for sufficient supervision and inspection to ensure compliance in every respect with the Contract requirements. There shall be no contractual relationship between any subcontractor or supplier and the County by virtue of the Contract with the Contractor. No provision of this Contract shall be for the benefit of any party other than the County and the Contractor.

4.4 EQUIPMENT & TRANSIT EMPLOYEES

The County, in consideration of the compensation provided to the Contractor, shall also be the lessee of all equipment used pursuant to this RFP (other than buses or other equipment purchased by the County). The Contractor shall be entirely responsible and liable for the operation and maintenance of such equipment whether purchased or leased by the County. The Contractor, and not the County, is employer of all the transit employees and the Contractor is responsible for their wages, hours, benefits, worker's compensation, social security, and all other incidents of employment.

4.5 KEY PERSONNEL

The Contractor's General Manager and Maintenance Manager are considered to be essential to the work being performed under this Contract. Prior to diverting either of these individuals to other programs or taking them off the project for any reason, the Contractor shall notify the County reasonably in advance and submit justification and proposed substitutions in sufficient detail to permit an evaluation of the impact to the services. The Contractor shall make no diversion without the written consent of the County Transit Division Manager and under no circumstances shall there be a void in either of these positions.

4.6 SUBCONTRACTING

The Contractor shall not assign, award, or delegate any of its rights, duties or obligations under this Contract to a subcontractor without prior written approval of the County. The County's approval of any assignment, award or delegation shall not release the Contractor of any obligation under the Contract. The Contractor shall be fully responsible for the acts and omissions of the subcontractor, and of persons either directly or indirectly employed by

the Sub-Contractor, as the Contractor is for the acts and omissions of persons directly employed by it.

Nothing contained in this Contract shall create any contractual relation between any subcontractor and the County.

4.7 CONTRACT DURATION

Subject to the overall terms of this Contract, the term of this Contract shall be five (5) years and shall commence from the date of execution of the Contract by the Chairman of the Cobb County Board of Commissioners and shall continue until June 30, 2017 unless earlier terminated in accordance with the terms of the Contract. Notwithstanding the above, this Contract shall terminate absolutely and without further obligation on the part of the County as the close of the calendar in which it is executed. This Contract will terminate immediately and absolutely at such time as appropriate or otherwise unobligated funds are no longer available to satisfy the obligations of the County.

4.8 SCOPE OF WORK

The County hereby engages the Contractor and the Contractor agrees to perform the services hereinafter described in connection with the management and operation of CCT.

Subject only to the general policies and directions of the County with regard to CCT management and operations, and to provisions and requirements of this Contract, the Contractor shall, upon receiving the County's notice to proceed, do all the things necessary to manage, operate, and maintain CCT, including but not limited to:

- Provide executive and administrative management.
- Undertake day-to-day operation of CCT and GRTA vehicles.
- Employ and supervise all personnel, including supervisors, vehicle operators, dispatchers, customer service staff, mechanics and other maintenance personnel.
- Operate a paratransit certification/re-certification, reservations and scheduling program.
- Administer training and safety programs.
- Undertake maintenance and repair of vehicles and equipment.
- Process warranty claims for CCT vehicles.
- Operate a customer service center.

- Monitor bus stops.
- Prepare analysis of financial and other matters.
- Provide clerical, statistical, and bookkeeping services.
- Issue all vehicle operators with uniforms.
- Provide equipment, parts and supplies required in the operation of CCT unless specifically identified to be contributed by the County.
- Undertake such other work as may be necessary in connection with the operation of CCT in accordance with Section 3 – Scope of Work.

4.9 PAYMENT TO CONTRACTOR

The Contractor shall, on a monthly basis, submit invoices to the County. Unless there is a dispute about the compensation owed the Contractor, the County shall make payments to the Contractor within a reasonable time after receipt of invoices and all required monthly reports. The monthly payments shall be based on service performed in the preceding month deemed acceptable to the County.

If the Contractor fails to perform its duties and obligations, the County may withhold payment or portions of the payment and the County shall have the right to deduct from payments to the Contractor any costs or damages incurred, or which may be incurred, by the County as a result of the Contractor's failure to perform, or any penalties that could be assessed against the Contractor pursuant to this Contract. Prior to deducting any penalties that could be assessed, however, the County will provide the Contractor with at least (10) days prior written notice of the County's intent to deduct such penalties thereby affording the Contractor an opportunity during said ten day period to provide information to the County contrary to the County's findings.

The terms of this section and the terms of the entire Contract are intended to supersede all provisions of the Georgia Prompt Pay Act, O.C.G.A. §13-11-1 through 13-11-11, and revised or amended.

By acceptance of the County's payment of an invoice amount, the Contractor releases the County from any and all claims for service provided or work performed through the date of the invoice.

4.10 PAYMENT FOR SERVICES

For Fixed Route/Express Service, payment shall be made on the basis of vehicle revenue hours. Vehicle revenue hours are defined as the scheduled hours of service as set forth in the current CCT schedule, or any revisions thereto, plus or minus adjustments for schedule deviations, trippers, or other service level changes as specifically authorized by the County

under Section 3 - Scope of Work. Vehicle revenue hours shall specifically exclude deadhead hours, including, but not limited to, travel time to and from storage facilities, changing routes, downtime for roadcalls, road tests, fueling, vehicle inspections, driver training, driver lunches and breaks, and missed trips. The revenue hours operated shall be directly traceable by driver trip sheets and the Daily Operating Reports.

Payments for Customer Service, shall be paid on a per hour basis based on the hours that the operating hours of the Customer Service Department. Currently, the Customer Service Department operates from 7AM – 7PM Monday through Friday. All activities related to Customer Service shall take place between these hours. Any changes to these hours must be approved by the County.

Payment for Maintenance and Safety and Training shall be based on the vehicle revenue hours. Vehicle revenue hours are defined as the scheduled hours of service as set forth in the current CCT schedule, or any revisions thereto. Vehicle revenue hours shall specifically exclude deadhead hours.

4.11 PAYMENT FOR SPECIAL EVENTS SERVICE

For the special events services, payment shall be the same as the cost of the fixed route service. Vehicle revenue hours are defined as the time from when a vehicle is requested to arrive at its first pick-up for the event through the time of its last drop-off.

4.12 OPERATING REVENUES

All operating revenues collected by the Contractor are the property of the County. For the purposes of this Contract, operating revenues shall include but not necessarily be limited to fare box receipts, ticket and pass sales revenue. The Contractor shall be responsible for handling fare box receipts, and pass and ticket sales revenues in the manner discussed in Section 3 – Scope of Work, and as necessary for the County to meet the requirements of State and Federal funding sources.

4.13 TERMINATION OR SUSPENSION

A. Termination or Suspension for Convenience

The County may terminate or suspend in whole or part this Contract at any time for its convenience and without cause upon ninety (90) days written notice to the Contractor. Any notice to terminate or suspend this Contract shall be given by certified mail, return receipt requested. The effective date of the termination shall be ninety (90) days from the date of receipt as noted on the return receipt.

Upon termination or suspension of the Contract for convenience, the Contractor's compensation shall be calculated on the basis of service actually performed and expenses actually incurred prior to the effective termination date, reduced by all costs and damages incurred by the County as a result of the default of the Contractor, and excluding any allowance for overhead or profit. If the County suspends the Contract,

the Contractor shall immediately reduce its staff services and outstanding commitments, if any, in order to minimize costs.

B. Contractor Default

If the Contractor defaults by failing to substantially perform, in accordance with the terms of this Contract, as determined by the County, the County may give written notice to the Contractor (i) terminating this Contract effective seven calendar days from the date of notice; or (ii) setting forth the nature of the default and requesting the Contractor initiate cure within seven calendar days from the date of notice. At any time thereafter, if the Contractor fails to initiate cure upon the request of the County and diligently continue such cure until complete, the County may give written notice to the Contractor of immediate termination. If the County terminates this Contract pursuant to this paragraph, and it is subsequently determined by a court of competent jurisdiction that the Contractor was not in default, then in such event said termination shall be deemed a termination for convenience.

C. Cobb County Default

If the County defaults by failing to substantially perform in accordance with the terms of this Contract, the Contractor shall give written notice to the County setting forth the nature of the default and requesting cure within seven calendar days from the date of notice. If the County fails to cure within seven (7) calendar days from the date of notice, the Contractor may give written notice to the County of immediate termination. The Contractor, however, shall continue to provide all services under the Contract even if the Contractor disputes amounts owed to it.

4.14 FORCE MAJURE

Any delay or failure of performance by either party shall not constitute a default or give rise to any claims for damages if and to the extent the failure is caused by any of the following:

- Acts of God, lightning, earthquake, fire, epidemic, landslide, drought, hurricane, tornado, explosion, failure of utilities, flood, and nuclear radiation.
- Condemnation or other taking by any government body.
- Any order, judgment, action or determination of any federal or state court, administrative agency or government body.
- County shall not pay the Contractor if service is suspended or delayed due to acts of God, snow, ice, lightning, earthquake, fire, epidemic landslide, drought, hurricane, tornado, explosion, failure of utilities, flood, and nuclear radiation.

4.15 NOTICE REQUIREMENT

All notices and correspondences required under this Contract shall be in writing and shall be delivered personally, prepaid registered or certified mail, return receipt requested, or overnight receipted delivery service.

All notices and correspondences to the County shall be addressed as follows:

Cobb County Purchasing Department
1772 County Service Parkway
Marietta, GA 30008-4012
Facsimile: (770) 528-1154
Email: purchasing@cobbcounty.org

All notices and correspondences to the Contractor shall be addressed as indicated in the Proposal or as thereafter designated in writing.

4.16 INDEMNIFICATION

To the fullest extent permitted by law, the Contractor shall defend, protect, indemnify and hold harmless Cobb County, its Board of Commissioners, in both their official and individual capacities, County employees, consultants, agents, servants, successors, heirs, executors and administrators, from and against any and all claims or future claims, actions, suits, causes of actions, demands, obligations, liens, rights, damages, judgments, costs, loss of service, expenses, including but not limited to, actual fees and expenses of attorney's expert witnesses and consultants and compensation of any nature whatsoever by whomsoever brought or alleged, and regardless of the legal theories upon which premises including those actually or allegedly arising out of bodily injury to, or sickness or death, of any person or property damage or destruction including loss of use, which may be imposed upon, incurred by or asserted against the County or other related parties allegedly or actually arising out of or resulting from the Contractor's services, including without limitation any breach of Contract or negligent act or omission of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts arise directly or indirectly out of the performance of the Contract and/or the operation of the transit system. This indemnity provision includes any action or claim resulting from the following:

- Accident injury, death, loss, or damage, to any person or property, or other economic loss or claimed liabilities to the extent caused by resulting from, connected with or arising out of the negligence, acts, or omissions of the Contractor, its officers, directors, employees, agents or subcontractors;
- Violation of any statute, ordinance, administrative order, rule, regulation or order of any governmental body or any order or decree of any court or other tribunal applicable to the operation of the transit system contemplated herein including, but not limited to, all state and federal environmental, motor vehicles, Title VI of the Civil Rights Act, Title VII of the Civil Right Act, Disadvantage Business Enterprise (DBE), American

with Disabilities Act, labor laws and regulations and other laws and regulations actions undertaken by the Contractor in the Contract; and

- Infringement of any patent, trademark, or intellectual property right, or violation of any state or federal patent, trademark, or intellectual property law; provided, however, that Contractor's indemnity shall not cover any claims or losses arising from or related the alleged infringement of any patent, trademark, copyright or similar property right regarding any logo, mark, insignia, advertising, or marketing materials provided to Contractor by the County.

The County shall give the Contractor timely notice of, and shall forward to it every demand, notice, summons or other process received with respect to any claim or legal proceedings within the purview hereof, but the failure of the County to give such notice shall not affect such right to indemnification.

4.17 LAWS GOVERNING AND VENUE OF ACTIONS

This Contract shall be governed by, and construed in accordance with, the laws of the State of Georgia. The courts of Georgia, located in Cobb County, Georgia, and, as applicable, the United States District Court for the Northern District of Georgia shall have exclusive jurisdiction to hear any claim between the Contractor and the County in connection with the Contract or the operation of the transit system, and Contractor submits to the jurisdiction and venue of such courts.

4.18 TAX EXEMPT

The County and its agencies are exempt under present law from state and local sales taxes in the State of Georgia. All transactions on the Contract shall be deemed to have been accomplished within the State of Georgia.

4.19 EMERGENCIES

In the event of a declared civil disorder or natural catastrophe, the Contractor shall direct the employees to operate as ordered by federal, state, and/or the County civil authorities. Compensation shall be based on actual hours of service performed.

4.20 MEETINGS

Upon request of the County, the Contractor shall, at its own expense, attend various meetings to provide information concerning the transit system. The General Manager, representing the Contractor, shall attend at minimum, biweekly meetings with County Transit staff at times and location to be determined.

4.21 REMOVAL OF EMPLOYEES

Promptly upon the written demand of the County's Transit Manager, the Contractor shall remove from activities associated with this Contract any employee who the County

considers unsuitable for such work. Please refer to the Incentives and Penalties Section for additional information.

4.22 PROPOSAL PROCEDURES

The Proposal submitted in response to this Request for Proposals is hereby incorporated into this Contract by reference. This Proposal, together with the requirements in the Request for Proposals shall constitute the Contractor's operating procedures, policies and practices, and, upon reasonable written request from the County, the Contractor shall amend such procedures, policies and practices in accordance therewith. The Contractor shall request the County's prior written approval for any change to these operating procedures, policies and practices.

4.23 COMPLIANCE WITH LAW

The Contractor shall comply with all applicable federal, state and local laws and regulations relating directly or indirectly with providing transit services pursuant to this Contract. All buses and other equipment shall be maintained and operated at all times in compliance with all applicable rules, regulations and codes governing the operation of vehicles or public conveyance of the County and its municipalities, and those of the State of Georgia and the United States.

The County shall comply with all federal and state laws and regulations applicable to the County and related directly or indirectly to providing transit services.

4.24 PERFORMANCE AND PAYMENT BOND

Within ten days of notice of award of this Contract, the Contractor shall furnish Performance and Payment bonds to the County. These bonds shall be issued by an acceptable surety company to the County who is registered and duly authorized to do business in the State of Georgia, is listed on the Department of Treasury listing of acceptable Sureties and Underwriting limitations, having a Best Rating of A: VII or better, and be accompanied by a Power of Attorney certifying that the person executing the bonds has the authority to do so. The amount of the bond shall equal to the product of four full months of fixed route and paratransit revenue service hours times the Contractor's hourly rates. An irrevocable letter of credit from a bank acceptable to the County in the required amount and form may also be acceptable. The condition of the bond shall be that the Contractor shall fully and faithfully perform all conditions of the Contract, and the Contract shall be incorporated by reference in the bonds. The bond must be renewed annually and remain in effect during the life of this Contract.

4.25 ERISA

The Contractor shall comply with the provisions of the Employee Retirement Income Security Act of 1974, as amended with respect to each of its employee benefit plans. The Contractor shall supply the County with such information concerning the status of each of the Contractor's employee benefit plans, as the County shall reasonably request.

4.26 LICENSES, PERMITS, AND FILING FEES

The Contractor is solely responsible for obtaining any license or other authorization required by law to perform the services required in this Contract. The cost of all licenses and permits necessary to operate each bus and other equipment under all such applicable laws and regulations shall be the responsibility of the Contractor. These permits and licenses shall include, but not be limited to, all necessary Georgia motor vehicle licenses and certificates, including the State of Georgia Public Service Commission Certificate of Public Conveyances and Necessity.

The Contractor shall pay all filing fees and legal fees involved in submitting route, schedule, and rate changes to the Georgia Public Service Commission.

The Contractor shall pay all federal, state and local taxes imposed on the Contractor by reason of the ownership or leasing of any vehicle, equipment, inventory or operation of the transit system.

4.27 PROHIBITED USES

Unless expressly authorized in writing by the County, the Contractor shall not use any bus or other equipment which is part of the County's transit system other than in connection with the services required to be performed under the Contract. The Contractor shall not use any such bus or other equipment for any private charters or any purpose other than as may be specifically permitted by the County and in the County's sole discretion and under such terms as the County elects.

4.28 RISK OF LOSS OR DAMAGE

The Contractor shall be responsible for the vehicles, equipment and supplies used in the performance of the services called for under the Contract and shall be responsible for all loss or damage with respect to any such vehicles, equipment and supplies.

4.29 INSURANCE

The Contractor shall procure and maintain, or cause others to procure and maintain, for the duration of the Contract insurance against claims for injuries to persons or damages to property, or theft which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees, subcontractor or authorized County transit staff, including but not limited to the procuring of insurance against claims for injuries to persons or damages to property including claims that may arise at County owned or leased transfer centers, park and ride lots or bus stops, or theft of any and all transit vehicles and equipment either owned by the County or leased by the County or otherwise used by the Contractor or the County in connection with the operation of the transit system and the services described in the Contract. The cost of such insurance shall be identifiable as separate items and included in the Contractor's Price Proposal

The Georgia Regional Transportation Authority and the owners of park and ride lots leased by the Georgia Regional Transportation Authority shall be named as additional insured on the Contractor's insurance policies.

A. Minimum Limits of Insurance

Contractor shall maintain limits no less than:

1. General Liability including Garage Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. Subject to Policy aggregate limit of \$2,000,000.
2. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury, personal injury and property damage including passenger liability.
3. Umbrella Liability: \$25,000,000 per occurrence for bodily injury, personal injury, and property damage in excess of limits required under one or two above.
4. Worker's' Compensation and Employer Liability: Workers Compensation limits as required by the Labor Code of the State of Georgia and Employers Liability limits of \$1,000,000 per accident.
5. All Risk Fire and Extended Coverage for full replacement cost on all service or operating facilities including equipment and contents whether owned or leased by the Contractor or the County. Such coverage shall include coverage for extra expenses and loss of income coverage.
6. Automobile Physical Damage coverage, including Collision coverage and Comprehensive coverage, each equal to full replacement value of all vehicles, including the express buses, the local buses, and non-revenue vehicles operated by the Contractor or County Transit employee. Deductible levels shall be determined by the Contractor based upon Contractor's ability to cover deductible payments in the events of a claim. The Contractor shall be responsible for all damages falling below the deductible. No blanket or per location limit should apply to this coverage under \$10,000,000.
7. Fidelity Bonds insuring against theft, fraud or misappropriation of funds other miscues of money in such amounts as the County shall request. Cobb County shall be named as an Additional Insured as their interest may appear. A letter of credit may be requested in lieu of or in addition to a Fidelity Bond to secure the Bond deductible depending upon its size.
8. Employment Practice Liability: \$1,000,000 each occurrence and aggregate.

B. Deductibles and Self-Insured Retention

Any deductibles or self-insured retentions must be declared to and approved by the County. At the option of the County, either, the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the deductibles or self-insured retentions as respects the County, the Board of Commissioners, their officials, agents, employees, and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

C. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability, Automobile Liability, and Umbrella Liability Coverage

The County, the Board of Commissioners, their officials, agents, employees, and volunteers are covered as insured as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, occupied or used by the Contractor; or vehicles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the County, the Board of Commissioners, their officials, agents, employees, and volunteers.

The Contractor's insurance coverage shall be primary insurance as respects the County, the Board of Commissioners, their officials, agents, employees, and the County, the Board of Commissioners, their officials, agents, employees, and volunteers shall be in excess of the Contractor's insurance and shall not contribute with it.

Any failure to comply with reporting provisions off the policies shall affect coverage provided to the County, the Board of Commissioners, its officers, employees and volunteers.

The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Worker's Compensation and Employers Liability Coverage

The insurer shall agree to waive all rights of subrogation against the County, the Board of Commissioners, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the County.

3. All Coverages

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, cancelled by either party, reduced in

coverage or in limits except after sixty (60) days prior written notice by certified mail, return receipt requested, has been given to the County. Additionally, the Contractor shall notify the County immediately upon receipt of any notifications of cancellations.

D. Acceptability of Insurers

Insurance is to be placed with insurers with a Best's rating of no less than A VII or otherwise acceptable to the County.

E. Verification of Coverage

The Contractor shall furnish the County with certificates of insurance and with original endorsements effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The policies, certificates and endorsements are to be in a form acceptable to the County and are to be received and approved by the County prior to commencement of any work or service performed under this Contract. The Contractor is to commence no activity with regard to performance of the Contract until the required insurance has been obtained. The County reserves the right to require complete, certified copies of all required insurance policies, at any time.

F. Subcontractors

The Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

G. Rights Reserved

The County reserves the right to reject any and all insurance Proposals, to waive any informality in Proposals and, unless otherwise specified by the Proposer, to accept any item in the Proposal. The County, solely at its option, may purchase any or all of the insurance coverage required in these specifications directly to cover its own and the Contractor's interests, in lieu of the Contractor providing such coverage. In such cases, the County would delete applicable insurance coverage and cost(s) from its evaluation of Proposals.

H. Claims Information and Loss Run

The Contractor shall make available to the County, through its records or the records of their insurer, information regarding a specific claim. Any loss run information available from the Contractor or its insurer will be made available to the County upon its request.

4.30 LABOR DISPUTES

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this Contract, the Contractor immediately shall give notice, including all relevant information, to the County Transit Division Manager.

4.31 MINIMUM BUS AVAILABILITY

The Contractor shall provide at least ninety percent (90%) of the fixed route fleet and ninety percent (90%) of the paratransit fleet in operable condition for revenue service in peak periods unless otherwise directed by the County.

4.32 CONFIDENTIALITY

Any and all reports, information, or data of whatever nature provided to, or prepared, generated or assembled by the Contractor in connection with the performance of the Contract shall not be made available to any individual or organization outside the Contract without the prior written approval of the County, unless such is required by law or a court process. Contractor shall promptly notify the County of any request for such information.

4.33 EXAMINATION AND RETENTION OF RECORDS

Contractor shall maintain all books, records, documents, accounting ledgers, data bases, and similar materials relating to work performed for County under this Contract on file for at least three (3) years following the date of final payment or settlement to the Contractor by County. All records stored on a computer database must be of a format compatible with the County's. Any duly authorized representative(s) of County shall have access to such records for the purpose of inspection, audit, and copying at reasonable times, during Contractor's usual and customary business hours. Contractor shall provide proper facilities to County representative(s) for such access and inspection. Further, any duly authorized representative(s) of County shall be permitted to observe and inspect any and all of Contractor's facility and activities during Contractor's usual and customary business hours for the purposes of evaluating and judging the nature and extent of Contractor's compliance with the provision of this Contract. In such instances, County representative(s) shall not interfere with or disrupt such activities.

The Contractor shall maintain, and the County and its representatives shall have the right to examine, all books, records, documents, accounting procedures and practices and other evidence sufficient to reflect properly all direct and indirect costs of whatever nature claimed to have been incurred and anticipated to be incurred for the performance of the Contract. The materials described above as well as any relevant database and computer tapes or disks containing such information shall be made available at the County office of the Contractor at all reasonable times for inspection, audit, and reproduction during the term of the Contract, and for three years from the final date of settlement or payment under the Contract.

4.34 THE COUNTY AND CONTRACTOR - SUPPLIED PROPERTY

The title to capital items provided by the County shall remain with the County. The Contractor shall be required to maintain such items utilizing manufacturers' recommended maintenance standards, at a minimum, or those standards provided by the County, at the County's sole discretion. Furthermore, the Contractor shall maintain adequate property control records of all County-furnished property in accordance with sound industry practice and as approved by the County.

The County shall have the option, upon the expiration or termination of the Contract, to purchase all or any part of non-revenue equipment not already purchased by the County and used by the Contractor in the performance of the work specified in the Contract at a price equal to that portion of the original cost of the equipment which has not yet been amortized as of the date the Contract expires or is terminated. Amortization shall be deemed to be made in accordance with generally accepted accounting principles.

4.35 SEVERABILITY OF PROVISIONS

Any provision of the Contract which is found to be invalid or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective only to the extent of such prohibition or unenforceability without invalidating the remainder of such provision or the remaining provisions of the Contract, or affecting the validity or enforceability of such provisions in any other jurisdiction.

4.36 TURNOVER PROCEDURES

The County has established a Turnover Procedure for return of CCT vehicles and equipment at the end of the Contract. This Turnover procedure shall be implemented toward the end of the current Contract term and prior to the commencement of the new Contract or as requested by the County. At the County's option, a Turnover Inspection may be implemented with or without a change in Contractors.

4.37 WAIVER

No provisions of this Contract may be waived except by written agreement of the parties. A waiver of any provision on one occasion shall not be deemed a waiver of that provision on any subsequent occasion. A waiver of any provision shall not affect or alter the remaining provisions of this Contract.

4.38 STRICT COMPLIANCE

No failure of the County to insist upon strict compliance by the Contractor with any provision of this Contract shall operate to discharge, modify, change or affect any of the Contract obligations.

4.39 SURVIVAL

All provisions of this Contract which contain continuing obligations shall survive its expiration or termination.

4.40 MUTUAL DISCUSSION

In case of any dispute, claim, question, or disagreement arising from or relating to the Proposal or arising out of this Contract or the breach thereof, the parties shall first attempt to a resolution through mutual discussion.

4.41 FACILITATIVE MEDIATION

If the parties cannot resolve any dispute, claim, question, or disagreement arising from or relating to or arising out of this Contract or the breach thereof through mutual discussion, as a condition precedent to litigation, the parties shall in good faith participate in private, non-binding facilitative mediation seeking a just and equitable solution satisfactory to all parties.

All parties to mediation shall promptly provide all other parties to the mediation with copies of essential documentation relevant to the support or defense of the matter being mediated.

The parties shall share equally any administrative costs and fees of such proceedings, but shall each be responsible for expenses otherwise incurred.

In the event that the statute of limitations would run during the required mediation period, either party may institute litigation so as to avoid the running of such statute upon the condition that such party immediately seek a stay of such litigation pending the conclusion of the mediation period.

During the course of mediation, any party to the mediation may apply for injunctive relieve from any court of competent jurisdiction until the mediation period expires or the dispute is otherwise resolved.

The County or the Contractor and any other parties involved in any way in the design or construction of this Project are bound, each to each other, by this requirement to mediate prior to the commencement of any litigation, provided that they have signed this Contract or an agreement that incorporates this Contract by reference or signed any other agreement which binds them to mediate. Each such party agrees that it may be joined as an additional party to a mediation involving other parties under any such agreement. In the case where more than one mediation is begun under any such agreement and any party contends that the mediations are substantially related, the mediations may be conducted by the mediator selected in the first mediation which was commenced.

4.42 CONFLICTING DISPUTE RESOLUTION PROVISIONS

Neither party to this Contract shall enter into any Contract with regard to the Contract which directly or indirectly gives the right to resolve any dispute with, involving, or affecting the other to any other person or legal entity which is in conflict with the dispute resolution procedures required by this Article.

4.43 ARBITRATION PRECLUSION

In case of a dispute relating to or arising out of this Contract, no party to this Contract shall be required to participate in or be bound by any arbitration proceedings

4.44 TIME IS OF THE ESSENCE

Time is of the essence in the performance of all work and services to be provided hereunder.

End of Section 4

SECTION 5 COBB COMMUNITY TRANSIT PERFORMANCE STANDARDS

5.1 OVERVIEW

The Contractor will perform all transit services required by the Contract according to the performance standards set forth in this section. As part of the Contractor's proposal, the Contractor should outline the **specific actions** it intends to take to meet each of the standards provided herein. The specific actions outlined in the Contractor's proposal will be one of the criteria used to evaluate and rank the proposals. **Proposals that do not contain details regarding the Contractor's approach to meeting or exceeding each of the performance standards outlined herein will not be considered.**

The performance standards shall apply to the Fixed Route Local, Express, Paratransit, Special Events services, vehicle maintenance, customer service, fuel efficiency, revenue management, and ticket inventory control.

The County has developed these standards with which the Contractor is expected to comply to encourage the highest quality service from the Contractor and to ensure that the transit services, employee performance and vehicles meet County standards. Failure by the Contractor to meet these standards will result, at a minimum in the County assessing an appropriate penalty for each incident of non-compliance, at a maximum in the County terminating the Contractor's services. Likewise, the County has also established bonuses for service that exceeds the performance standards outlined herein.

Continued performance by the Contractor at or above the parameters established in this section shall be taken into consideration for Contract extensions. Continued performance below the parameters established by the County shall be considered grounds for Contract termination.

The following pages outline the specific tasks and timelines required for each of the performance standards, their related incentive and/or penalty dollar amounts, and the frequency at which incentives and penalties will be assessed.

On a monthly, quarterly or annual basis, depending on the performance standard, the County will issue a Notice of Intent to Assess Penalties/Incentives to the Contractor. Disputes by the Contractor involving penalties or incentives must be received by the County within five (5) business days from the receipt of the Notice of Intent. County staff shall meet with the Contractor within five (5) business days of receipt of the dispute to discuss the Contractor's concerns. Final determination regarding the dispute shall be the decision of the County Transit Division Manager.

5.2 OPERATING STANDARDS

A. Operating Ahead of Schedule (HOT) Standard

No bus shall depart a time point before its scheduled departure time.

Penalty: One-hundred dollars (\$100) per incident when a fixed route bus is observed in revenue service departing a County scheduled time point any time before its scheduled departure time. No "HOT" trip observations shall be double-counted or counted consecutively over several time points on the same route.

Incentive: No incentive.

B. On-Time Performance

The Contractor shall maintain on-time performance within zero (0) minutes early and five (5) minutes late of scheduled departure times on all routes. The Contractor will be considered on time if lateness is due to train delays, traffic delays, accidents not involving a CCT bus, or wheelchair boardings provided the Contractor documents each and every delay by route number, bus number, time of day and reason for delay. If a bus operator is consistently late without cause, the County will notify the Contractor and expect a thorough investigation and follow-up response from the Contractor within 48 hours from time of notification.

Penalty: \$1.00 per revenue hour shall be deducted from the Contractor's monthly service hour billing each month the system as a whole fails to operate on time at least 95% of the time. The penalty shall be applied to all revenue hours operated that particular month.

Incentive: A \$1.00 per hour incentive shall be added to the Contractor's monthly service hour billing each month the system as a whole operates on time at least 95% of the time. The incentive shall be applied to all revenue hours operated that particular month.

Penalties and incentives will be applied to the monthly invoice.

C. Missed Trip Standard - Fixed Route

The Contractor shall, at a minimum, complete 99.85% of all scheduled fixed route trips on a daily basis. In the event of an in-service breakdown, the bus operator's absence or other service related problems, the Contractor shall dispatch another vehicle as soon as possible in order to provide service on the route for the subsequently scheduled trips. Any bus that departs a scheduled time point fifteen (15) minutes late shall be considered a "missed trip".

In calculating the percentage of total trips completed, no missed trips shall be double-counted. Adequate performance shall be determined by County staff by dividing the total number of trips provided by the Contractor per month by the total number of missed trips.

Penalty: Each fixed route missed trip shall be assessed a penalty of fifty dollars (\$50) if the overall 99.85% minimum performance standard is not achieved. However, a missed trip due to operator error shall be assessed the fifty dollar (\$50) missed trip penalty regardless of the minimum performance percentage standard achieved. All missed trips shall be subject to discussion between County staff and the Contractor. The final decision regarding a missed trip shall be made by the County Transit Division Manager.

Incentive: A one hundred (\$100) bonus per month shall be granted to the Contractor when the 99.85% minimum standard is exceeded within the given month.

Penalties and incentives will be applied to the monthly invoice.

D. Missed Trip Standard – Paratransit

The Contractor shall complete 100% of all scheduled paratransit trips within 30 minutes of the scheduled pick-up time excluding cancellations and no-shows. In the event of an in-service breakdown, the bus operator's absence or other service related problems, the Contractor shall dispatch another vehicle as soon as possible in order to provide service on the route.

Penalty: The Contractor shall be assessed a penalty of fifty dollars (\$50) per out of the window trip. All out of window trips shall be subject to discussion between County staff and the Contractor. Any final decisions regarding an out of window trip shall be made by the County Transit Division Manager

Incentive: A one hundred dollar (\$100) bonus per month shall be granted to the Contractor when 100% of all scheduled paratransit trips are picked up within 30 minutes of the scheduled pick up time.

Penalties and incentives will be applied to the monthly invoice.

E. Vehicle Out of Fuel

If a bus runs out of fuel while in revenue service a penalty will be assessed.

Penalty: \$500 per occurrence.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

F. Driver Appearance/Name Plates

All bus operators shall adhere to the County's uniform/dress code at all times while operating a vehicle in revenue service. Exceptions to these standards may be granted upon mutual agreement between the Contractor and County for holidays, special promotions or other transit-related events. All bus operators shall display their name plate in the interior of the bus at all times the bus is in revenue service.

Penalty: \$25 per infraction for violations of the County's uniform/dress code.
\$25 per infraction for failure to display the operator name plate in the interior of the bus.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

G. Bus Stop Announcement Standards

1. Equipment Malfunction (Announcements)

In the event of a vehicle enunciator malfunction, the Contractor's bus operators shall announce all pre-determined stops and transfer points over the vehicle's public address system as specified by the County in compliance with the Americans with Disabilities Act.

Penalty: A one-hundred dollar (\$100) penalty shall be assessed to the Contractor for each time a bus operator fails to make the appropriate announcements when a vehicle enunciator fails, for whatever reason.

Incentive: No Incentive.

Penalty will be applied to the monthly invoice

2. ADA Equipment Malfunction Reporting

Bus operators shall report all vehicle enunciator malfunctions, wheelchair lift or ramp malfunctions or any other ADA equipment malfunction to dispatch immediately and dispatch shall report the malfunction to shop immediately.

Penalty: A one-hundred dollar (\$100) penalty shall be assessed to the Contractor for each time a bus operator fails to notify dispatch **immediately** that the equipment is malfunctioning or if dispatch fails to notify the Contractor's shop immediately of the failure.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

5.3 **VEHICLE MAINTENANCE STANDARDS**

Proper maintenance directly affects operating costs. The County's maintenance requirements do not refer solely to the task of performing normal preventive maintenance tasks on a specified schedule, but rather that the task is done well and that the operation of the bus and all equipment on board the bus is operable and reliable when in service. Vehicle maintenance standards are subject to change based on Federal guidelines. The Contractor is responsible for performing the following maintenance on a bus-by-bus basis (fixed route, express and paratransit buses).

A. Preventive Maintenance

The Contractor shall maintain stated intervals between inspections and between "LIKE" inspections. Should the Contractor's PMI schedule consist of 3000 mile (3K) inspection, 6K inspection, 9K inspection, 12K inspection, 15K inspection, 18K inspection, 21K inspection and a 24K inspection, the distance between one 6K and the next consecutive 6K inspection constitutes the distance between "LIKE" inspections.

Any PMI inspection completed more than ten percent (10%) past its PMI mileage interval is considered "Late". Any PMI inspection completed more than ten percent (10%) past its "LIKE" PMI mileage interval is considered "Late". Any PMI inspection completed more than fifteen percent (15%) past its PMI mileage interval is considered "Missed". Any PMI inspection completed more than fifteen percent (15%) past its "LIKE" PMI mileage interval is considered "Missed."

Preventive Maintenance Inspections (PMI's) must be completed by the Contractor based upon the preventive maintenance schedule proposed by the Contractor or negotiated by the Contractor and the County. Weekly PMI's shall include the inspection of all onboard devices to ensure full operation of these devices at all times.

Penalty: Fifty dollars (\$50) per business day, or thirty three cents (\$.33) per mile, whichever is greater, shall be assessed against the Contractor for each incident of non-compliance with this standard. **Failure by the Contractor to maintain a PMI and repair program which complies with the County, State, Federal, other applicable agencies, and the manufactures recommended PMI program shall be considered grounds for Contract termination.**

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

B. Heating/Air Conditioning

The heating system must be fully operable from November 1 to March 1. The air conditioning system must be fully operable from March 1 to November 1. Under no circumstances shall a CCT bus be put into revenue service without a fully functioning heating and/or air conditioning system.

The Contractor shall test the heating and air conditioning systems on all vehicles to ensure that they are functioning properly prior to revenue service. If the heating or air conditioning system on a vehicle does not function properly during the test procedure, the Contractor's dispatch personnel shall be notified immediately, and the bus shall not be used in revenue service. All heating and air conditioning system failures shall be listed on the Contractor's monthly fixed route or paratransit report.

Penalty: Failure by the Contractor to repair non-functioning air conditioning/heating systems within five (5) business days shall result in a fifty dollar (\$50) penalty per incident per day.

Incentive: A one hundred dollar (\$100) bonus per month shall be granted to the Contractor when all air conditioning and heating system failures are identified in the Contractor's monthly reports and are repaired by the Contractor within five (5) business days after the date of the occurrence.

Penalties and incentives will be applied to the monthly invoice.

C. Major Vehicle Body Damage Repair Standards - Interior and Exterior

The Contractor shall completely repair any major vehicle body damage, interior and exterior, within sixty (60) business days from the date of the occurrence.

Penalty: A fifty-dollar (\$50) per business day penalty shall be assessed to the Contractor for major vehicle body damage that remains unrepaired beyond the 60-day time period.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

D. Minor Vehicle Body Repair Standards – Interior and Exterior

The Contractor shall repair any minor vehicle body damage, interior and exterior within twenty-one business (21) days from the date of the occurrence.

Penalty: A fifty-dollar (\$50) per business day penalty shall be assessed to the Contractor for minor vehicle body damage that remains unrepaired beyond the 21-day time period.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

E. Repairing or Replacing Seat Damage Standards

The Contractor shall repair or replace any seat that is damaged within seven (7) business days of the occurrence.

Penalty: A fifty-dollar (\$50) per business day penalty shall be assessed to the Contractor for repairs that go beyond the seven day time period.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

F. Repairing ADA Equipment Standards

The Contractor shall repair all ADA required equipment within forty-eight (48) hours of occurrence or in accordance with federal ADA guidelines or laws, whichever is more stringent. This equipment includes:

- Public Address (PA) system
- Destination signs
- Stop request signs
- Passenger signal tape or cords
- Wheelchair lift equipment
- Ramp equipment
- Wheelchair tie down and securement equipment
- Required ADA signage and decals
- Vehicle enunciators

Penalty: A one hundred dollar (\$100) per business day penalty shall be assessed to the Contractor for ADA equipment problems that go unrepaired beyond the 48-hour time period.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

G. Cleaning of Exterior and Interior of Vehicles Standards

1. Daily

On a daily basis, the Contractor shall clean the interior of every vehicle to be used in service on the following day. Daily interior cleaning shall include, at a minimum, removing all interior trash, emptying the on-board trash receptacles, vacuuming all seat cushions, removing graffiti and gum, and mopping the floor. Weather permitting; the exterior of all vehicles shall be cleaned every day including a run through the bus wash and spot cleaning the bumpers and wheels. The back of all vehicles shall be hand washed prior to running them through the bus wash.

In addition, the Contractor shall post or remove interior public notices or advertisements within 24 hours of receiving notice to do so by County staff.

2. Bi-Weekly

Major interior cleaning (detailing) shall be provided for every vehicle in the fleet at least once every fourteen (14) calendar days. Major interior cleaning shall include (in addition to the daily tasks outlined above), an interior detailed cleaning of all windows, the driver's area, all side paneling, and the ceilings.

3. Quarterly

Upholstery cleaning of all seats shall be done quarterly.

Interior damage on all vehicles shall be reported to County staff on a weekly basis with an estimated time line for repairs and a list of completed repairs.

Penalty: Fifty-dollars (\$50) per business day per vehicle for each day of non-compliance with any of the above standards.

Incentive: A bonus of two hundred fifty dollars (\$250) per quarterly shall be granted to the Contractor when full compliance with all of the above standards is achieved.

Penalties and incentives will be applied quarterly.

5.4 REPORTING STANDARDS

A. Monthly Maintenance Reporting Standard

The Contractor shall submit the monthly maintenance report to the County prior to the 10th day of the following calendar month.

Penalty: Failure by the Contractor to provide the monthly maintenance report within the specified time period shall result in a penalty of fifty dollars (\$50) per business day until the report is submitted to the County.

Incentive: No incentives.

Penalty will be applied to the monthly invoice.

B. Monthly Invoice Standards

All components of the monthly invoice must be submitted to the County no later than 10 business days following the end of the previous calendar month.

Penalty: Failure by the Contractor to provide the Monthly Invoice within the specified time period shall result in a penalty of fifty dollars (\$50) per business day until the report is submitted to the County.

Incentive: No incentives.

Penalty will be applied to the monthly invoice.

C. Drug and Alcohol Reporting Standards

The Contractor must submit the monthly Drug and Alcohol report accurately no later than 10 business days following the previous calendar month.

Penalty: Failure by the Contractor to provide any Drug and Alcohol or MIS Report within the specified time period shall result in a penalty of one hundred (\$100) per business day until the report is submitted to the County.

Failure of the Contractor to use the correct decision (DOT vs. Non-DOT testing) related to drug and alcohol testing will result in a \$100 penalty.

Incentive: No incentives.

Penalty will be applied to the monthly invoice.

D. Disadvantaged Business Enterprise Program Standards

The County must declare a DBE goal annually. The Contractor must make a good faith effort to meet the DBE goal throughout the duration of the Contract.

Failure of the Contractor to use the DBE firms (or a Certified DBE replacement) that were submitted with the Proposal shall constitute a breach of Contract. The monthly

DBE report is to be submitted to the County no later than 10 business days following the previous calendar month. For any month in which the goal is not met, good faith efforts must be submitted to the County no later than 10 business days following the previous calendar month showing what ongoing opportunities to bid were given to DBE firms. All bidder contact information must be supplied with the good faith efforts. The original written responses from DBE firms to ongoing bids must be provided monthly.

Penalty: Failure to provide a monthly DBE report no later than 10 business days following the previous calendar month will result in a penalty of one hundred (\$100) dollars per business day until the report is submitted to the County. If the DBE portion of the Contract is not provided by a certified DBE, the federal government has available several enforcement mechanisms that it may apply to firms participating in the DBE problem, including, but not limited to, the following:

- Suspension or debarment proceedings pursuant to 49 CFR part 2
- Enforcement action pursuant to 49 CFR part 3
- Prosecution pursuant to 18 USC 1001.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

E. Federal Requirements Standards

It is understood and agreed that the Contractor is obligated by and to the County for specifications or documentation required to comply with any Federal Transit Administration, State of Georgia, or Cobb County requirements.

F. Accident Reporting Standards

The Contractor shall report all passenger or vehicle accidents to the County within thirty (30) minutes of the occurrence and follow up with a complete, correct, and detailed written accident report within three (3) days of the occurrence.

Penalty: Failure by the Contractor to report an accident within thirty (30) minutes of the occurrence and to follow up with a complete, correct, and detailed written accident report within three (3) business days of the occurrence shall result in a penalty of one hundred (\$100) dollars per business day until the report is submitted to the County.

The police report shall be provided within seven (7) business days from the date of the accident. Failure by the Contractor to provide a Police Report within seven (7) business days of the occurrence shall result in a penalty of one hundred (\$100) dollars per business day until the report is submitted to the County.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

G. Major NTD Reportable Accident

The Contractor shall report all NTD Reportable Accidents, as defined by the National Transit Database within (30) minutes of the occurrence and follow up with a complete, correct, and detailed written accident report within three (3) days of the occurrence.

Penalty: Failure by the Contractor to report an NTD Reportable Accident within thirty (30) minutes of the accident, provide a complete, correct, and detailed accident report within three (3) business days of the occurrence shall result in a penalty of one hundred (\$100) dollars per business day until the report is submitted to the County. The police report shall be provided within seven (7) days from the date of the accident.

Incentive: No incentive.

Penalty will be applied to monthly invoice.

H. NTD Reporting Standards

The Contractor is responsible for compiling information regarding the fixed route and paratransit operations including vehicle revenue hours, vehicle mileage, passenger trips and service failures for the preparation of the National Transit Database Report. This report is critical to the receipt of federal funding and the Contractor must ensure that all deadlines and procedures established by the FTA regarding this report are followed and any follow-up responses are adhered to.

The Contractor's operations staff must have a clear understanding of all aspects of the NTD Report including how to develop an FTA approved sampling methodology for collecting passenger data during mandatory sampling years. In addition, on a monthly basis, the Contractor shall provide the required NTD information on the appropriate NTD form along with all backup information. This information shall be supplied with the monthly invoice.

Penalty: Failure by the Contractor to include, with the monthly invoice, the required NTD information, on the appropriate NTD form along with all backup information shall result in a penalty of one-hundred dollars (\$100) per business day until the report is submitted to the County.

Incentive: No incentive.

Penalty will be applied to monthly invoice

5.5 RIDERSHIP STANDARDS

Local Fixed-Route Service Incentive:

The County shall pay the Contractor a quarterly incentive lump-sum payment of two hundred-fifty (\$250) dollars per quarter if Local Fixed Route Unclassified Revenues are 5.0% or less for each month of the quarter. Unclassified revenue data contained in the Breeze Reports shall be the basis for paying the quarterly incentive.

5.6 CUSTOMER SERVICE STANDARDS

A. Overview

Cobb County has exceptionally high customer service standards for all of its departments. CCT customers have a right to expect courtesy, respect, honesty and professionalism from all CCT representatives including Managers, Bus Operators, Dispatchers, Supervisors, Reservationists, Schedulers, and Customer Service Agents. Whether they come in contact with a CCT representative by phone or in person, the CCT representative is expected to listen to their request/question, ask for clarification if necessary, and provide complete, knowledgeable, accurate, precise information regarding their inquiry.

In the past, CCT has experienced a high rate of operator courtesy complaints and unsafe driving complaints. Therefore, CCT has established the following penalty for operator courtesy complaints:

B. Courtesy Complaint

The total number of courtesy complaints received per quarter, filed through either the Customer Service Department or the County, shall be less than 10% of the total number of complaints received per quarter.

Penalty: A \$500 penalty per quarter shall be assessed for failure to meet this standard.

Any employee who receives more than three (3) courtesy complaints in any one quarter will be removed from all CCT activities.

Incentive: No incentives.

Penalty will be applied to the monthly invoice.

C. Unsafe Driving Complaint

Penalty: Any employee who receives more than three (3) unsafe driving complaints in one quarter will be removed from all CCT activities.

Incentive: No incentives.

D. Complaint Response Time

Customer complaints will be responded to within 24 hours from the time of receipt of the complaint, Monday through Friday. Complaints received on Friday shall be responded to on Monday.

Penalty: Fifty-dollars (\$50) per occurrence for any complaint recorded by the Customer Service Department or the County in which

The customer's comments have not resulted in an initial response to the complaint within 24 hours from complaint receipt.

A completed investigation and follow-up response (telephone or written) has not been provided to the customer within seven (7) calendar days of the date from complaint receipt.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

E. Complaints Filed Through Customer Service Department

The total number of complaints filed through the Customer Service Department shall be no more than 250 per quarter.

Penalty: A \$500 penalty per quarter shall be assessed for failure to meet this standard.

Incentive: \$500 bonus per quarter if standard is achieved.

Penalty will be applied to the monthly invoice.

F. Complaints Filed Through the County

The total number of complaints filed through the County shall be no more than 30 per quarter.

Penalty: A \$500 penalty per quarter shall be assessed for failure to meet this standard.

Incentive: \$500 bonus per quarter if standard is achieved.

Penalties and Incentives will be applied to the monthly invoice.

5.7 FUEL EFFICIENCY STANDARDS

Cobb County has made a concerted effort to improve fuel economy and improve air quality and has taken specific steps to achieve this result

A. Bus Idling Standard:

Cobb County has adopted a no idling standard.

Penalty: Failure to comply with the no bus idling standard shall result in a penalty of twenty-five (\$25) per occurrence per bus.

Incentive: No incentive.

Penalty will be applied to the monthly invoice.

B. Miles Per Gallon:

In FY 2009 Cobb Community Transit consumed 1,113,962 gallons of diesel fuel at a cost of \$1,887,120.00. We believe that greater fuel economy for our fleet is possible and have set a goal of 5.5 miles per gallon for each bus in our fleet. The Contractor will be required to provide the County with cost effective ways to achieve this goal.

Incentive: \$500 bonus per month if the goal of 5.5 miles per gallon is achieved for each bus that was operated in revenue service during the month.

Incentive will be applied to the monthly invoice.

5.8 REVENUE MANAGEMENT STANDARDS

Procedures are established whereby a small locked box (“black box”) is used for fare collection in case of a farebox malfunction. Daily Operations Reports indicate when the black box is used on each bus. Black box usage **MUST** be reported on the Daily Operations Report. When the black box is used but no revenue reported, an investigation must be conducted to determine if fares were collected.

Penalty: A \$100 penalty shall be assessed for every month of failure to report black box usage.

A \$500 penalty shall be assessed for every month a black box is used but no revenue reported.

Incentive: No incentive.

Penalty will be applied to monthly invoice.

5.9 TICKET INVENTORY CONTROL STANDARDS

Procedures are established whereby upon the receipt of a request for tickets, a Ticket/Warehouse Request form **MUST** be completed and submitted to the County. Forms must be submitted to the County no less than once per week to ensure proper inventory management.

Penalty: A penalty of \$100 shall be assessed for every Ticket/Warehouse Request form submitted more than 5 business days after the date of the request.

Incentive: No incentive.

Penalty will be applied to monthly invoice.

End of Section 5

SECTION 6
FTA CLAUSES INCORPORATED BY REFERENCE

This agreement incorporates by reference the following Federal Transit Administration required clauses with the same force and effect as if they set forth in full in the main text of the agreement. It is understood and agreed that the Contractor is obligated by and to Cobb County (hereinafter referred to as the County) for any specifications or documentation required of the County under these clauses.

ENERGY CONSERVATION REQUIREMENTS

42 U.S.C. 6321 et seq.

49 CFR Part 18

The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) 49 CFR PART 26

Contract Assurance §26.13b

The Contractor, subcontractor, or subrecipient shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of USDOT assisted Contracts. Failure by the Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as Cobb County deems appropriate.

Prompt Payment Mechanisms §26.29

The prime Contractor agrees to pay each subcontractor under this prime Contract for satisfactory performance of its Contract no later than 10 business days from the receipt of each payment the prime Contractor receives from Cobb County Department of Transportation. The prime Contractor agrees further to return retainage payments to each subcontractor within 10 business days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above references time frame may occur only for good cause following written approval of Cobb County Department of Transportation.

STATE AND LOCAL LAW DISCLAIMER

The Contractor agrees to comply with all applicable statutes, ordinances, and regulations of the United States, the U.S. Department of Transportation, the State of Georgia, and local governments.

CONTRACT TERMINATION PROVISIONS

49 CFR Part 18

4220.1D

**(APPLIES TO CONTRACTS OVER \$10,000 UNLESS THEY ARE WITH A NOT FOR
PROFIT OR INSTITUTION OF HIGHER LEARNING)**

Termination for Convenience – The County may terminate this Contract in whole or in part, for the County’s convenience or because of the failure of the Contractor to fulfill the Contract obligations. The County shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall immediately discontinue all services affected, unless the notice directs otherwise, and delivery to the Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this Contract, whether completed or in process. If the termination is for the convenience of the County, the Contracting Officer shall make an equitable adjustment in the Contract price but shall allow no anticipated profit on unperformed services.

Termination for Default – If the Contractor does not deliver the goods or services provided by this solicitation in accordance with the provisions contained herein, or if the Contractor fails to perform in the manner called for with regard to other provisions of a Contract awarded in conjunction with this solicitation, the County may notify the Contractor of its intention to terminate this Contract for default. The Contractor shall be allowed fifteen (15) calendar days after receipt of the notice of intent to terminate for default in which to rectify the problems that were cause for such notice. Termination shall be effected by serving a final notice of termination on the Contractor setting forth the manner in which the Contractor may be paid for only items delivered and accepted, or services performed in accordance with the manner of performance set forth in the Contract. If it is later determined by the County that the Contractor had an excusable reason for not performing, such as strike, fire, flood, or other events which are not the fault of, or are beyond the control of the Contractor, the County, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

Opportunity to Cure – The County in its sole discretion may, in the case of a termination for breach or default, allow the Contractor 30 days in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions. If the Contractor fails to remedy to the County’s satisfaction, the breach or default or any terms, covenants, or conditions of the Contract within ten (10) days after receipt by Contractor or written notice from the County setting forth the nature of said breach, the County shall have the right to terminate the Contract without any further obligation to the Contractor. Any such termination for default shall not in any way operate to preclude the County from pursuing all available remedies against the Contractor and its sureties for said breach or default.

RECYCLED PRODUCTS

42 U.S.C. 6962

40 CFR Part 247

Executive Order 12873

The Contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA) as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

ACCESS TO RECORDS AND REPORTS

49 U.S.C. 5325

18 CFR 18.36 (i)

49 CFR 633.17

Access to Records – The following access to records requirements apply to this agreement:

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this agreement for the purposes of making audits, examinations, excerpts and transcriptions. The Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a) (1), which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.
2. Where the Purchaser is a State and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 633.17, the Contractor agrees to provide the Purchaser, the FTA Administrator or his authorized representatives, including any PMO Contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311. By definition, a major capital project excludes Contracts of less than the simplified acquisition threshold currently set at \$100,000.
3. Where the Purchaser enters into a negotiated Contract for other than a small purchase or under the simplified acquisition threshold and is an institution of higher education, a hospital or other non-profit organization and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 19.48, the Contractor agrees to provide the Purchaser, FTA Administrator, the Comptroller General of the United States or any of their duly authorized representatives with access to any books, documents, papers and record of the Contractor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts and transcriptions.
4. Where any Purchaser which is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a Contract for a capital project or improvement

(defined at 49 U.S.C. 5302(a) (1) through other than competitive bidding, the Contractor shall make available records related to the Contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

5. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
6. The Contractor agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case the Contractor agrees to maintain same until the County, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i) (11).
7. FTA does not require the inclusion of these requirements in subcontracts.

FEDERAL CHANGES
49 CFR Part 18

Federal Changes – The Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the agreement (Form FTA MA (2) dated October, 1995) between the County and FTA, as they may be amended or promulgated from time to time during the term of this Contract. The Contractor’s failure to comply shall constitute a material breach of this agreement.

NO GOVERNMENT OBLIGATION TO THIRD PARTIES
No Obligation by the Federal Government.

The County and the Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying agreement, absent the express written consent by the Federal Government, the Federal Government is not a party to this agreement and shall not be subject to any obligations or liabilities to the County, the Contractor, or any other party (whether or not a party to that agreement pertaining to any matter resulting from the underlying agreement.

1. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

**PROGRAM FRAUD AND FALSE OR FRAUDELENT
STATEMENTS AND RELATED ACTS**

**31 U.S.C. 3801 et seq.
49 CFR Part 31 18 U.S.C. 1001
49 U.S.C. 5307**

Program Fraud and False or Fraudulent Statements or Related Acts.

1. The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying Contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.
2. The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a Contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.
3. The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

**TERMINATION
49 U.S.C. Part 18
FTA Circular 4220.1D**

Termination for Convenience – The County, by written notice, may terminate this agreement, in whole or in part, when it is in the Government's interest. If this agreement is terminated, the County shall be liable only for payment under the payment provisions of this agreement for services rendered before the effective date of termination.

PRIVACY ACT
5 U.S.C. 552

Contracts Involving Federal Privacy Act Requirements – The following requirements apply to the Contractor and its employees that administer any system of records on behalf of the Federal Government under any Contract:

1. The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying Contract.
2. The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

CIVIL RIGHTS REQUIREMENTS

29 U.S.C. § 623, 42 U.S.C. § 2000
42 U.S.C. § 6102, 42 U.S.C. § 12112
42 U.S.C. § 12132, 49 U.S.C. § 5332
29 CFR Part 1630, 41 CFR Parts 60 et seq.
49 CFR Part 26

Civil Rights - The following requirements apply to the underlying Contract:

1. Nondiscrimination – In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
2. Equal Employment Opportunity – The following equal employment opportunity requirements apply to the underlying Contract:
 - a. Race, Color, Creed, National Origin, Sex – In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order

11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action 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. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

- b. Age – In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
 - c. Disabilities – In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
3. The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

CONTRACT ASSURANCE
49 CFR Part 26.13

The Contractor or Subcontractor shall not discriminate on the basis of race, color, national origin, or sex in performance of the agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of US DOT assisted Contracts. Failure by the Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this agreement or such other remedy, as the recipient deems appropriate.

PROMPT PAYMENT
49 CFR Part 26.29

The Contractor agrees to pay each subcontractor under this agreement for satisfactory performance of its Contract no later than seven (7) days from receipt of each payment the Contractor receives from the County. The Contractor further agrees to return retainage payments to each subcontractor with seven (7) days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above referenced timeframe may occur only for good cause following written approval by the County. The clause applies to DBE and non-DBE subcontractors.

In the case of dispute between a Contractor and a subcontractor regarding prompt payment for the satisfactory completion of work, including retainage, arbitration between parties is the dispute resolution of choice.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS
FTA Circular 4220.1D

Incorporation of Federal Transit Administration (FTA) Terms – The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1D, dated April 15, 1996, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any County requests, which would cause the County to be in violation of the FTA terms and conditions.

CLEAN AIR REQUIREMENTS
42 U.S.C. 7401 et seq.
40 CFR 15.61
49 CFR Part 18

The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C 7401 et seq. The Contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office. The Contractor also agrees to include these regulations in each subcontract exceeding \$100,000 financed in whole or in part with Federal Assistance provided by FTA.

CLEAN WATER REQUIREMENTS
33 U.S.C. 1251

The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 at seq. The Contractor agrees to report each violation to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with federal assistance provided by FTA.

SEISMIC SAFETY REQUIREMENTS
42 U.S.C 7701 et seq. 49
CFR Part 41

The Contractor agrees that any new building or addition to an existing building will be designed and constructed in accordance with the standards for Seismic Safety required in Department of Transportation Seismic Safety Regulations 49 CFR Part 41 and will certify to compliance to the extent required by the regulation. The Contractor also agrees to ensure that all work performed under this Contract including work performed by a subcontractor is in compliance with the standards required by the Seismic Safety Regulations and the certification of compliance issued on the project.

LOBBYING
31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] – Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal Contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-federal funds with respect to that federal Contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

Appendix A, 49 CFR Part 20--Certification Regarding Lobbying Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal Contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal Contract, grant, loan, or cooperative agreement.

If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit

Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg.1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and Contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

BREACHES AND DISPUTE RESOLUTION

49 CFR Part 18

FTA Circular 4220.1D

Disputes – Disputes arising in the performance of this agreement which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of the County, David Montanye, Cobb County DOT Director. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the Cobb County DOT Director. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the Cobb County DOT Director shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute – Unless otherwise directed by the County, the Contractor shall continue performance under this agreement while matters in dispute are being resolved.

Claims for Damages – Should either party to this agreement suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury of damage.

Remedies – Unless this agreement provides otherwise, all claims, counterclaims, disputes and other matters in question between the County and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within Cobb County, Georgia.

Rights and Remedies – The duties and obligations imposed by the agreement documents and the rights and remedies available there under shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the County, Architect, if applicable, or Contractor shall constitute a waiver of any right or duty afforded any of them under the agreement, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach there under, except as may be specifically agreed in writing.

BUY AMERICA REQUIREMENTS

The Contractor agrees to comply with 49 U.S.C. §5232 (j) and 49 CFR Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by the FTA or the product is subject to a general waiver. General waivers are listed in 49 CFR 661.7 and included final assembly in the United States for 15 passenger vans and 15 passenger wagons produced by the Chrysler Corporation, microcomputer equipment, software, and small purchases (currently less than \$100,000) made with capital, operating or planning funds. Separate requirements for rolling stock are set out in 5323(j) (2) (C) and 49 CFR 661.11. Rolling stock not subject to a general waiver must be manufactured in the United States and have a 60 percent domestic content.

A bidder must submit to the County the appropriate Buy America certification located in the Attachments with all bids on FTA funded Contracts, except those subject to a general waiver. Bids or offers that are not accompanied by a completed Buy America certification must be rejected as non-responsive. This requirement does not apply to lower tier subcontractors.

CONTRACT WORK HOURS AND SAFETY STANDARDS

40 U.S.C. §§327-333 (1995)

29 C.F.R. §5 (1995)

29 C.R.F. § 1926 (1995)

Pursuant to Section 102 (Overtime): Contract Work Hours and Safety Standards Act

Overtime requirements – No Contractor or subcontractor contracting for any part of the Contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

Violation/ liability for unpaid wages – liquidated damages – In the event of any violation of the clause set forth in paragraph (1) of this section the Contractor and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$1 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

Withholding for unpaid wages and liquidated damages – The County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such Contract or any other Federal Contract with the same prime Contractor, or any federally-assisted Contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

Subcontracts – The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.

Payrolls and Basic Records – Payrolls and basic records relating thereto shall be maintained by the Contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of

the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b) (2) (B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, the Contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan or program is financially responsible, and that the plan or program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

TRANSIT EMPLOYEE PROTECTIVE AGREEMENTS

49 U.S.C §5310, §5311, and §5333

29 CFP Part 215

Transit Employee Protective Provisions:

The Contractor agrees to comply with applicable transit employee protective requirements as follows:

General Transit Employee Protective Requirements – To the extent that FTA determines that transit operations are involved, the Contractor agrees to carry out the transit operations work on the underlying Contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this Contract and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 CFR Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA recipient's project from which Federal assistance is provided to support work on the underlying Contract. The Contractor agrees to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any Contract financed with Federal assistance provided by FTA either for projects for elderly individuals or individuals with disabilities authorized by 49 U.S.C. §5310(a)(2), or for projects for nonurbanized areas authorized by 49 U.S.C. §5311. Alternate provisions for those projects are set forth in subsections (b) and (c) of this clause.

Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. §5310(a)(2) for Elderly Individuals and Individuals with Disabilities – If the Contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. §5310 (a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. §5333(b) are necessary or appropriate for the state and the public body subrecipient for which work is performed on the underlying Contract, the Contractor agrees to carry out the project in compliance with the terms and conditions

determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. §5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's letter of certifications to FTA, the date of which is set forth Grant Agreement or Cooperative Agreement with the state. The Contractor agrees to perform transit operations in connection with the underlying Contract in compliance with the conditions stated in that U.S. DOL letter.

Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C. §5311 in Nonurbanized Areas – If the Contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. §5311, the Contractor agrees to comply with the terms and conditions of the Special Warranty for the Nonurbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, and the procedures implemented by U.S. DOL or any revision thereto.

The Contractor also agrees to include any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

ENVIRONMENTAL PROTECTION

The Contractor agrees to comply with all applicable requirements of the National Environmental Policy Act of 1969, as amended, 42 U.S.C. §§ 4321 et seq. consistent with Executive Order No. 11514, as amended, "Protection and Enhancement of Environmental Quality", 42 U.S.C. § 4321 note: FTA statutory requirements on environmental matters at 49 U.S.C. § 5324 (b); Council on Environmental Quality regulations on compliance with the National Environmental Policy Act of 1969, as amended, 40 C.F.R. Part 1500 et seq.; and joint FTA/FHWA regulations, "Environmental Impact and Related Procedures," 23 CFR Part 771 and 49 CFR Part 622.

ACCESS REQUIREMENTS FOR PERSONS WITH DISABILITIES (ADA)

The Contractor agrees to comply with the requirements of 49 U.S.C § 5301 (d) which expresses the Federal policy that the elderly and persons with disabilities have the same right as other persons to use mass transit service and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement those policies. The Contractor agrees to comply with all applicable requirements of Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. §794, which prohibits discrimination on the basis of handicaps, and with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§12101 et seq., which requires the provision of accessible facilities and services, and with the following Federal regulations, including any amendments thereto:

1. U.S. DOT regulations, "Transportation Services for individuals with Disabilities (ADA), 49 CFR Part 37.
2. U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 CFR Part 27.
3. Joint U.S. Architectural and Transportation Barriers Compliance Board/U.S. DOT regulations, "Americans with Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 CFR Part 1192 and 49 CFR Part 38.

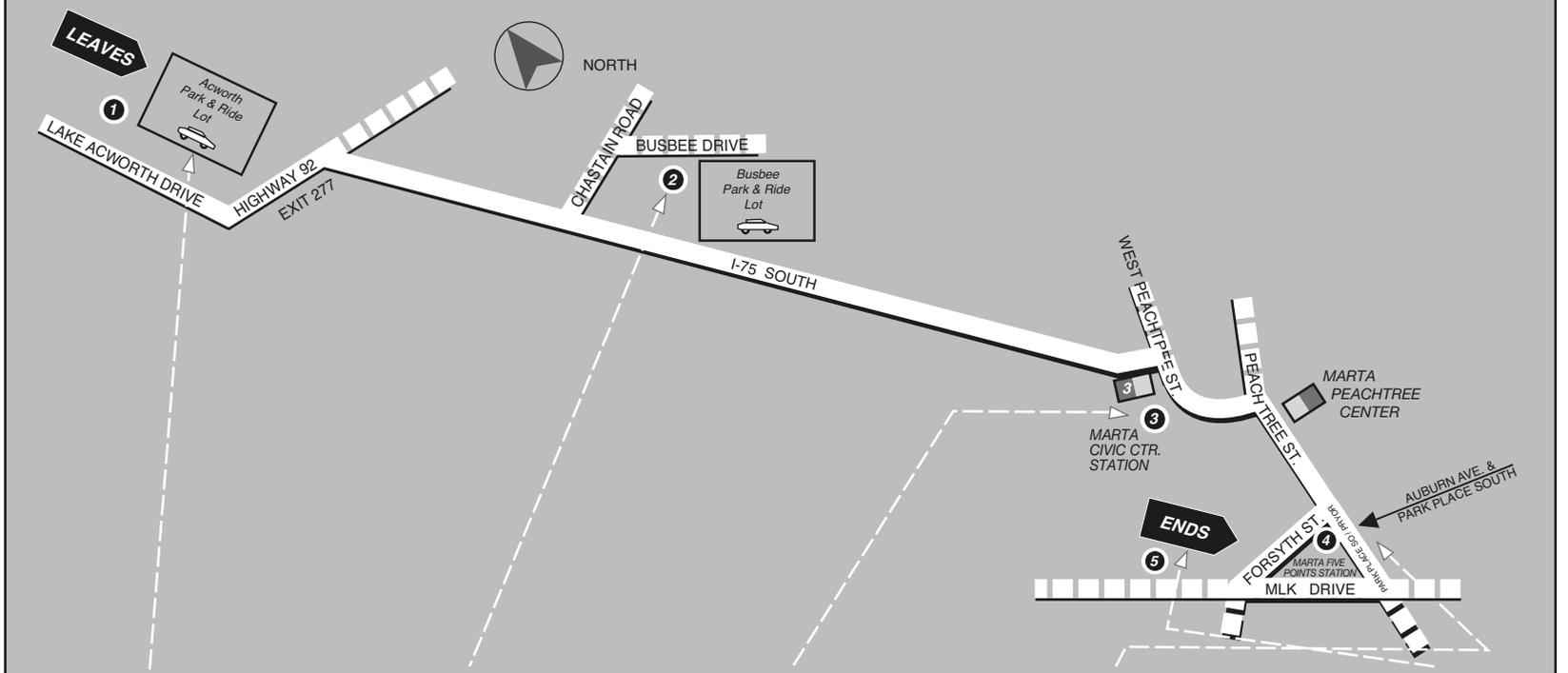
4. U.S. DOJ regulations, “Nondiscrimination on the Basis of Disability in State and Local Government Services”, 28 CFR Part 35.
5. U.S. DOJ regulations, “Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities”. 28 CFR Part 36.
6. U.S. GSA regulations, “Accommodations for the Physically Handicapped”, 41 CFR Subpart 101-19.
7. U.S. Equal Employment Opportunity Commission, “Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act, “29 CFR Part 1630.
8. U.S. Federal Communications Commission regulations, “Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled,” 47 CFR Part 64, Subpart F.
9. FTA regulations, “Transportation for the Elderly and Handicapped Persons,” 49 CFR Part 609.
10. Any implementing requirements FTA may issue.

End of Section 6

EXHIBIT 1

Local/Express Route Timetables and Systems Map

VIA BUSBEE PARK & RIDE LOT OFF PEAK TRIPS ONLY



1

BUS LEAVES
Acworth
Park & Ride

2

BUS LEAVES
Busbee
Park & Ride

3

BUS LEAVES
MARTA
Civic Center

4

BUS LEAVES
Auburn Ave. &
Park Place South

5

BUS ENDS
MARTA Five
Points

Route 480 Acworth to Downtown via Busbee P&R off Peak

A.M.	5:40	No Service	6:20	6:25	6:30
	6:10	No Service	6:50	6:55	7:00
	6:40	No Service	7:22	7:27	7:30
	7:10	No Service	7:52	7:57	8:00
	7:40	No Service	8:22	8:26	8:30
	8:05	No Service	8:52	8:57	9:01
	10:05	10:20	10:52	10:57	No Service
P.M.	2:05	2:20	2:52	3:00	No Service

Georgia Regional Transport Authority
245 Peachtree Center Ave., NE
Suite 900
Atlanta, GA 30303

ROUTE 480



Route
480

SCHEDULE

- Service Between:
- Acworth Park & Ride
 - Busbee Park & Ride
 - Downtown Atlanta

CUSTOMER INFORMATION

(404) 463-4782

<http://www.xpressga.com>

customerservice@xpressga.com



Cobb County...Expect the Best!

OPERATED BY
COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 480 LOCAL SERVICE

MONDAY THRU FRIDAY ONLY

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required.....	\$1.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE
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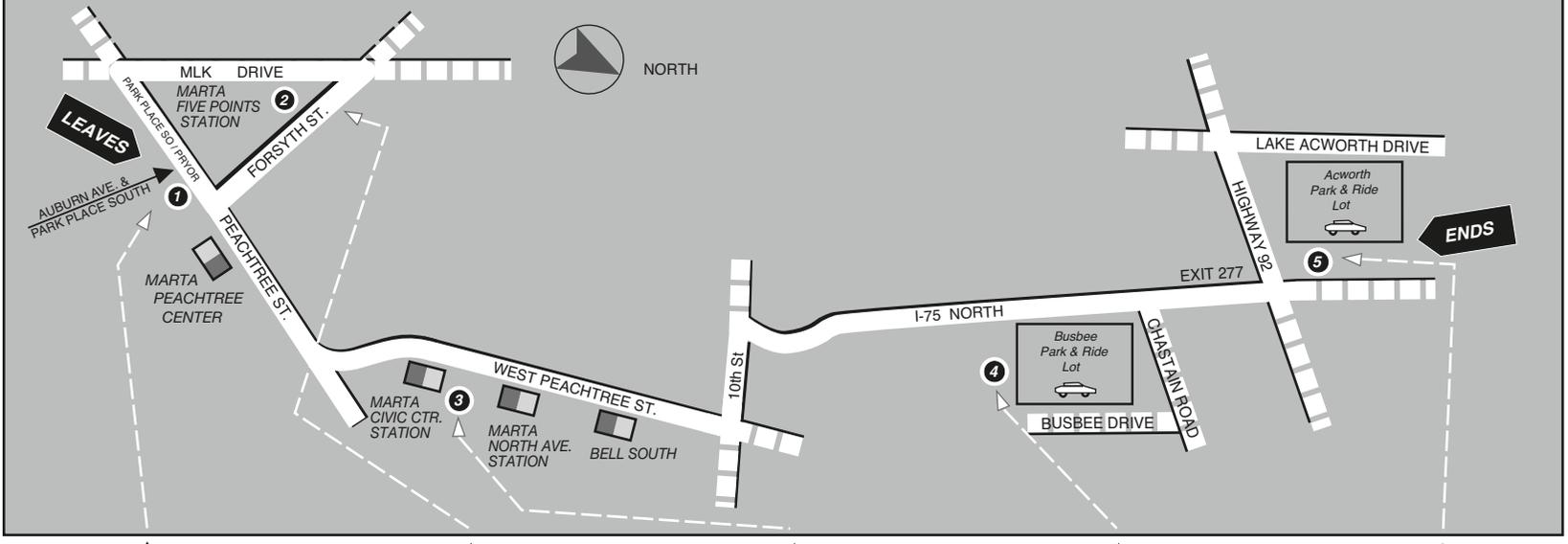
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CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

ROUTE 480 DOWNTOWN ATLANTA TO ACWORTH PARK & RIDE LOT 480

VIA BUSBEE PARK & RIDE LOT OFF PEAK TRIPS ONLY



BUS LEAVES
Auburn Ave. & Park Place South

BUS LEAVES
MARTA Five Points Station

BUS LEAVES
MARTA Civic Center

BUS LEAVES
Busbee Park & Ride

BUS ENDS
Acworth Park & Ride

Route 480 Downtown to Acworth via Busbee P&R off Peak

A.M.	8:57	9:01	9:10	9:49	10:00
P.M.	12:57	1:01	1:10	1:49	2:00
	3:00	3:05	3:15	3:50	4:03
	4:00	4:05	4:17	No Service	4:55
	4:30	4:35	4:47	No Service	5:25
	5:00	5:05	5:17	No Service	5:55
	5:30	5:35	5:47	No Service	6:25
	6:00	6:05	6:17	No Service	6:55

Hiram Movies 278 PnR	Powder Springs PnR	Blairs Bridge Rd.	5 Points MARTA Forsyth St.	Civic Center MARTA at W.Peachtree St.	Arts Center MARTA Station	Spring St. at 17th St.
5:35 AM	5:45 AM	6:01 AM	6:30 AM	6:40 AM	6:47 AM	6:50 AM
6:05	6:15	6:31	7:00	7:10	7:17	7:20
6:35	6:45	7:01	7:30	7:40	7:47	7:50
7:05	7:15	7:31	8:00	8:10	8:17	8:20

Civic Center MARTA at W.Peachtree St.	Arts Center MARTA	Pryor at Alabama St.	Blairs Bridge Rd.	Powder Springs PnR	Hiram Movies 278 PnR
3:05 PM	3:15 PM	3:33 PM	4:05 PM	4:21 PM	4:31 PM
3:50	4:00	4:18	4:50	5:06	5:16
4:20	4:30	4:48	5:20	5:36	5:46
5:05	5:15	5:33	6:05	6:21	6:31
5:50	6:00	6:18	6:50	7:06	7:16

Hiram Movies 278 Park & Ride

4:35 p.m.

Powder Springs Park & Ride

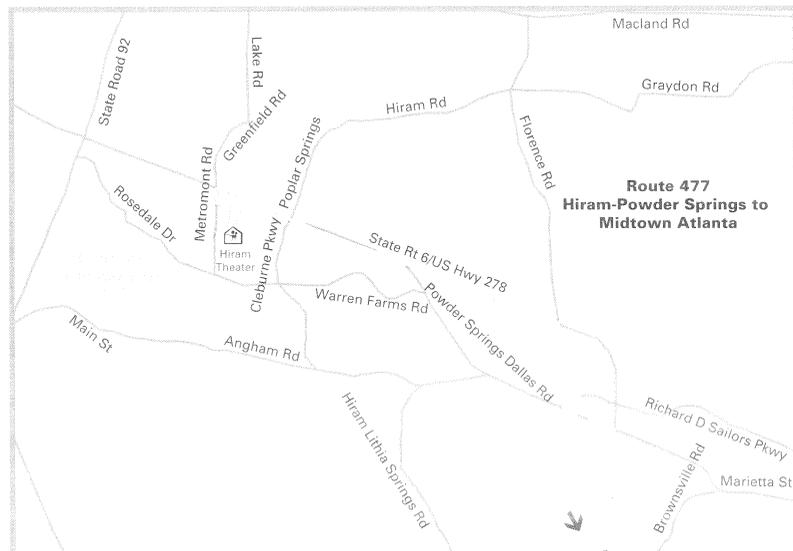
4:45 pm

Blairs Bridge Road

5:01 pm

W. Peachtree St. at Civic Center MARTA

5:46 pm



Morning Atlanta Stops

- Forsyth St. across from MLK, Jr. Federal Center
- Forsyth St. at Five Points MARTA Station
- W.Peachtree St. at Civic Center MARTA
- W.Peachtree St. at North Avenue MARTA
- W.Peachtree St. at 5th St.
- W.Peachtree St. at Peachtree Place (Midtown MARTA)
- W.Peachtree St. at 14th St. (One Atlantic Center)
- W.Peachtree St. at Arts Center MARTA
- Spring St. at 17th St.

Please note: Xpress coaches operated by Cobb Community Transit also stop at MARTA stops along the route.

LEGEND

- Route 477
- MARTA Rail System
- MARTA Transfers
- Park and Ride Lot

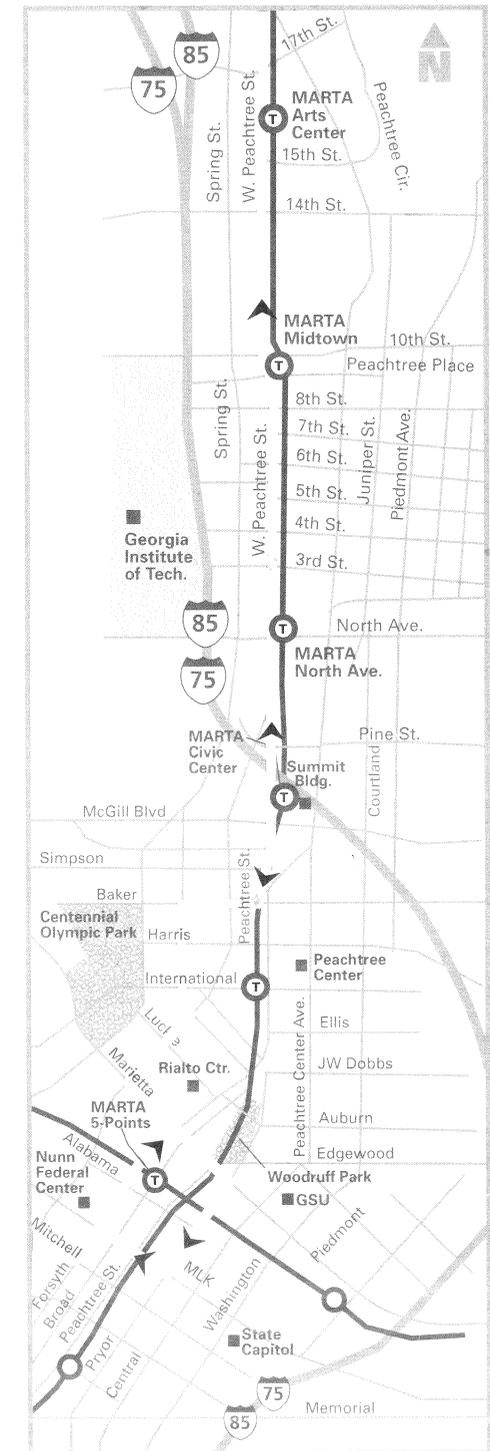
How to Read the Timetable

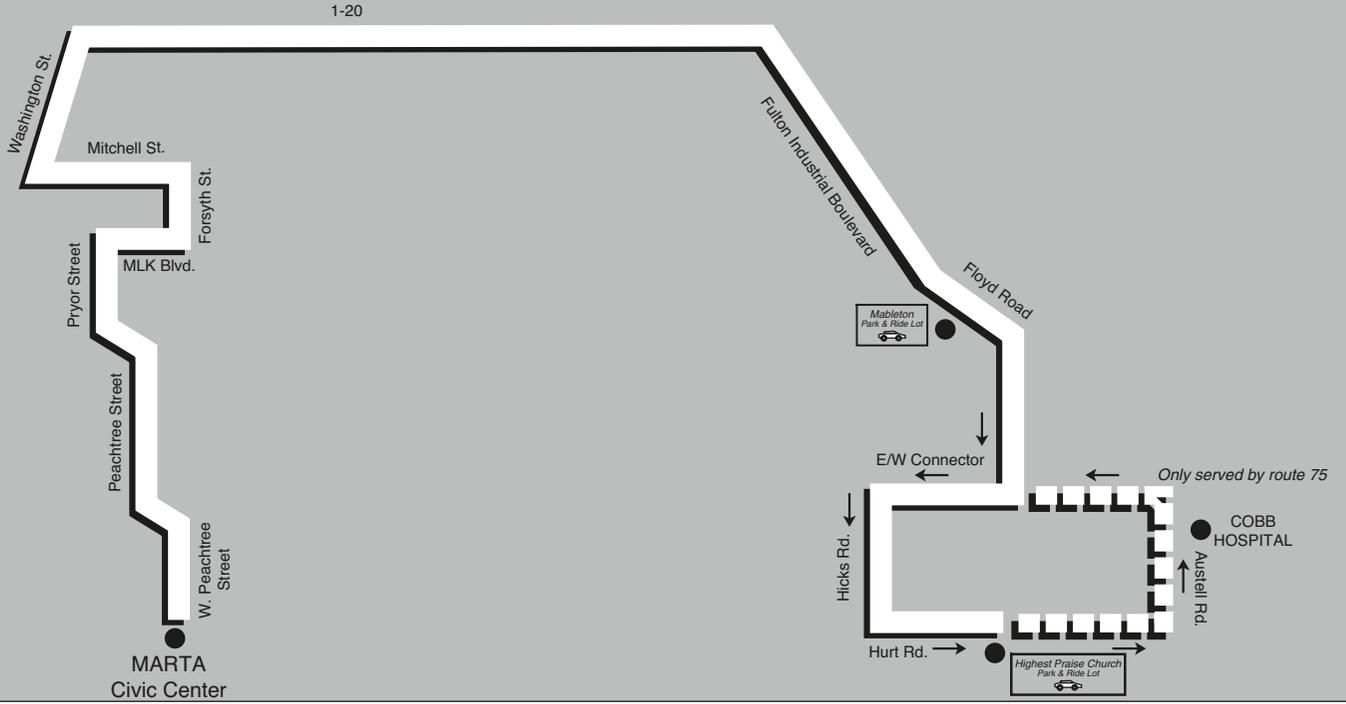
The timetable shows the timed stops on the Xpress route. Not all stops have times. To estimate when the coach will arrive at a non-timed stop, check the last timed stop just before the stop you want and the first timed stop after the stop that you want. Your stop time will fall in between those two times. Although drivers make every effort to operate the service as scheduled, actual arrival times may vary depending on road, traffic and other conditions.



Afternoon Atlanta Stops

- W.Peachtree St. at Civic Center MARTA
- W.Peachtree St. at North Avenue MARTA
- W.Peachtree St. at 5th St.
- W.Peachtree St. at Peachtree Place (Midtown MARTA)
- W.Peachtree St. at 14th St. (One Atlantic Center)
- W.Peachtree St. at Arts Center MARTA
- Spring St. at 17th St.
- Forsyth St. at Five Points MARTA
- Forsyth St. at MLK, Jr. Federal Center





BUS LEAVES
MARTA
Civic Center Station

BUS LEAVES
MARTA Five Points Station
Pryor & Alabama

BUS LEAVES
Mableton
Park & Ride

BUS ENDS
Highest Praise Church
Floyd & Hurt

WEEKDAY

P.M.	3:45	3:53	4:23	4:33
	4:30	4:38	5:08	5:20
	5:00	5:08	5:38	5:50
	5:45	5:53	6:23	6:35

REVERSE COMMUTE ROUTE 75 • ATLANTA TO AUSTELL & MABLETON PARK AND RIDE

BUS LEAVES
MARTA
Civic Center Station

BUS LEAVES
Pryor &
Alabama

BUS LEAVES
Mableton
Park & Ride

BUS LEAVES
Wellstar Cobb
Hospital

BUS ARRIVES
Highest Praise Church
Floyd & Hurt

WEEKDAY

A.M.	6:25	6:35	6:55	7:10	7:25
------	------	------	------	------	------

Georgia Regional Transportation Authority
245 Peachtree Center Ave., NE
Suite 900
Atlanta, GA 30303

ROUTE 475/75



ROUTES
475 / 75

SCHEDULE

Service Between:

- Austell
- Mableton Park & Ride
- Downtown Atlanta



Cobb County...Expect the Best!

CUSTOMER INFORMATION

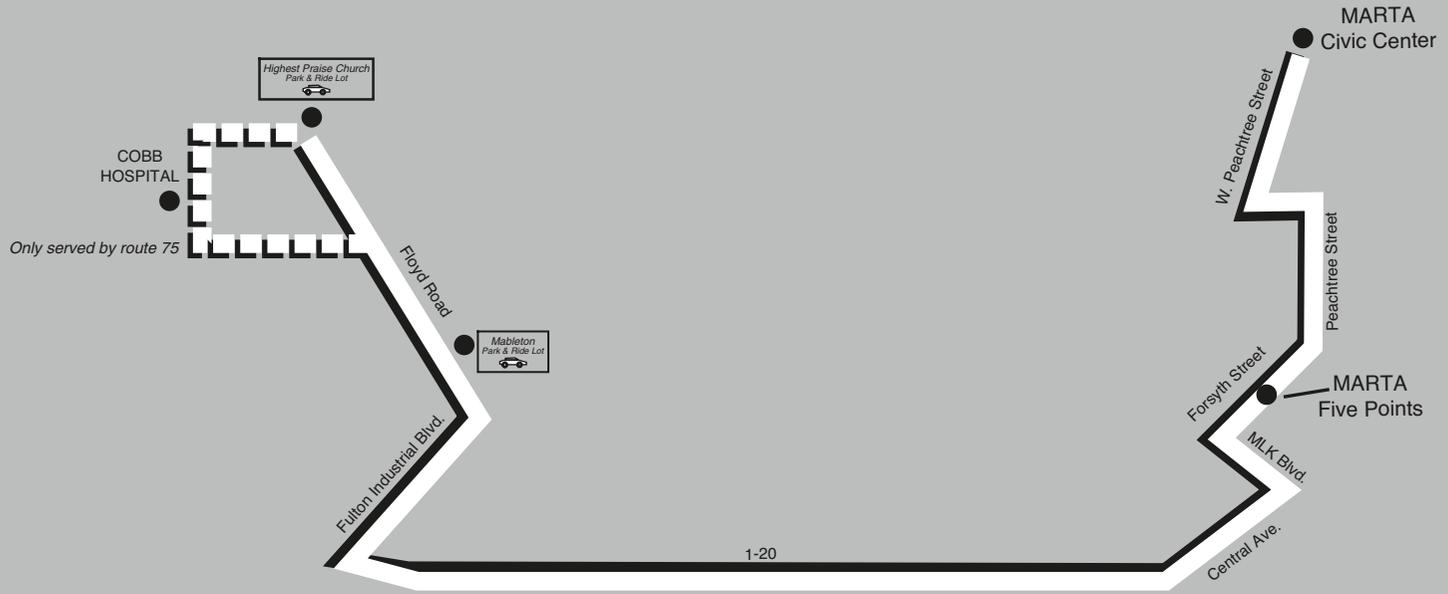
(404) 463-4782

<http://www.xpressga.com>

customerservice@xpressga.com

OPERATED BY
COBB
COMMUNITY
TRANSIT

Effective November 2010



BUS LEAVES
Highest Praise Church
Floyd & Hurt Roads

BUS LEAVES
Mableton
Park & Ride

BUS LEAVES
MARTA
Five Points Station

BUS ENDS
MARTA
Civic Center Station

WEEKDAY

A.M.	5:30	5:40	6:10	6:18
	6:00	6:10	6:40	6:50
	6:45	6:55	7:25	7:35
	7:30	7:40	8:10	8:20

REVERSE COMMUTE ROUTE 75 • AUSTELL & MABLETON PARK AND RIDE TO ATLANTA

BUS LEAVES
Highest Praise Church
Floyd & Hurt

BUS LEAVES
Wellstar COBB
Hospital

BUS LEAVES
Mableton
Park & Ride

BUS LEAVES
MARTA
Five Points Station

BUS ARRIVES
MARTA
Civic Center Station

WEEKDAY

P.M.	4:40	4:45	5:05	5:32	5:40
------	------	------	------	------	------

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CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

Welcome to Route 475
EXPRESS SERVICE
WEEKDAY SERVICE ONLY
Welcome to Route 75

LOCAL SERVICE
WEEKDAY SERVICE ONLY

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required	\$1.00
Medicare Card Holder: Medicare Card required	\$1.00
Persons with Disabilities:	\$1.00
CCT issued ID Card required	
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

EXPRESS BUS FARES

Adult One-Way	\$4.00
Youth Under Age 18 One-Way	\$4.00
Children under 42" height	FREE
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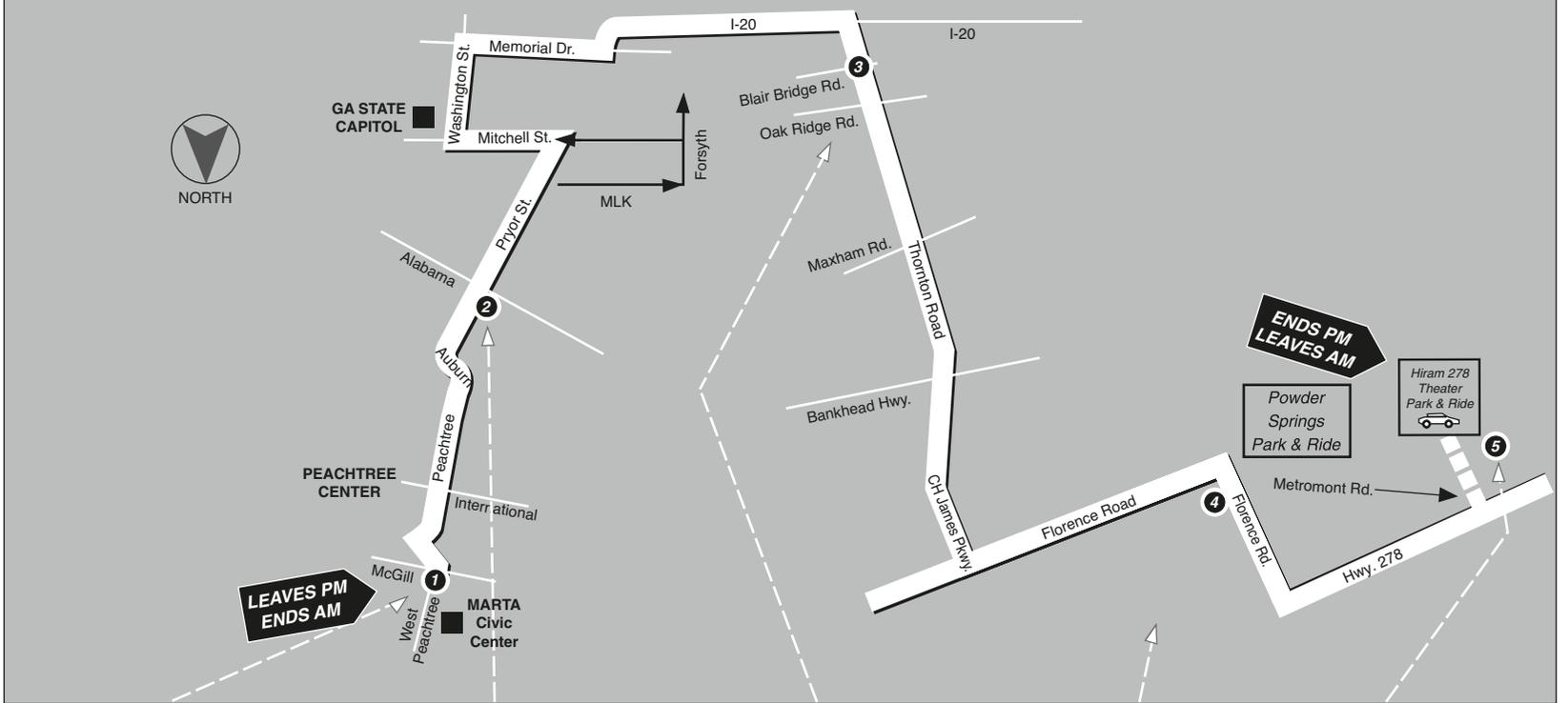
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▶ Atlanta to Hiram/Powder Springs ▶



- 1**
BUS LEAVES
Ralph McGill Blvd.
MARTA Civic Center
- 2**
BUS LEAVES
Pryor/Alabama Street
- 3**
BUS LEAVES
Blair Bridge Road
- 4**
BUS LEAVES
Powder Springs
Park & Ride
- 5**
BUS ENDS
Hiram 278 Theater
Park & Ride

WEEKDAY					
P.M.	3:45	3:55	4:27	4:43	4:48
	4:15	4:25	4:57	5:13	5:18
	4:45	4:55	5:27	5:43	5:48
	5:15	5:25	5:57	6:13	6:18
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	6:30*	6:38*	7:09*	7:25*	7:30*

*Route 47 Reverse Commute Downtown Atlanta to Hiram/Powder Springs

Georgia Regional Transportation Authority
245 Peachtree Center Ave., NE
Suite 900
Atlanta, GA 30303

ROUTE 470/47



ROUTES
470 / 47

SCHEDULE

Service Between:

- Hiram / Powder Springs
- Downtown Atlanta



Cobb County...Expect the Best!

CUSTOMER INFORMATION

(404) 463-4782

<http://www.xpressga.com>

customerservice@xpressga.com

OPERATED BY
COBB
COMMUNITY
TRANSIT

Welcome to Route 470/47 EXPRESS SERVICE

WEEKDAY SERVICE ONLY

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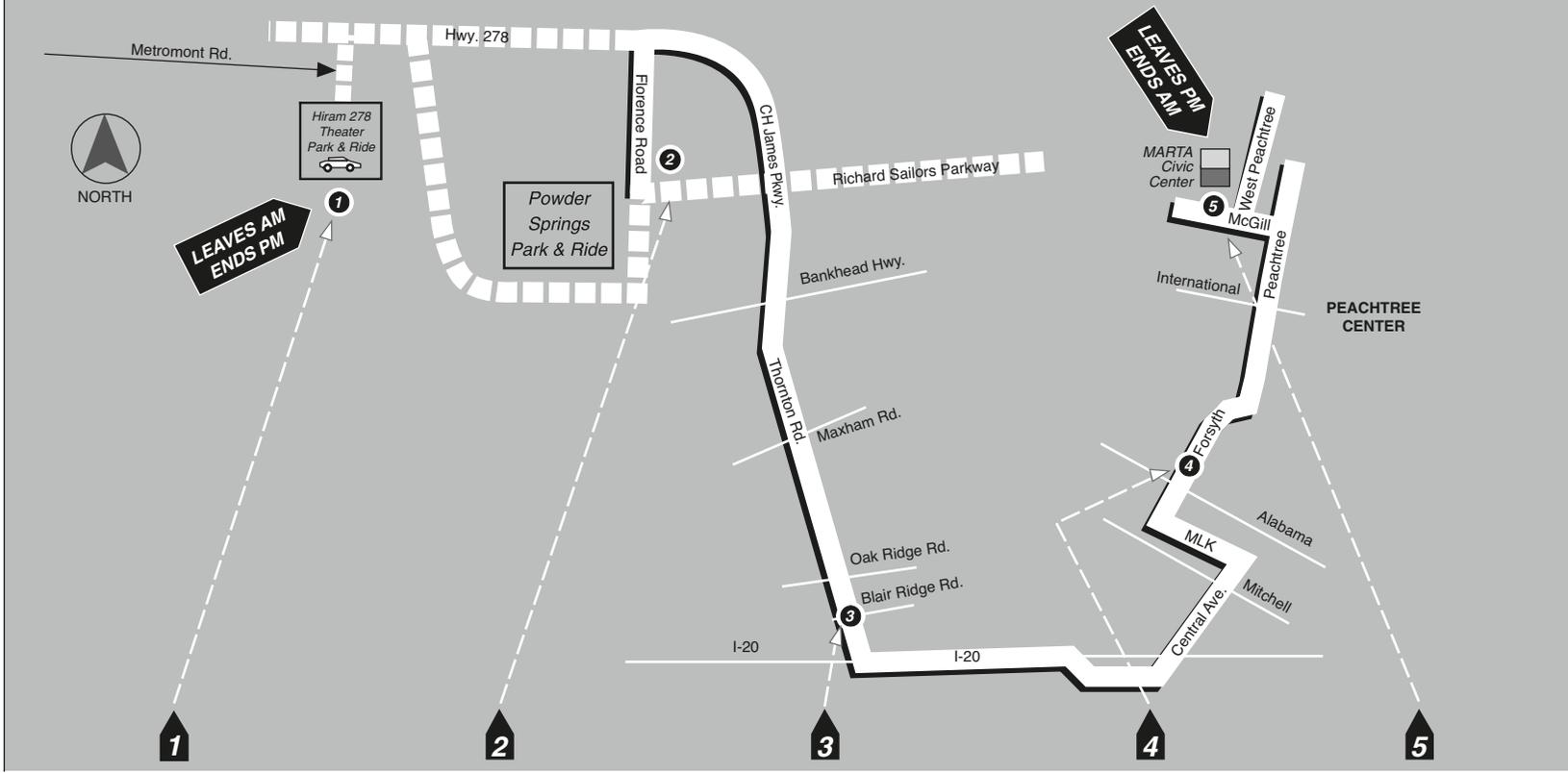
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For MARTA Information call 404-848-4711.

▶ Hiram/Powder Springs to Atlanta ▶



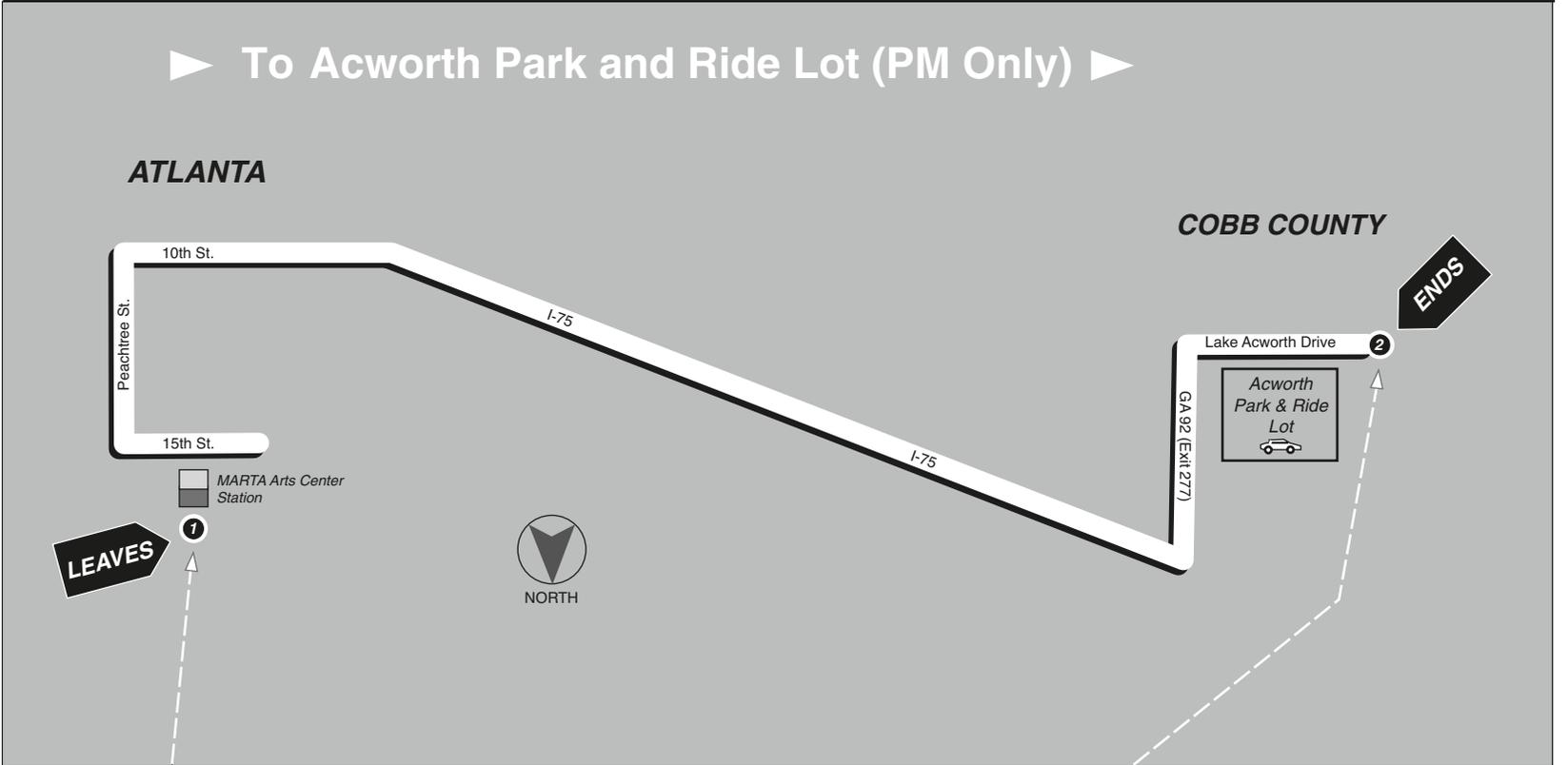
BUS LEAVES Hiram 278 Theater Park & Ride	BUS LEAVES Powder Springs Park & Ride	BUS LEAVES Blair Bridge Road	BUS LEAVES Five Points Station Forsyth Street	BUS ENDS Ralph McGill Blvd. MARTA Civic Center
---	--	--	--	---

WEEKDAY

A.M.	5:20	5:30	5:46	6:17	6:25
	5:50	6:00	6:16	6:47	6:55
	6:20	6:30	6:46	7:17	7:25
	6:50	7:00	7:16	7:47	7:55
	7:20	7:30	7:46	8:17	8:25
	7:50	8:00	8:16	8:47	8:55
P.M.	4:53*	4:58*	5:14*	5:45*	5:53*

*Route 47 Reverse Commute Hiram/Powder Springs to Downtown Atlanta

▶ To Acworth Park and Ride Lot (PM Only) ▶



1

BUS LEAVES
MARTA Arts Center
Station

2

BUS ENDS
Acworth
Park and Ride Lot

WEEKDAY

P.M.	3:30	4:25
	4:05	5:00
	4:35	5:30
	5:05	6:00
	5:35	6:30
	6:10	7:05

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 102



ROUTE
102

SCHEDULE

Service Between:

- Acworth Park and Ride Lot
- MARTA Arts Center Station

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



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COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 102

WEEKDAY SERVICE ONLY
MID-DAY SERVICE ON ROUTE 480

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS

If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card.
For more information about Breeze, go to
cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

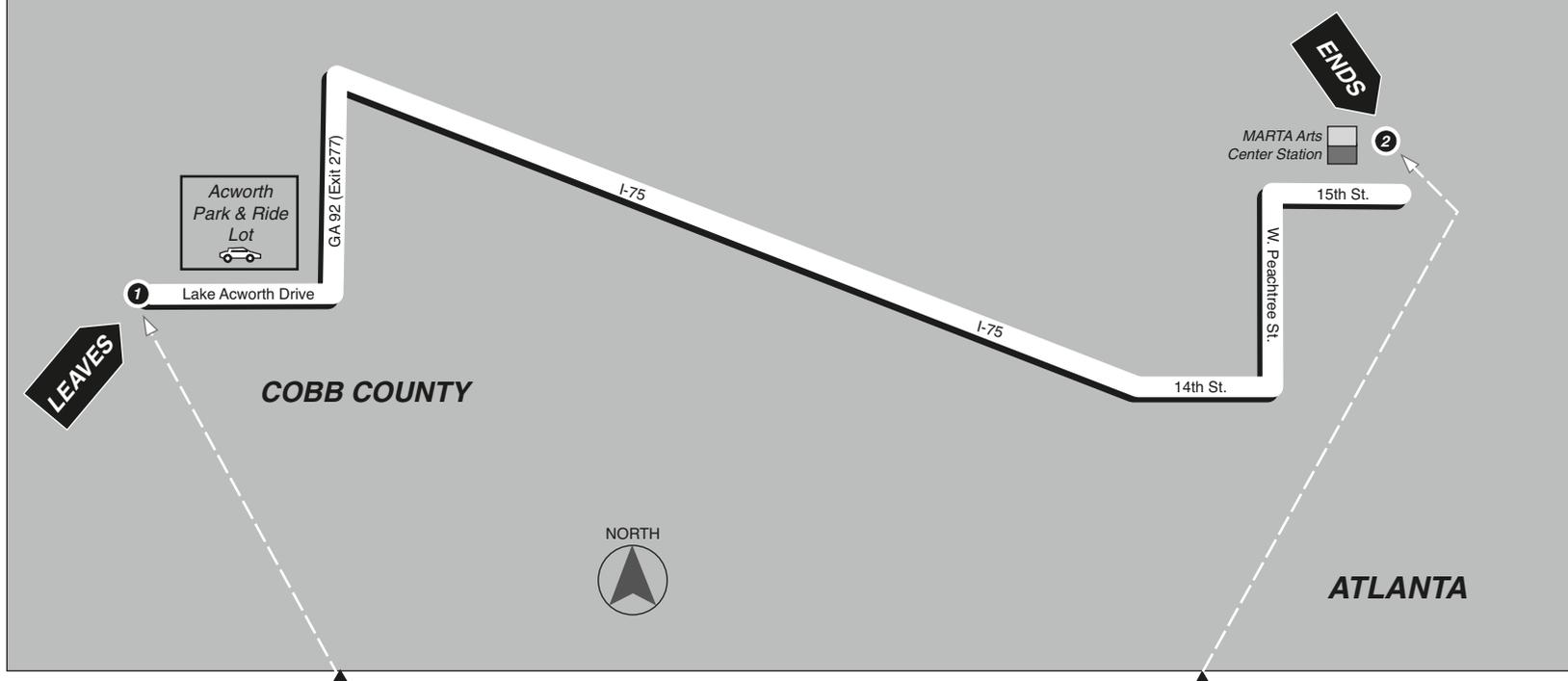
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Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departures time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

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CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737

For MARTA Information call 404-848-4711.

► From Acworth Park and Ride Lot (AM Only) ►

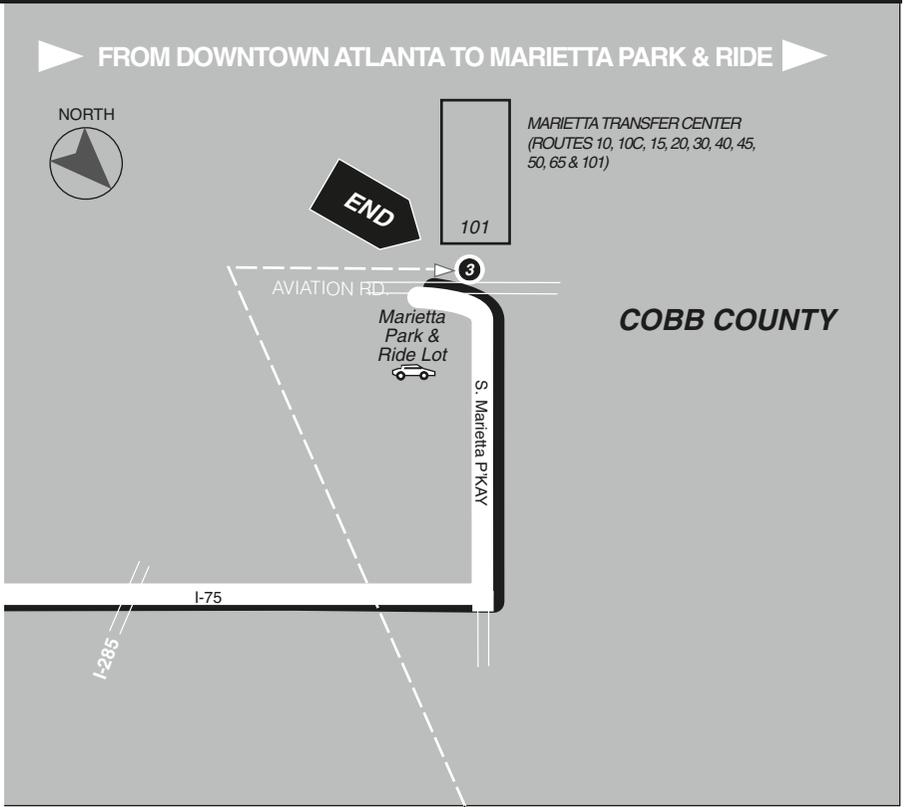


BUS LEAVES
 Acworth
 Park and Ride Lot

BUS ENDS
 MARTA Arts
 Center Station

WEEKDAY

A.M.	5:30	6:15
	6:00	6:45
	6:30	7:20
	7:00	7:50
	7:30	8:20
	8:00	8:50



1
BUS LEAVES
Auburn Ave. &
Park Place So.

2
Bus Leaves
MARTA
Civic Center

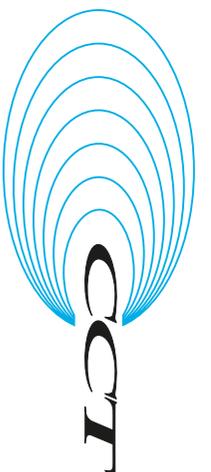
3
BUS ENDS
Marietta
Park & Ride

WEEKDAY

P.M.	4:06	4:20	4:53
	4:30	4:42	5:17
	4:50	5:02	5:37
	5:20	5:35	6:07
	5:45	6:00	6:30
	6:20	6:35	7:09

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 101



ROUTE
101
MARIETTA EXPRESS

SCHEDULE

Service Between:

- Marietta Transfer Center Park and Ride Lot
- Midtown and downtown Atlanta

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



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Welcome to Route 101

EXPRESS SERVICE
WEEKDAY SERVICE ONLY
MID-DAY SERVICE ON ROUTE 10

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE
EXPRESS BUS FARES	
Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
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CUSTOMER SERVICE

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GENERAL INFORMATION

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CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
 For MARTA Information call 404-848-4711.



1
BUS LEAVES
 Marietta
 Park and Ride

2
Bus Leaves
 MARTA
 Civic Center

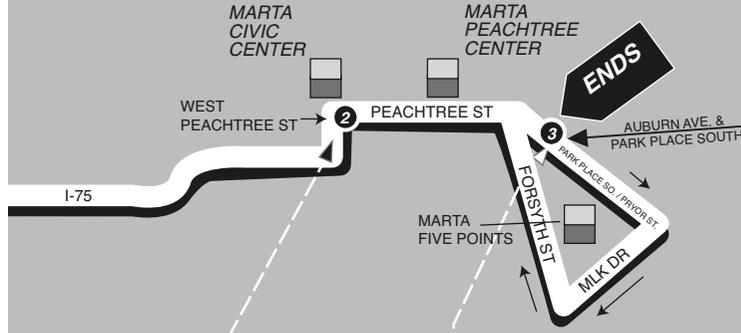
3
BUS ENDS
 Auburn Ave. &
 Park Place So.

WEEKDAY

A.M.	6:10	6:35	6:40
	6:35	7:03	7:08
	7:05	7:40	7:45
	7:30	7:58	8:03
	8:00	8:28	8:33

FROM MARIETTA PARK & RIDE TO DOWNTOWN ATLANTA

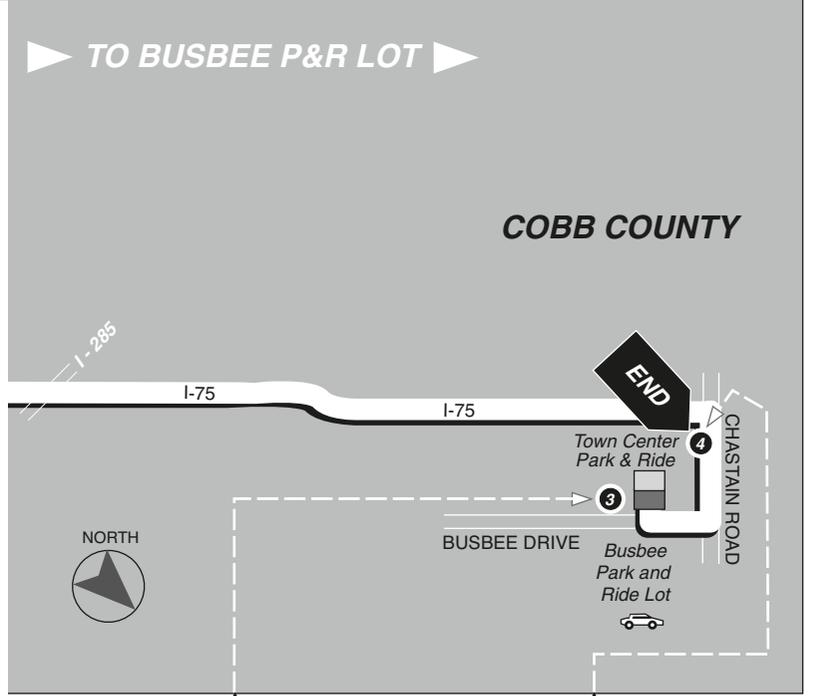
ATLANTA



ROUTE
100

North Cobb Express

ROUTE
100



1
BUS LEAVES
Auburn Ave. &
Park Place South

2
Bus Leaves
MARTA
Civic Center

3
Bus Leaves
Busbee
Park and Ride Lot

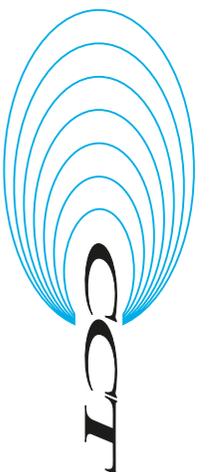
4
BUS ENDS
Town Center
Park & Ride Lot

WEEKDAY

P.M.	3:35	3:45	4:25	4:30
	3:55	4:10	4:50	4:55
	4:10	4:25	5:05	5:10
	4:30	4:45	5:25	5:30
	4:50	5:05	5:45	5:50
	5:00	5:15	5:55	6:00
	5:10	5:25	6:05	6:10
	5:30	5:45	6:25	6:35
	5:45	6:00	6:40	6:45
	6:00	6:15	6:55	7:00
	6:30	6:45	7:25	7:30

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 100



ROUTE
100
NORTH COBB EXPRESS
SCHEDULE

Service Between:

- Busbee Park and Ride Lot
- Midtown and Downtown Atlanta

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



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COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 100

**WEEKDAY PEAK HOUR SERVICE ONLY
MID-DAY SERVICE IS PROVIDED TO
BUSBEE PARK & RIDE VIA ROUTE 480.**

**CASH FARES
EXACT CHANGE ONLY**

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities:.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

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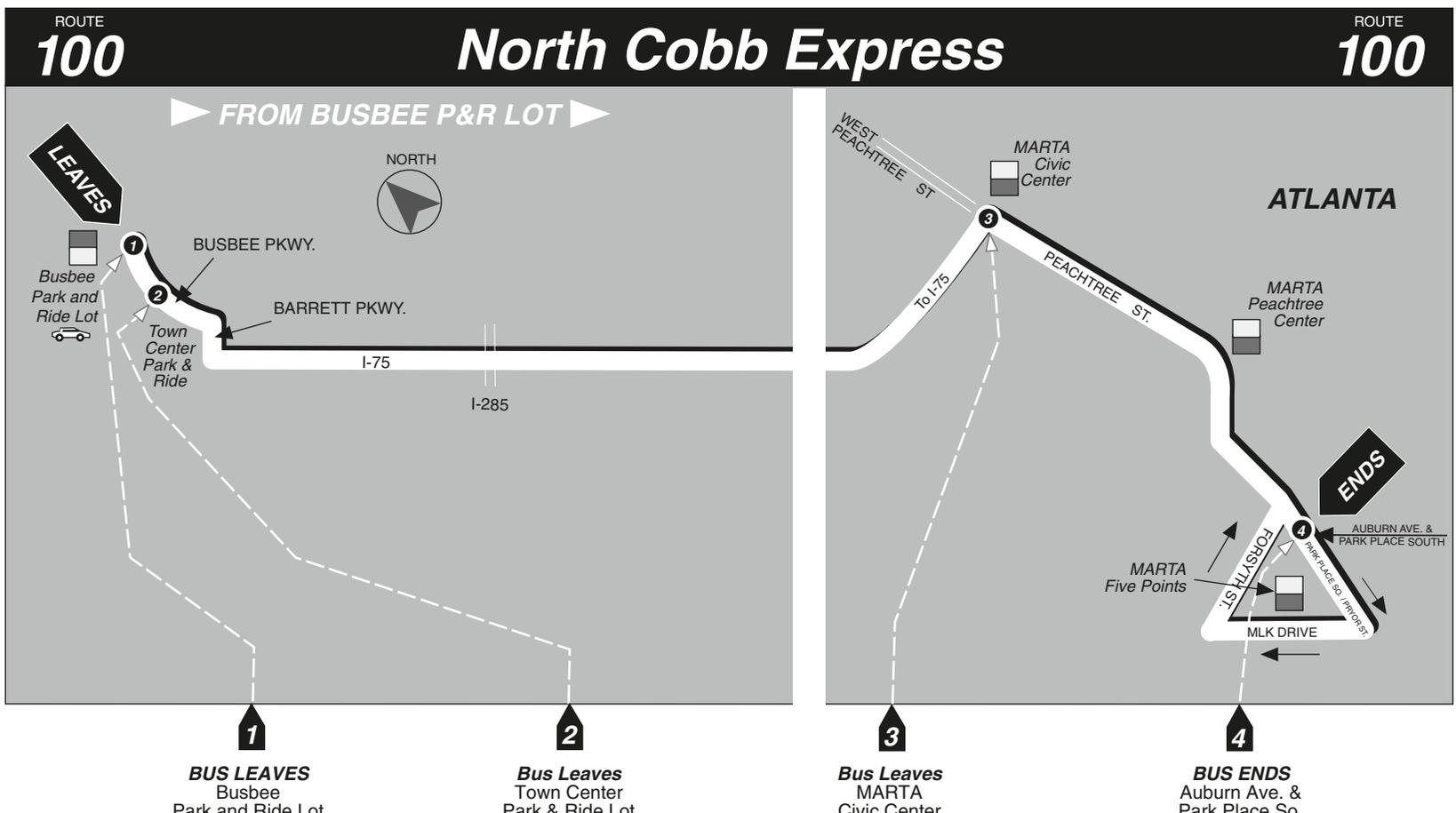
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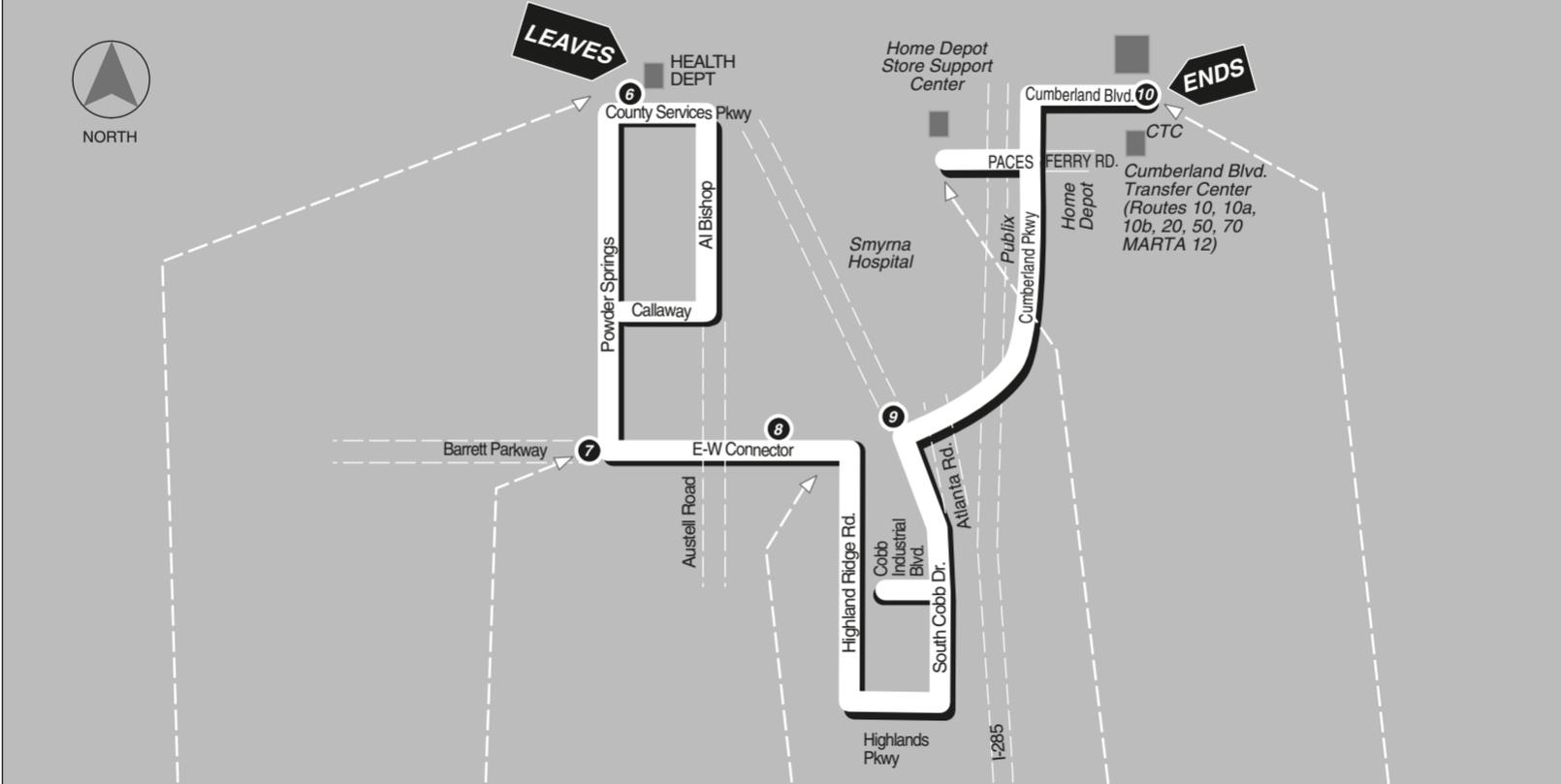
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CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737

For MARTA Information call 404-848-4711.



WEEKDAY				
	1 BUS LEAVES Busbee Park and Ride Lot	2 Bus Leaves Town Center Park & Ride Lot	3 Bus Leaves MARTA Civic Center	4 BUS ENDS Auburn Ave. & Park Place So.
A.M.	5:25	NO SVC	5:53	5:58
	5:45	NO SVC	6:13	6:18
	6:00	NO SVC	6:28	6:33
	6:10	NO SVC	6:41	6:46
	6:30	NO SVC	7:04	7:09
	6:40	NO SVC	7:20	7:25
	7:00	NO SVC	7:40	7:45
	7:15	NO SVC	8:04	8:09
	7:30	NO SVC	8:18	8:23
	NO SVC	7:45	8:30	8:37
	NO SVC	8:00	8:40	8:45

▶ FROM COUNTY SERVICES PARKWAY TO CUMBERLAND BOULEVARD TRANSFER STATION ▶



6

BUS LEAVES
County Services Parkway
Health Department

7

BUS LEAVES
Powder Springs Rd
& East West Connector

8

BUS LEAVES
E-W Connector
Brookwood

9

BUS LEAVES
Cumberland Parkway
& S. Cobb Drive

10

BUS ENDS
Cumberland Boulevard
Transfer Center

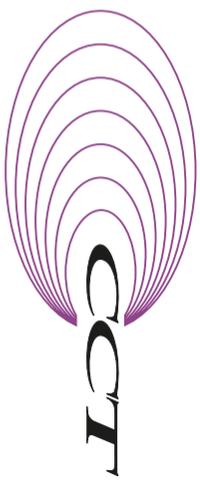
WEEKDAY

A.M.	5:45	6:07	6:21	6:48	7:10
	6:45	7:07	7:21	7:48	8:10
	7:35	7:57	8:11	8:38	9:00
	8:45	9:02	9:11	9:38	10:00
	10:25	10:42	10:51	11:18	11:40
	11:25	11:42	11:51	12:18	12:40
P.M.	1:05	1:22	1:31	1:58	2:20
	2:05	2:22	2:31	2:58	3:20
	3:55	4:17	4:31	4:58	5:20
	5:00	5:22	5:36	6:03	6:25
	5:45	6:02	6:11	6:38	7:00
	6:45	7:02	7:11	7:38	8:00
	7:50	8:07	8:16	8:43	9:05

Note: No Saturday or Sunday service.

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 70



ROUTE
70
CUMBERLAND -
COUNTY SERVICES PARKWAY

SCHEDULE

Service Between:

- Cumberland Boulevard Transfer Center
- Cumberland S. Cobb Drive
- Brookwood & Home Depot
- Powder Springs Rd
- County Services Parkway Health Department

CUSTOMER INFORMATION

(770) 427-4444

www.cobbct.org

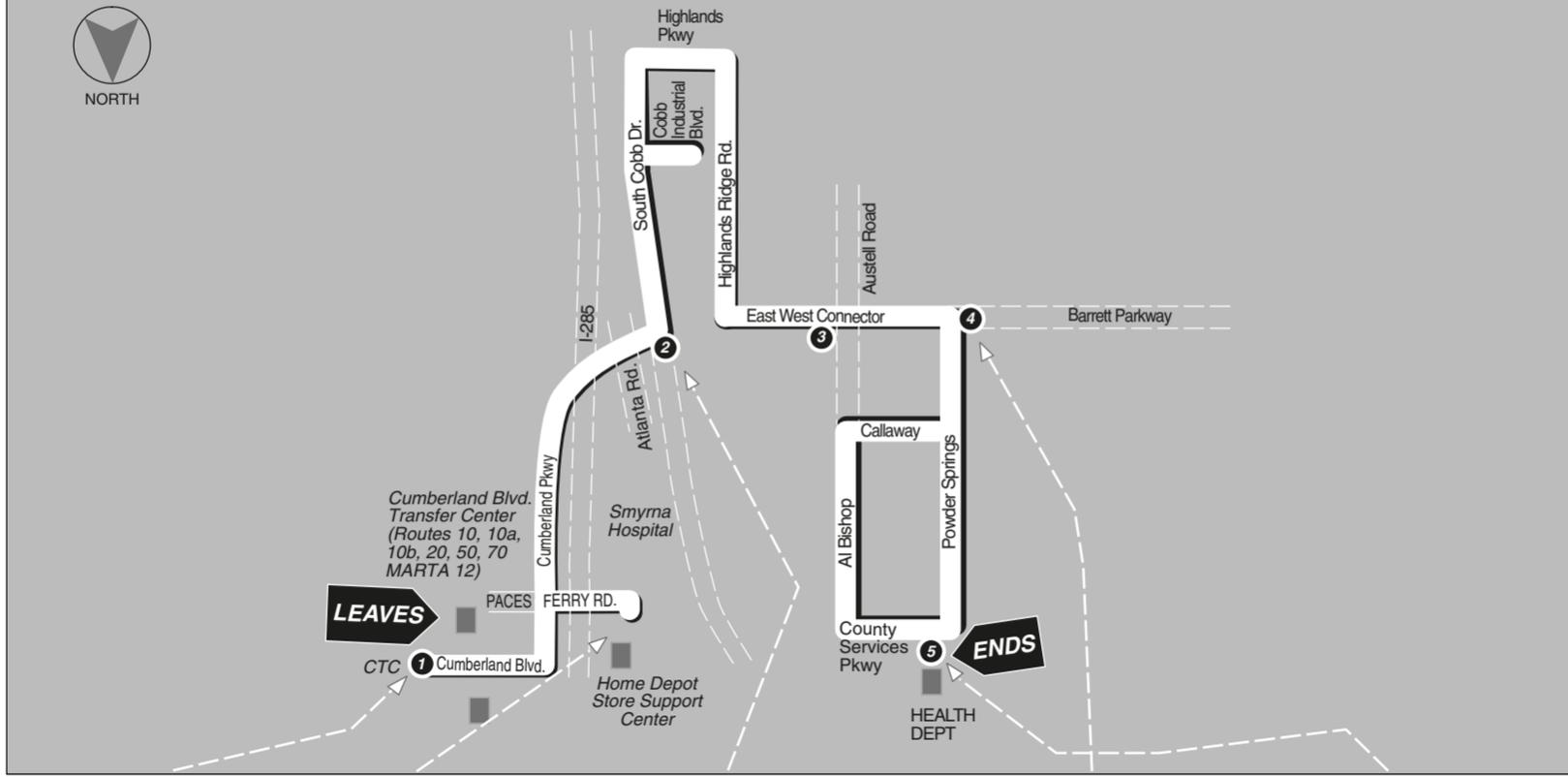


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COBB
COMMUNITY
TRANSIT

Revised November 2010

▶ FROM CUMBERLAND BOULEVARD TRANSFER CENTER TO COUNTY SERVICES PARKWAY ▶



1	2	3	4	5
BUS LEAVES Cumberland Boulevard Transfer Center	BUS LEAVES Cumberland Parkway & S. Cobb Drive	BUS LEAVES Brookwood Home Depot Store	BUS LEAVES Powder Springs Rd & East West Connector	BUS ENDS County Services Parkway Health Department

WEEKDAY

A.M.	6:15	6:37	7:04	7:13	7:30
	7:15	7:37	8:04	8:13	8:30
	8:15	8:37	9:04	9:13	9:30
	9:05	9:27	9:54	10:03	10:20
	10:05	10:27	10:54	11:03	11:20
	11:45	12:07	12:34	12:43	1:00
P.M.	12:45	1:07	1:34	1:43	2:00
	2:25	2:47	3:14	3:28	3:50
	3:25	3:47	4:14	4:28	4:50
	5:25	5:47	6:14	6:23	6:40
	6:30	6:52	7:19	7:28	7:45
	7:05	7:27	7:54	8:03	8:20
	8:05	8:27	8:54	9:03	9:20
	9:10	9:32	9:59	10:08	10:25

Note: No Saturday or Sunday service.

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GENERAL INFORMATION

Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departures time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbccct.org or call our Customer Service Department at 770-427-4444 or write:

CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

Welcome to Route 70
LOCAL SERVICE

WEEKDAY SERVICE ONLY
(NO SATURDAY OR SUNDAY SERVICE)

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required	\$1.00
Medicare Card Holder: Medicare Card required	\$1.00
Persons with Disabilities	\$1.00
CCT issued ID Card required	FREE
Children under 42" height	FREE
CCT & MARTA Transfers	FREE
EXPRESS BUS FARES	
Adult One-Way	\$4.00
Youth Under Age 18 One-Way	\$4.00
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

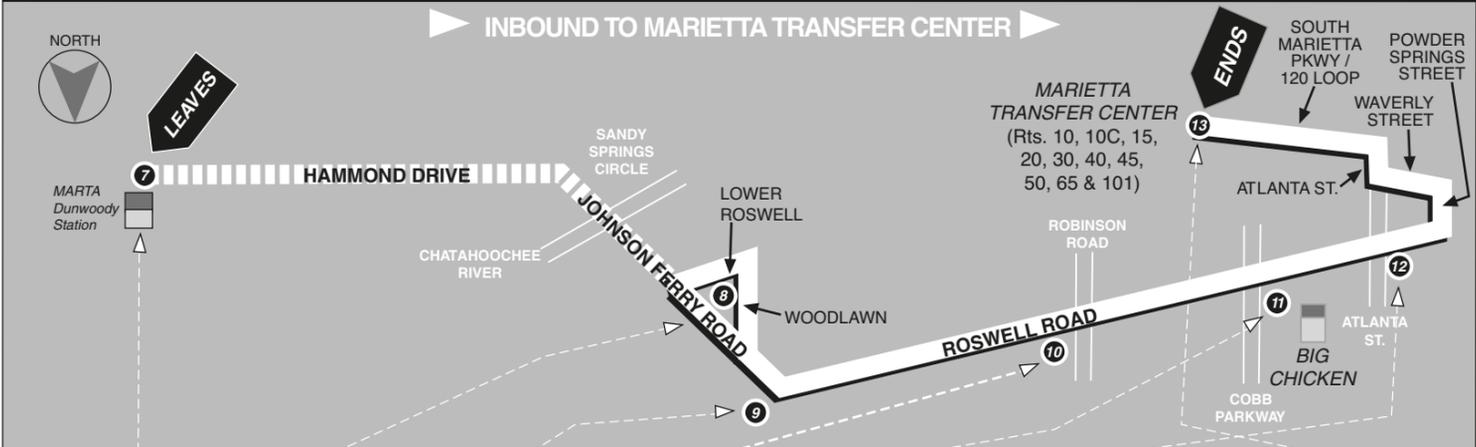
If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express	\$110.00
Express 20 Ride	\$57.00
31 Day Local	\$65.00
10 Ride Local	\$16.00

NO REFUND ON TICKETS

If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card. For more information about Breeze, go to cobbcounty.org/breeze



7 **BUS LEAVES** MARTA Dunwoody Station
8 **Bus Leaves** Johnson Ferry Baptist Park & Ride
9 **Bus Leaves** Roswell Rd. & Johnson Ferry
10 **Bus Leaves** Roswell Rd. & Robinson Rd.
11 **Bus Leaves** Roswell Rd. & Cobb Parkway (Big Chicken)
12 **Bus Leaves** Roswell & Atlanta Streets
13 **BUS ENDS** Marietta Transfer Center

WEEKDAY							
A.M.	No Svc	5:15 AM	5:19 AM	5:29 AM	5:36 AM	5:41 AM	5:51 AM
	No Svc	6:15 AM	6:20 AM	6:30 AM	6:37 AM	6:42 AM	6:52 AM
	7:00 AM	7:26 AM	7:31 AM	7:41 AM	7:48 AM	7:53 AM	8:03 AM
	8:06 AM	8:32 AM	8:37 AM	8:47 AM	8:54 AM	8:59 AM	9:09 AM
	9:20 AM	9:46 AM	9:51 AM	10:01 AM	10:08 AM	10:13 AM	10:23 AM
P.M.	3:51 PM	4:17 PM	4:22 PM	4:32 PM	4:39 PM	4:44 PM	4:54 PM
	5:01 PM	5:27 PM	5:32 PM	5:42 PM	5:49 PM	5:54 PM	6:04 PM
	6:01 PM	6:27 PM	6:32 PM	6:42 PM	6:49 PM	6:54 PM	7:04 PM
	No Svc	6:46 PM	6:51 PM	7:01 PM	7:08 PM	7:13 PM	7:23 PM
	No Svc	7:47 PM	7:52 PM	8:02 PM	8:09 PM	8:14 PM	8:24 PM
	No Svc	8:14 PM	8:19 PM	8:29 PM	8:36 PM	8:41 PM	8:51 PM

Note: No Saturday Service.

BIENVENIDOS A LA RUTA 65

SERVICIO LOCAL

El servicio del día laborable solo (no los sábados ni servicio los Domingos)

TARIFAS AL CONTADO
Solo cambio exacto

TARIFA DE AUTOBUSES LOCALES

Adulto - una sola vía.....\$2.00
 Jóvenes menores de 18.....\$1.50 (se requiere identificación)
 Personas ancianas (de 65 para arriba).....\$1.00 (con identificación o tarjeta Medicare)
 Personas inválidas.....\$1.00 (se requiere tarjeta de tarifa reducida)
 Niños bajo 42 pulgadas de altura.....Gratís
 CCT y transferencias de MARTA.....Gratís

TARIFAS DE AUTOBUSES EXPRESOS

Adulto - una sola vía.....\$4.00
 Jóvenes menores de 18 - una vía.....\$4.00 (se requiere identificación)
 Niños bajo 42 pulgadas de altura.....Gratís
 CCT y transferencias de MARTA.....Gratís

Nota: Precios especiales para ancianos y personas discapacitadas están disponibles para rutas locales solamente. **Precios especiales no están disponibles para Rutas Express, Paratransit u otro servicio especial.** Para más información sobre tarjetas de Identidad para ancianos y personas inválidas, sírvase llamar al servicio de información al número: 770-427-4444

Trasbordo válido hasta 3 horas. Trasbordo válido solamente para una ruta diferente a la ruta anterior. Usted deberá pedir el trasbordo a la hora que aborde el autobús. Si Usted está utilizando tanto CCT como MARTA, pague el ticket de una vía CCT y el trasbordo será gratis en MARTA. Para abordar CCT en estaciones de MARTA, deberá pagar la tarifa de MARTA.

BOLETOS CCT

31 Días Viaje Expreso ida y vuelta.....\$110.00
 Viaje Expreso 20.....\$57.00
 Local para adulto 31 días.....\$65.00
 Viaje Local 10-adulto.....\$16.00

No reembolso en tiquetes

Si usted viaja en ambas CCT y Marta, usted debe obtener la tarjeta Breeze. Para más información acerca de la tarjeta Breeze vaya a cobbcountry.org/breeze

Los boletos pueden ser adquiridos en persona o por correo o por Internet (www.cobbcct.org). Se acepta dinero en efectivo, cheques, cheques bancarios y tarjetas de crédito. Usted puede también llamar por teléfono con su tarjeta de crédito al número 770-428-1218 y su boleto/pase le será enviado por correo. Boleto y Pases pueden ser obtenidos en la 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 durante horas de negocio, 8:00am - 5:00pm de lunes a viernes.

PASAJEROS CON DISCAPACITACIONES

Todos los autobuses CCT está equipados con acceso para sillas de ruedas. Información para las personas incapacitadas para oír puede ser obtenida llamando Georgia Relay 1-800-255-0135. Textee a usuarios telefónicos pueden llamar TDD (1-800-255-0056). Información para las personas incapacitadas para ver podrá obtenerse llamando al (770-427-4444). Animales de ayuda serán bienvenidos. La ley federal 49 CFR 37.167 exige que las dos primeras filas de asientos deben de estar disponibles ancianos y personas discapacitadas.

CCT ofrece servicios especiales para personas discapacitadas siempre y cuando sean elegibles y tengan dificultades en hacer uso del servicio regular de autobuses. Para más información sobre el Programa Paratransit llamar al 770-427-2222.

SERVICIO AL CLIENTE

Para información o para alguna queja sírvase llamar al Departamento de Servicio al Cliente al 770-427-4444. Las horas de servicio al cliente son: 7:00 AM - 7:00 PM, Lunes - Viernes. Para asegurarnos que nuestros clientes reciban servicio de calidad, seleccionamos llamadas al azar con propósitos de monitoreo. Estas llamadas entre clientes y empleados son evaluadas por supervisores.

Esto es para garantizar una ayuda inmediata y consistente, y que se brinde información precisa de manera profesional. Hemos sido apropiadamente autorizados por the "The Georgia Public Service Commission" para utilizar tal equipo de evaluación.

ARTICULOS EXTRAVIADOS

Sírvase llamar al Departamento de Servicio al Cliente 770-427-4444 para artículos extraviados: Algunos de los objetos perdidos pueden ser recuperados en las oficinas centrales 463 Commerce Park Dr. Suite 108 Marietta, GA 30060. De lunes a viernes entre las 8:00am y las 5:00pm únicamente. Los objetos se mantendrán por 30 días, si nadie los reclama durante eso 30 días, serán desechados.

INFORMACIÓN GENERAL

No está permitido comer, beber o fumar en los autobuses. La persona debe vestir camisa y zapatos. Uso de radios y grabadoras con audífonos. La ley de GA Código del Artículo 4 Ofensas contra la transportación pública, Parte 1, Disposición General, actos ilegales en transportación pública, Sección del Código 16-12-120 (5) declara "Todo radio, casetera, o artículo similar debe ser conectado a un audífono para limitar el sonido para ser escuchado por individuo que lo usa." Infantes deben ser removidos de sus coches. Coches deben ser doblados y no bloquear el pasillo."

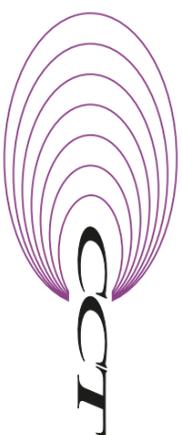
Todo chofer hace su mayor esfuerzo por cumplir con el horario. El horario puede variar por condiciones fue de control como trafico y otros. Por favor estar en la parada de autobis 5 minutos antes de la hora especificada en el horario. Por favor estacionar solamente en los espacios designados. Carros estacionas ilegalmente serán sujetos a tiquetes y/o removidos por una grta.

Cobb Community Transit no discrimina en bases a raza, color, nacionalidad, sexo, religión, edad o impedimentos físicos en el abastecimiento de servicios de transporte. Para mapas de rutas y horarios, visite la página de la red de CCT a <http://www.cobbcct.org/cct.htm> o llame a nuestro Departamento de Servicio al Cliente al 770-427-4444 o escriba a:

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
 Para información de MARTA llame al 404-848-4711

Cobb Community Transit
 463 Commerce Park Drive
 Suite #114
 Marietta, GA 30060-2737

ROUTE 65



ROUTE
65
ROSWELL ROAD

SCHEDULE

Service Between:

- Marietta Transfer Center
- Marietta Square
- Roswell Road
- Johnson Ferry Baptist Church Park and Ride
- MARTA Dunwoody Station

CUSTOMER INFORMATION

(770) 427-4444

www.cobbcct.org



Cobb County...Expect the Best!

COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 65

LOCAL SERVICE

WEEKDAY SERVICE ONLY
(NO SATURDAY OR SUNDAY SERVICE)

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the one-way CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS

If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card. For more information about Breeze, go to cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

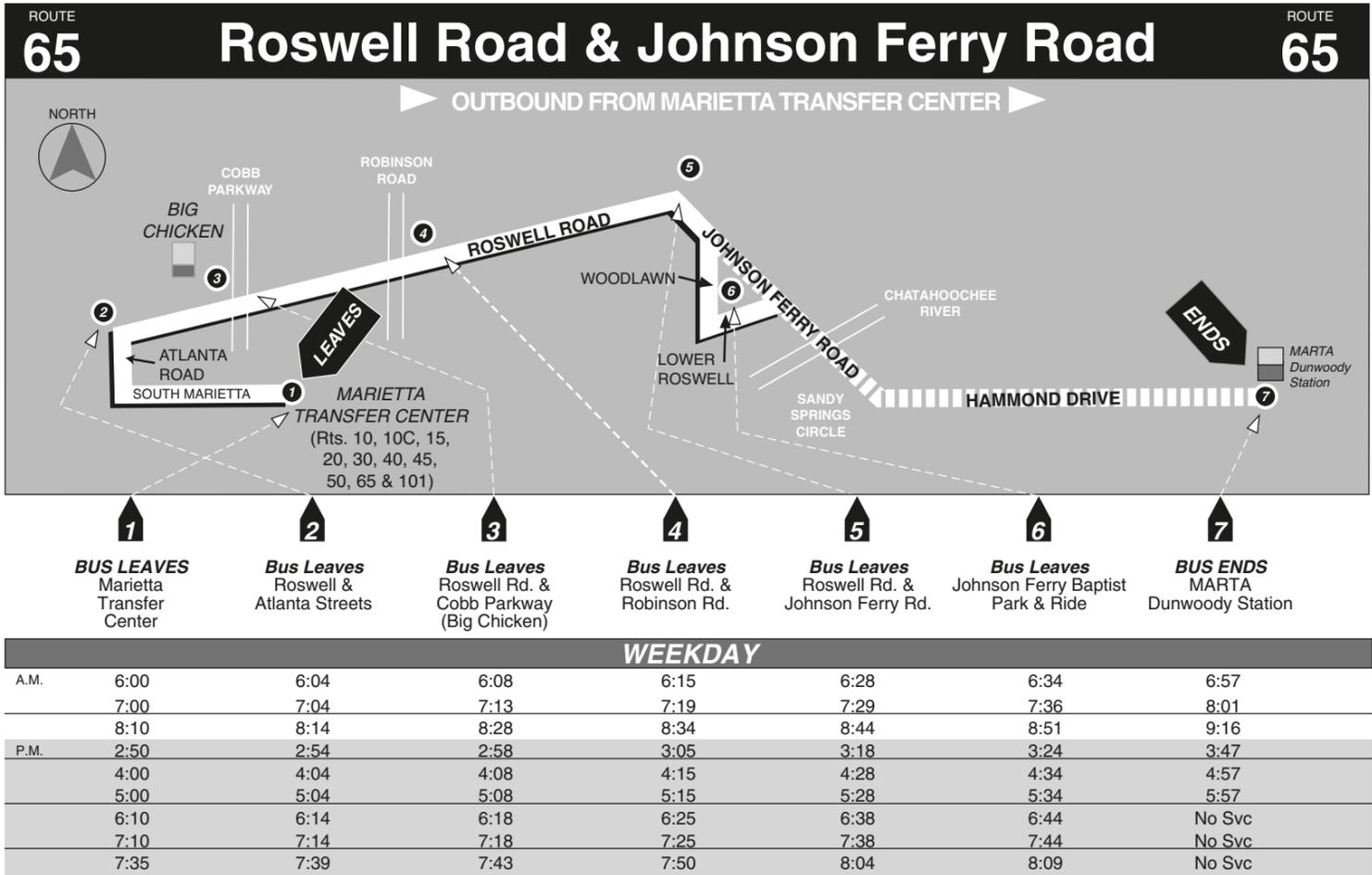
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Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbct.org or call our Customer Service Department at 770-427-4444 or write:

CCT

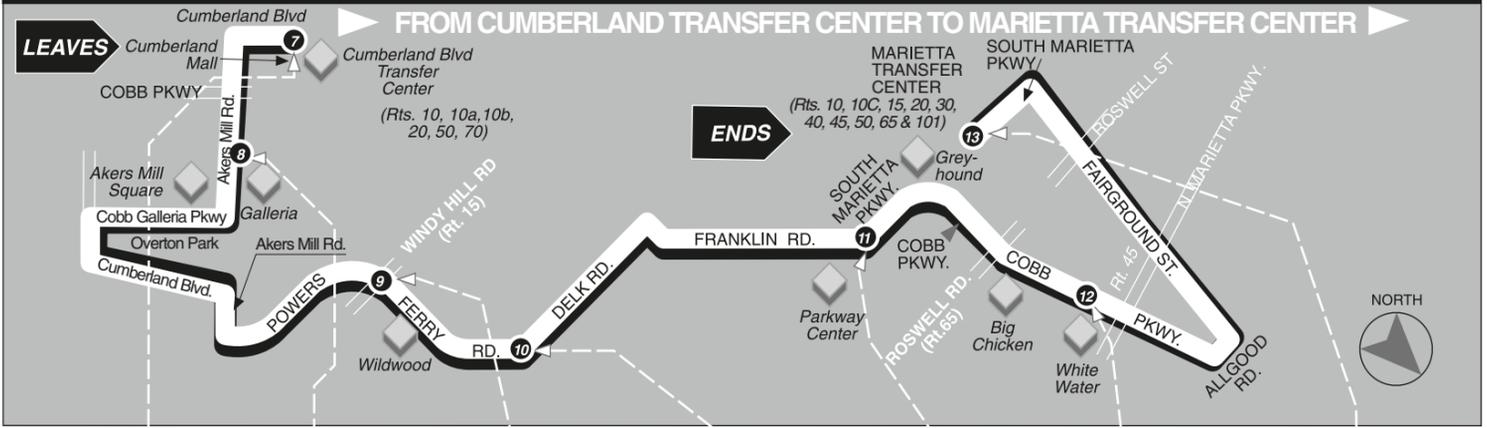
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737

For MARTA Information call 404-848-4711.



Note: Shaded area on map is peak hour service only. See time table. No Saturday Service.

Powers Ferry Road



	7	8	9	10	11	12	13
BUS LEAVES	Cumberland Blvd Transfer Center	Cobb Galleria & Akers Mill	Powers Ferry Rd. & Windy Hill Rd.	Delk Rd. & Powers Ferry Rd.	S. Marietta Pkwy. & Franklin Rd.	White Water	Marietta Transfer Center
WEEKDAY							
A.M.	6:00	6:03	6:09	6:13	6:29	6:39	6:52
	6:30	6:33	6:39	6:43	6:59	7:09	7:22
	7:00	7:03	7:09	7:13	7:29	7:39	7:52
	7:30	7:33	7:39	7:43	7:59	8:09	8:22
	8:00	8:03	8:09	8:13	8:29	8:39	8:52
	8:30	8:33	8:39	8:43	8:59	9:09	9:22
	9:00	9:03	9:09	9:13	9:29	9:39	9:52
	9:30	9:33	9:39	9:43	9:59	10:09	10:22
	10:00	10:03	10:09	10:13	10:29	10:39	10:52
	11:00	11:03	11:09	11:13	11:29	11:39	11:52
P.M.	12:00	12:03	12:09	12:13	12:29	12:39	12:52
	1:00	1:03	1:09	1:13	1:29	1:39	1:52
	2:00	2:03	2:09	2:13	2:29	2:39	2:52
	3:00	3:03	3:09	3:13	3:29	3:39	3:52
	3:30	3:33	3:39	3:43	3:59	4:09	4:22
	4:00	4:03	4:09	4:13	4:29	4:39	4:52
	4:30	4:33	4:39	4:43	4:59	5:09	5:22
	5:00	5:03	5:09	5:13	5:29	5:39	5:52
	5:30	5:33	5:39	5:43	5:59	6:09	6:22
	6:00	6:03	6:09	6:13	6:29	6:39	6:52
	6:30	6:33	6:39	6:43	6:59	7:09	7:22
	7:00	7:03	7:09	7:13	7:29	7:39	7:52
	7:30	7:33	7:39	7:43	7:59	8:09	8:22
	8:00	8:03	8:09	8:13	8:29	8:39	8:52
	9:00	9:03	9:09	9:13	9:29	9:39	9:52
	10:00	10:03	10:09	10:13	10:29	10:39	10:52
A.M.	11:00	11:03	11:09	11:13	11:29	11:39	11:52
	12:00	12:03	12:09	12:13	12:29	12:39	12:52
SATURDAY							
A.M.	8:00	8:06	8:16	8:23	8:32	8:40	8:54
	9:00	9:06	9:16	9:23	9:32	9:40	9:54
	10:00	10:06	10:16	10:23	10:32	10:40	10:54
	11:00	11:06	11:16	11:23	11:32	11:40	11:54
P.M.	12:00	12:06	12:16	12:23	12:32	12:40	12:54
	1:00	1:06	1:16	1:23	1:32	1:40	1:54
	2:00	2:06	2:16	2:23	2:32	2:40	2:54
	3:00	3:06	3:16	3:23	3:32	3:40	3:54
	4:00	4:06	4:16	4:23	4:32	4:40	4:54
	5:00	5:06	5:16	5:23	5:32	5:40	5:54
	6:00	6:06	6:16	6:23	6:32	6:40	6:54
	7:00	7:06	7:16	7:23	7:32	7:40	7:54
	8:00	8:06	8:16	8:23	8:32	8:40	8:54
	9:00	9:06	9:16	9:23	9:32	9:40	9:54
	10:00	10:06	10:16	10:23	10:32	10:40	10:54

BIENVENIDOS A LA RUTA 50

SERVICIO LOCAL

De lunes a sábado

No hay servicio los Domingos

TARIFAS AL CONTADO

Solo cambio exacto

TARIFA DE AUTOBUSES LOCALES

Adulto - una sola vía.....	\$2.00
Jóvenes menores de 18.....	\$1.50
(se requiere identificación)	
Personas ancianas (de 65 para arriba).....	\$1.00
(con identificación o tarjeta Medicare)	
Personas inválidas.....	\$1.00
(se requiere tarjeta de tarifa reducida)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

TARIFAS DE AUTOBUSES EXPRESOS

Adulto - una sola vía.....	\$4.00
Jóvenes menores de 18 - una vía.....	\$4.00
(se requiere identificación)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

Nota: Precios especiales para ancianos y personas discapacitadas están disponibles para rutas locales solamente. Precios especiales no están disponibles para Rutas Expres, Paratransit u otro servicio especial. Para mas información sobre tarjetas de Identidad para ancianos y personas inválidas, sírvase llamar al servicio de información al número: 770-427-4444

Trasbordo válido hasta 3 horas. Trasbordo válido solamente para una ruta diferente a la ruta anterior. Usted deberá pedir el trasbordo a la hora que aborde el autobus. Si Usted está utilizando tanto CCT como MARTA, pague el ticket de una vía CCT y el trasbordo sera gratis en MARTA. Para abordar CCT en estaciones de MARTA, deberá pagar la tarifa de MARTA.

BOLETOS CCT

31 Días Viaje Expreso ida y vuelta.....	\$110.00
Viaje Expreso 20.....	\$57.00
Local para adulto 31 días.....	\$65.00
Viaje Local 10-adulto.....	\$16.00

No reembolso en tiquetes

Si usted viaja en ambas CCT y Marta, usted debe obtener la tarjeta Breeze. Para más información acerca de la tarjeta Breeze vaya a cobbcounty.org/breeze

Los boletos pueden ser adquiridos en persona o por correo o por Internet (www.cobbct.org). Se acepta dinero en efectivo, cheques, cheques bancarios y tarjetas de crédito. Usted puede también llamar por teléfono con su tarjeta de crédito al número 770-428-1218 y su boleto/pase le será enviado por correo. Boletos y Pases pueden ser obtenidos en la 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 durante horas de negocio, 8:00am - 5:00pm de lunes a viernes.

PASAJEROS CON DISCAPACIDADES

Todos los autobuses CCT está equipados con acceso para sillas de ruedas. Información para las personas incapacitadas para oír puede ser obtenida llamando Georgia Relay 1-800-255-0135. Textee a usuarios telefónicos pueden llamar TDD (1-800-255-0056). Información para las personas incapacitadas para ver podrá obtenerse llamando al (770-427-4444). Animales de ayuda serán bienvenidos. La ley federal 49 CRF 37.167 exige que las dos primeras filas de asientos deben de estar disponibles ancianos y personas discapacitadas.

CCT ofrece servicios especiales para personas discapacitadas siempre y cuando sean elegibles y tengan dificultades en hacer uso del servicio regular de autobuses. Para mas información sobre el Programa Paratransit llamar al 770-427-2222.

SERVICIO AL CLIENTE

Para información o para alguna queja sírvase llamar al Departamento de Servicio al Cliente al 770-427-4444. Las horas de servicio al cliente son: 7:00 AM - 7:00 PM, Lunes - Viernes. Para asegurarnos que nuestros clientes reciban servicio de calidad, seleccionamos llamadas al azar con propósitos de monitoreo. Estas llamadas entre clientes y empleados son evaluadas por supervisores.

Esto es para garantizar una ayuda inmediata y consistente, y que se brinde información precisa de manera profesional. Hemos sido apropiadamente autorizados por the "The Georgia Public Service Commission" para utilizar tal equipo de evaluación.

ARTICULOS EXTRAVIADOS

Sírvase llamar al Departamento de Servicio al Cliente 770-427-4444 para artículos extraviados; Algunos de los objetos perdidos pueden ser recuperados en las oficinas centrales 463 Commerce Park Dr. Suite 108 Marietta, GA 30060. De lunes a viernes entre las 8:00am y las 5:00pm únicamente. Los objetos se mantendrán por 30 días, si nadie los reclama durante eso 30 días, serán desechados.

INFORMACIÓN GENERAL

No está permitido comer, beber o fumar en los autobuses. La persona debe vestir camisa y zapatos. Uso de radios y grabadoras con audífonos. La ley de GA Código del Artículo 4 Ofensas contra la transportación pública, Parte 1, Disposición General, actos ilegales en transportación pública, Sección del Código 16-12- 120 (5) declara "Todo radio, casetera, o articulo similar debe ser conectado a un audífono para limitar el sonido para ser escuchado por individuo que lo usa." Infantes deben ser removidos de sus coches. Coches deben ser doblados y no bloquear el pasillo"

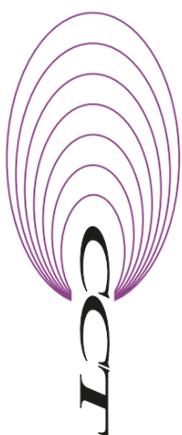
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463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
Para información de MARTA llámame al 404-848-4711

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 50



ROUTE 50
POWERS FERRY ROAD

SCHEDULE

Service Between:

- Marietta Transfer Center
- Wildwood
- Overton Park
- Cumberland Blvd. Transfer Center

CUSTOMER INFORMATION

(770) 427-4444

www.cobbct.org



Cobb County... Expect the Best!

COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 50 LOCAL SERVICE

MONDAY THRU SATURDAY NO SUNDAY SERVICE

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required	\$1.00
Medicare Card Holder: Medicare Card required	\$1.00
Persons with Disabilities	\$1.00
CCT issued ID Card required	
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

EXPRESS BUS FARES

Adult One-Way	\$4.00
Youth Under Age 18 One-Way	\$4.00
Children under 42" height	FREE
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NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express	\$110.00
Express 20 Ride	\$57.00
31 Day Local	\$65.00
10 Ride Local	\$16.00

NO REFUND ON TICKETS

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PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

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For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

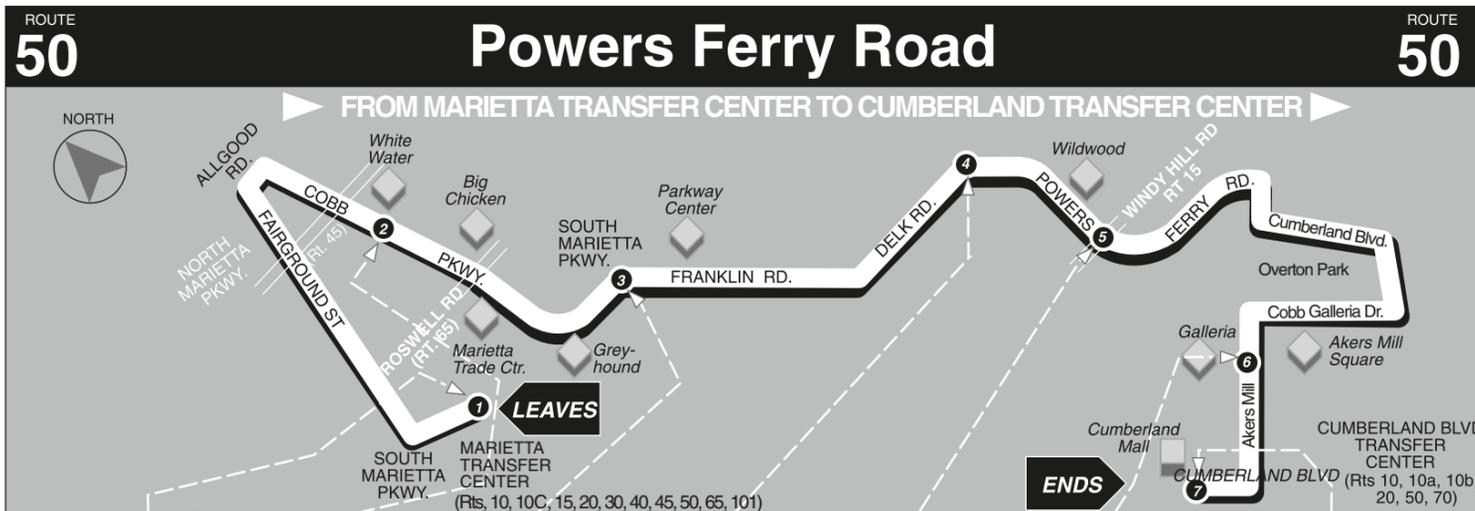
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Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departure time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

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CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.



1	2	3	4	5	6	7
BUS LEAVES Marietta Transfer Center	Bus Leaves White Water	Bus Leaves S. Marietta Pkwy. & Franklin Rd.	Bus Leaves Delk Rd. & Powers Ferry Rd.	Bus Leaves Powers Ferry Rd. & Windy Hill Rd.	Bus Leaves Cobb Galleria & Akers Mill	BUS ENDS Cumberland Blvd. Transfer Center

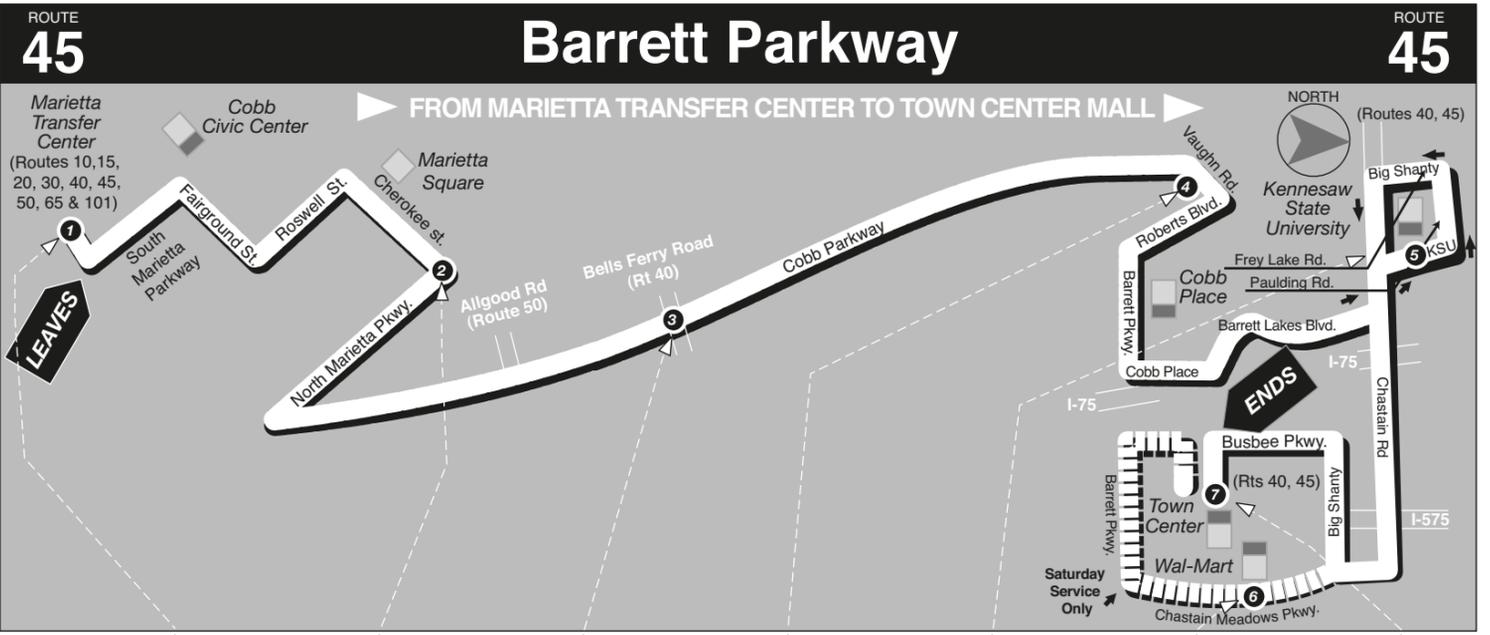
WEEKDAY							
A.M.	6:00	6:10	6:18	6:36	6:40	6:47	6:53
	6:30	6:40	6:48	7:06	7:10	7:17	7:23
	7:00	7:10	7:18	7:36	7:40	7:47	7:53
	7:30	7:40	7:48	8:06	8:10	8:17	8:23
	8:00	8:10	8:18	8:36	8:40	8:47	8:53
	8:30	8:40	8:48	9:06	9:10	9:17	9:23
	9:00	9:10	9:18	9:36	9:40	9:47	9:53
	10:00	10:10	10:18	10:36	10:40	10:47	10:53
	11:00	11:10	11:18	11:36	11:40	11:47	11:53
P.M.	12:00	12:10	12:18	12:36	12:40	12:47	12:53
	1:00	1:10	1:18	1:36	1:40	1:47	1:53
	2:00	2:10	2:18	2:36	2:40	2:47	2:53
	3:00	3:10	3:18	3:36	3:40	3:47	3:53
	3:30	3:40	3:48	4:06	4:10	4:17	4:23
	4:00	4:10	4:18	4:36	4:40	4:47	4:53
	4:30	4:40	4:48	5:06	5:10	5:17	5:23
	5:00	5:10	5:18	5:36	5:40	5:47	5:53
	5:30	5:40	5:48	6:06	6:10	6:17	6:23
	6:00	6:10	6:18	6:36	6:40	6:47	6:53
	6:30	6:40	6:48	7:06	7:10	7:17	7:23
	7:00	7:10	7:18	7:36	7:40	7:47	7:53
	8:00	8:10	8:18	8:36	8:40	8:47	8:53
	9:00	9:10	9:18	9:36	9:40	9:47	9:53
	10:00	10:10	10:18	10:36	10:40	10:47	10:53
	11:00	11:10	11:18	11:36	11:40	11:47	11:53
SATURDAY							
A.M.	7:00	7:15	7:22	7:34	7:39	7:47	7:57
	8:00	8:15	8:22	8:34	8:39	8:47	8:57
	9:00	9:15	9:22	9:34	9:39	9:47	9:57
	10:00	10:15	10:22	10:34	10:39	10:47	10:57
	11:00	11:15	11:22	11:34	11:39	11:47	11:57
P.M.	12:00	12:15	12:22	12:34	12:39	12:47	12:57
	1:00	1:15	1:22	1:34	1:39	1:47	1:57
	2:00	2:15	2:22	2:34	2:39	2:47	2:57
	3:00	3:15	3:22	3:34	3:39	3:47	3:57
	4:00	4:15	4:22	4:34	4:39	4:47	4:57
	5:00	5:15	5:22	5:34	5:39	5:47	5:57
	6:00	6:15	6:22	6:34	6:39	6:47	6:57
	7:00	7:15	7:22	7:34	7:39	7:47	7:57
	8:00	8:15	8:22	8:34	8:39	8:47	8:57
	9:00	9:15	9:22	9:34	9:39	9:47	9:57

FROM MARIETTA TRANSFER CENTER TO CUMBERLAND TRANSFER CENTER



ENDS

LEAVES



1	2	3	4	5	6	7
BUS LEAVES Marietta Transfer Center	Bus Leaves Cherokee Street & North Marietta Parkway	Bus Leaves North Cobb Parkway & Bells Ferry Road	Bus Leaves North Cobb Parkway & Vaughn Road	Bus Leaves** Kennesaw State University	Bus Leaves Chastain Meadows Walmart	BUS ENDS* Town Center Mall

WEEKDAY							
A.M.	6:30	6:42	6:55	7:03	7:18	No Service	7:35
	7:30	7:42	7:55	8:03	8:18	No Service	8:35
	8:48	9:00	9:13	9:21	9:36	No Service	9:53
	9:45	9:57	10:10	10:18	10:33	No Service	10:50
P.M.	11:05	11:17	11:30	11:38	11:53	No Service	12:10
	12:00	12:12	12:25	12:33	12:48	No Service	1:05
	1:25	1:37	1:50	1:58	2:13	No Service	2:30
	2:15	2:27	2:40	2:48	3:03	No Service	3:20
	3:45	3:57	4:10	4:18	4:33	No Service	4:50
	4:30	4:42	4:55	5:03	5:18	No Service	5:35
	6:05	6:17	6:30	6:38	6:53	No Service	7:10
	6:45	6:57	7:10	7:18	7:33	No Service	7:50
	8:30	8:42	8:55	9:03	9:18	No Service	9:20
SATURDAY							
A.M.	7:30	7:40	7:53	8:01	8:13	8:23	8:29
	8:30	8:40	8:53	9:01	9:13	9:23	9:29
	9:40	9:50	10:03	10:11	10:23	10:33	10:39
	10:40	10:50	11:03	11:11	11:23	11:33	11:39
P.M.	12:50	1:00	1:13	1:21	1:33	1:43	1:49
	3:00	3:10	3:23	3:31	3:43	3:53	3:59
	5:10	5:20	5:33	5:41	5:53	6:03	6:09
	6:20	6:30	6:43	6:51	7:03	7:13	7:19
	7:20	7:30	7:43	7:51	8:03	8:13	8:19
	8:25	8:35	8:48	8:56	9:08	9:18	9:24

* CCT serves the entrance to JC Penney's in Town Center Mall.
 **Bus stops at Kennesaw State University Gymnasium.

BIENVENIDOS A LA RUTA 45

SERVICIO LOCAL

De lunes a sábado
 No hay servicio los Domingos

TARIFAS AL CONTADO Solo cambio exacto

TARIFA DE AUTOBUSES LOCALES

Adulto - una sola vía.....	\$2.00
Jóvenes menores de 18.....	\$1.50
(se requiere identificación)	
Personas ancianas (de 65 para arriba).....	\$1.00
(con Identificación o tarjeta Medicare)	
Personas inválidas.....	\$1.00
(se requiere tarjeta de tarifa reducida)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

TARIFAS DE AUTOBUSES EXPRESOS

Adulto - una sola vía.....	\$4.00
Jóvenes menores de 18 - una vía.....	\$4.00
(se requiere identificación)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

Nota: Precios especiales para ancianos y personas discapacitadas están disponibles para rutas locales solamente. Precios especiales no están disponibles para Rutas Express, Paratransit u otro servicio especial.

Para mas información sobre tarjetas de Identidad para ancianos y personas inválidas, sírvase llamar al servicio de información al número: 770-427-4444

Trasbordo válido hasta 3 horas. Trasbordo válido solamente para una ruta diferente a la ruta anterior. Usted deberá pedir el trasbordo a la hora que aborde el autobús. Si Usted está utilizando tanto CCT como MARTA, pague el ticket de una vía CCT y el trasbordo será gratis en MARTA. Para abordar CCT en estaciones de MARTA, deberá pagar la tarifa de MARTA.

BOLETOS CCT

31 Días Viaje Expreso ida y vuelta.....	\$110.00
Viaje Expreso 20.....	\$57.00
Local para adulto 31 días.....	\$65.00
Viaje Local 10-adulto.....	\$16.00

No reembolso en tiquetes
 Si usted viaja en ambas CCT y Marta, usted debe obtener la tarjeta Breeze.
 Para más información acerca de la tarjeta Breeze vaya a cobbcounty.org/breeze

Los boletos pueden ser adquiridos en persona o por correo o por Internet (www.cobbct.org). Se acepta dinero en efectivo, cheques, cheques bancarios y tarjetas de crédito. Usted puede también llamar por teléfono con su tarjeta de crédito al número 770-428-1218 y su boleto/pase le será enviado por correo. Boletos y Pases pueden ser obtenidos en la 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 durante horas de negocio, 8:00am - 5:00pm de lunes a viernes.

PASAJEROS CON DISCAPACITACIONES

Todos los autobuses CCT está equipados con acceso para sillas de ruedas. Información para las personas discapacitadas para otr puede ser obtenida llamando Georgia Relay 1-800-255-0135. Textee a usuarios telefónicos pueden llamar TDD (1-800-255-0056). Información para las personas discapacitadas para ver podrá obtenerse llamando al (770-427-4444). Animales de ayuda serán bienvenidos. La ley federal 49 CFR 37.167 exige que las dos primeras filas de asientos deben de estar disponibles ancianos y Personas discapacitadas.

CCT ofrece servicios especiales para personas discapacitadas siempre y cuando sean elegibles y tengan dificultades en hacer uso del servicio regular de autobuses. Para mas información sobre el Programa Paratransit llamar al 770-427-2222.

SERVICIO AL CLIENTE

Para información o para alguna queja sírvase llamar al Departamento de Servicio al Cliente al 770-427-4444. Las horas de servicio al cliente son: 7:00 AM - 7:00 PM, Lunes - Viernes. Para asegurarnos que nuestros clientes reciban servicio de calidad, seleccionamos llamadas al azar con propósitos de monitoreo. Estas llamadas entre clientes y empleados son evaluadas por supervisores.

Esto es para garantizar una ayuda inmediata y consistente, y que se brinde información precisa de manera profesional. Hemos sido apropiadamente autorizados por the "The Georgia Public Service Commission" para utilizar tal equipo de evaluación.

ARTICULOS EXTRAVIADOS

Sírvase llamar al Departamento de Servicio al Cliente 770-427-4444 para artículos extraviados: Algunos de los objetos perdidos pueden ser recuperados en las oficinas centrales 463 Commerce Park Dr. Suite 108 Marietta, GA 30060. De lunes a viernes entre las 8:00am y las 5:00pm únicamente. Los objetos se mantendrán por 30 días, si nadie los reclama durante eso 30 días, serán desechados.

INFORMACIÓN GENERAL

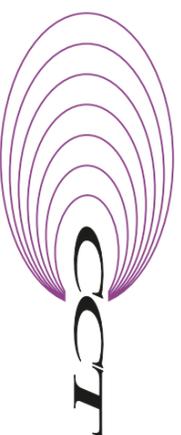
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463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
 CCT
 Para información de MARTA llámé al 404-848-4711

ROUTE 45



ROUTE
45
 BARRETT PARKWAY
 SCHEDULE

Service Between:

- Marietta Transfer Center
- Marietta Square
- Cobb Place
- Kennesaw State University
- Chastain Meadows
- Wal-Mart (Saturday only)
- Town Center

CUSTOMER INFORMATION

(770) 427-4444
www.cobbct.org



Cobb County... Expect the Best!

COBB
 COMMUNITY
 TRANSIT

Revised November 2010

Welcome to Route 45

LOCAL SERVICE

MONDAY THRU SATURDAY
NO SUNDAY SERVICE

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LOST AND FOUND

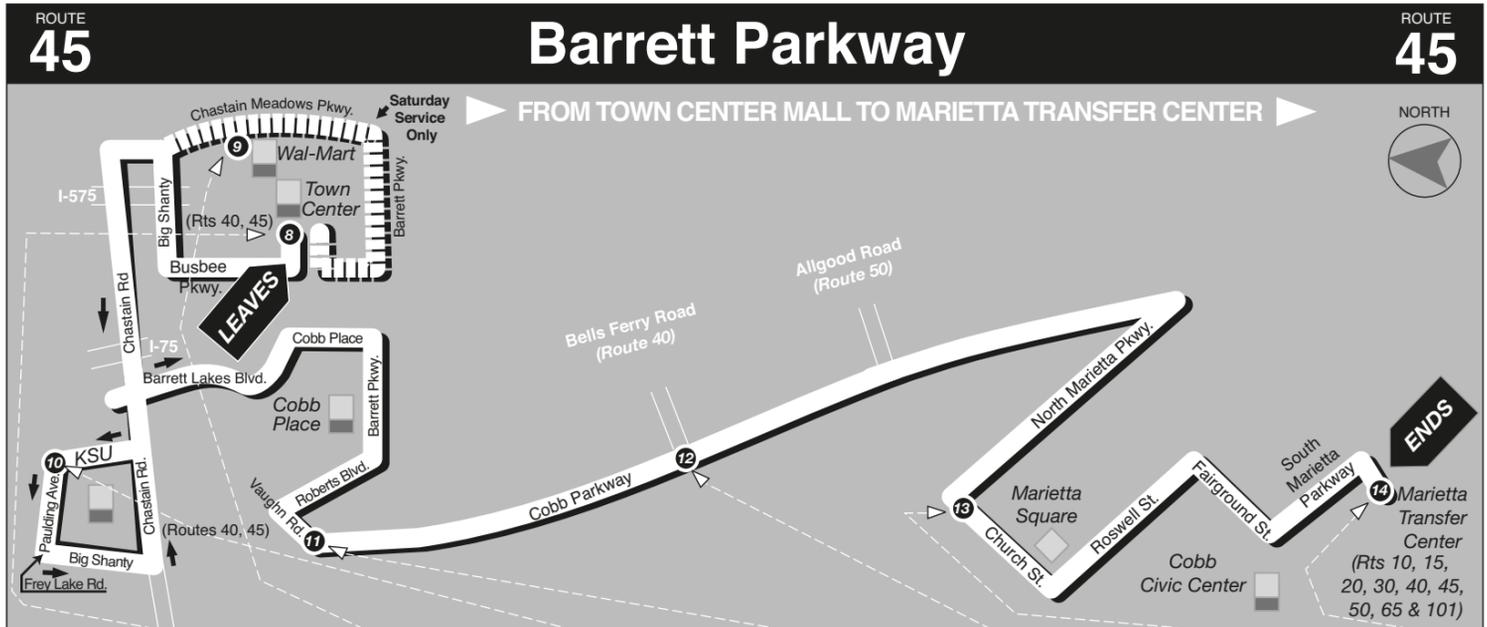
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CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

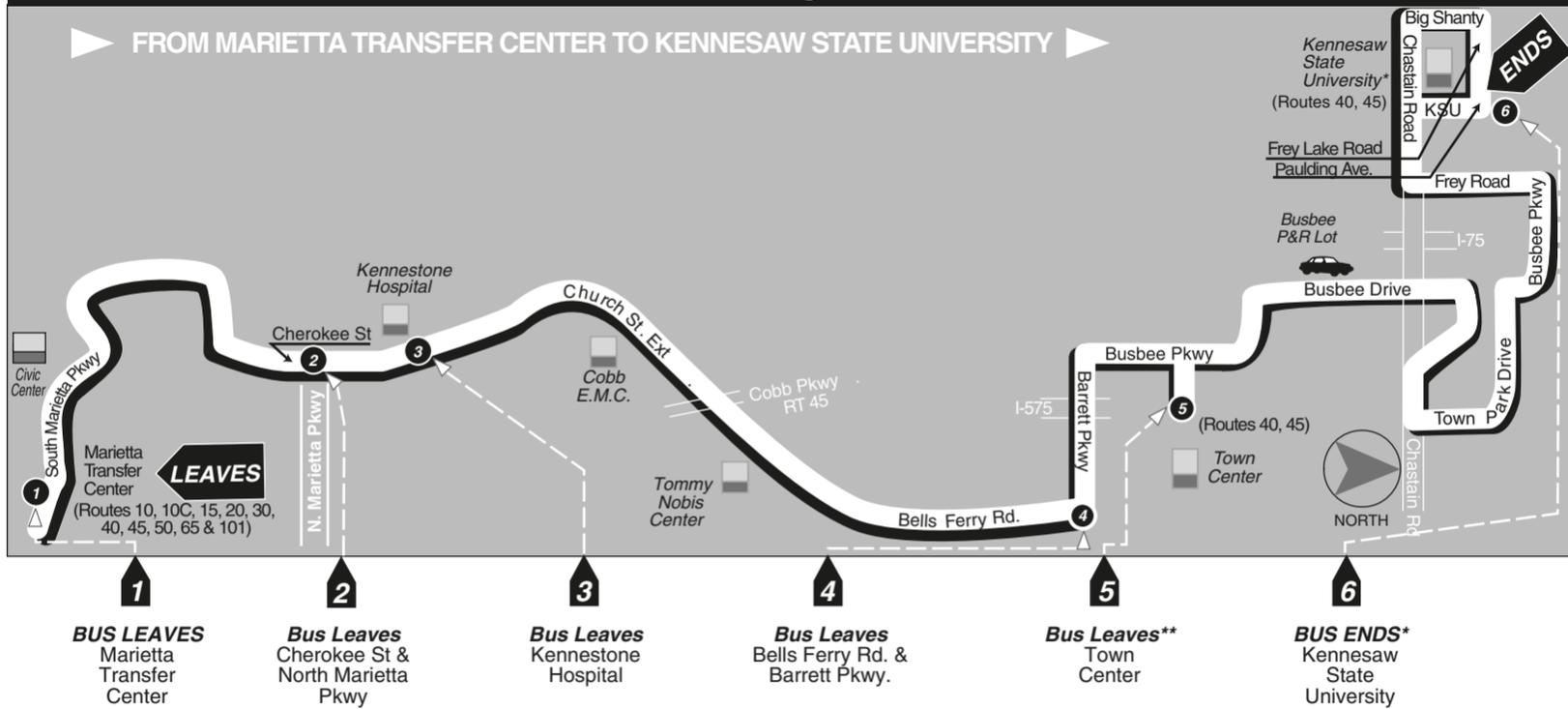


8	9	10	11	12	13	14
BUS LEAVES*	Bus Leaves	Bus Leaves**	Bus Leaves	Bus Leaves	Bus Leaves	BUS ENDS
Town Center Mall	Chastain Meadows Walmart	Kennesaw State University	North Cobb Parkway & Vaughn Road	North Cobb Parkway & Bells Ferry Road	Church Street & Kennesaw Avenue	Marietta Transfer Center

WEEKDAY							
A.M.	7:40	No Service	7:55	8:11	8:19	8:30	8:42
	8:40	No Service	8:55	9:11	9:19	9:30	9:42
	10:00	No Service	10:15	10:31	10:39	10:50	11:02
	10:55	No Service	11:10	11:26	11:34	11:45	11:57
	12:15	No Service	12:30	12:46	12:54	1:05	1:17
P.M.	1:10	No Service	1:25	1:41	1:49	2:00	2:12
	2:35	No Service	2:50	3:06	3:14	3:25	3:37
	3:25	No Service	3:40	3:56	4:04	4:15	4:27
	4:55	No Service	5:10	5:26	5:34	5:45	5:57
	5:40	No Service	5:55	6:11	6:19	6:30	6:42
	7:15	No Service	7:30	7:46	7:54	8:05	8:17
	7:55	No Service	8:10	8:26	8:34	8:45	8:57
	9:30	No Service	9:40	9:50	9:55	10:03	10:15
SATURDAY							
A.M.	8:34	8:44	8:54	9:05	9:10	9:19	9:31
	9:34	9:44	9:54	10:05	10:10	10:19	10:31
	10:44	10:54	11:04	11:15	11:20	11:29	11:41
	11:44	11:54	12:04	12:15	12:20	12:29	12:41
P.M.	1:54	2:04	2:14	2:25	2:30	2:39	2:51
	4:04	4:14	4:24	4:35	4:40	4:49	5:01
	6:14	6:24	6:34	6:45	6:50	6:59	7:11
	7:24	7:34	7:44	7:55	8:00	8:09	8:21
	8:24	8:34	8:44	8:55	9:00	9:09	9:21
	9:29	9:39	9:49	10:00	10:05	10:14	10:26

* CCT serves the entrance to JC Penney's in Town Center Mall.
**Bus stops at Kennesaw State University Gymnasium.

▶ FROM MARIETTA TRANSFER CENTER TO KENNESAW STATE UNIVERSITY ▶



WEEKDAY

A.M.	6:00	6:07	6:12	6:21	6:30	6:55
	7:00	7:07	7:12	7:21	7:30	7:55
	8:00	8:07	8:12	8:21	8:30	8:55
	9:00	9:10	9:14	9:24	9:30	9:55
	10:00	10:10	10:14	10:24	10:30	10:55
	11:00	11:10	11:14	11:24	11:30	11:55
P.M.	12:00	12:10	12:14	12:24	12:30	12:55
	1:00	1:10	1:14	1:24	1:30	1:55
	2:00	2:10	2:14	2:24	2:30	2:55
	3:00	3:10	3:14	3:24	3:30	3:55
	4:00	4:10	4:14	4:24	4:30	4:55
	5:00	5:10	5:14	5:24	5:30	5:55
	6:00	6:10	6:14	6:23	6:30	6:55
	7:00	7:08	7:12	7:20	7:28	7:55
	8:00	8:08	8:12	8:20	8:28	8:55
	9:00	9:08	9:12	9:20	9:28	9:55

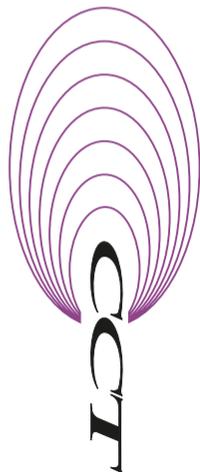
SATURDAY

A.M.	7:00	7:09	7:13	7:22	7:31	7:53
	8:00	8:09	8:13	8:22	8:31	8:53
	9:00	9:09	9:13	9:22	9:31	9:53
	10:00	10:09	10:13	10:22	10:31	10:53
	11:00	11:09	11:13	11:22	11:31	11:53
P.M.	12:00	12:09	12:13	12:22	12:31	12:53
	1:00	1:09	1:13	1:22	1:31	1:53
	2:00	2:09	2:13	2:22	2:31	2:53
	3:00	3:09	3:13	3:22	3:31	3:53
	4:00	4:09	4:13	4:22	4:31	4:53
	5:00	5:09	5:13	5:22	5:31	5:53
	6:00	6:09	6:13	6:22	6:31	6:53
	7:00	7:09	7:13	7:22	7:31	7:53
	8:00	8:09	8:13	8:22	8:31	8:53

* Bus ends at Carmichael Student Center.
** CCT serves the entrance to JC Penney's in Town Center Mall.

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 40



ROUTE
40
BELLS FERRY ROAD

SCHEDULE

Service Between:

- Marietta Transfer Center
- Marietta Square
- Kennestone Hospital
- Tommy Nobis Center
- Town Center Mall
- Kennesaw State University

CUSTOMER INFORMATION

(770) 427-4444

www.cobbct.org



Cobb County...Expect the Best!

COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 40

LOCAL SERVICE

**MONDAY THRU SATURDAY
NO SUNDAY SERVICE**

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required.....	\$1.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

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Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS

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For more information about Breeze, go to cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbccct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

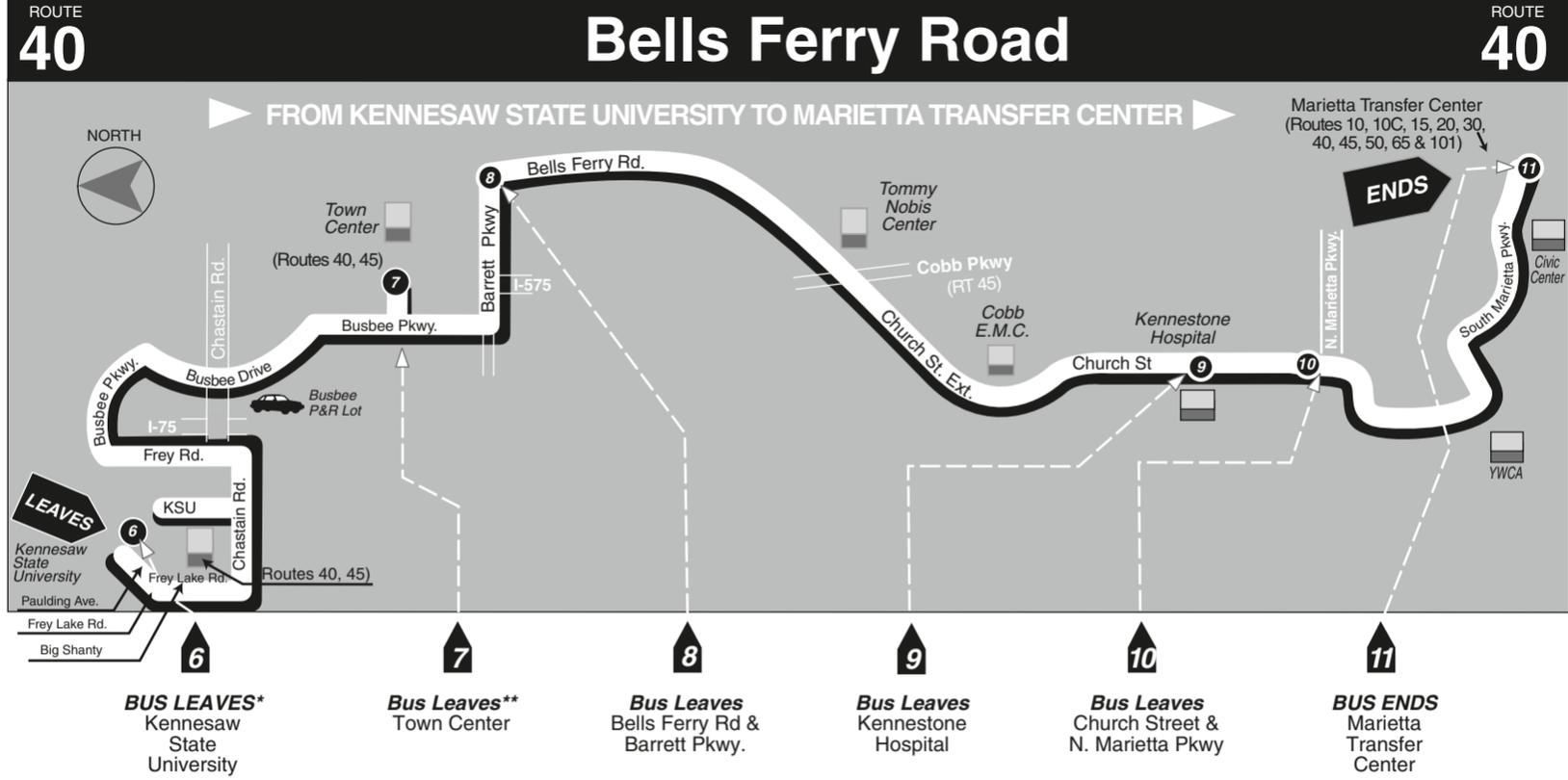
Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departure time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbccct.org or call our Customer Service Department at 770-427-4444 or write:

CCT

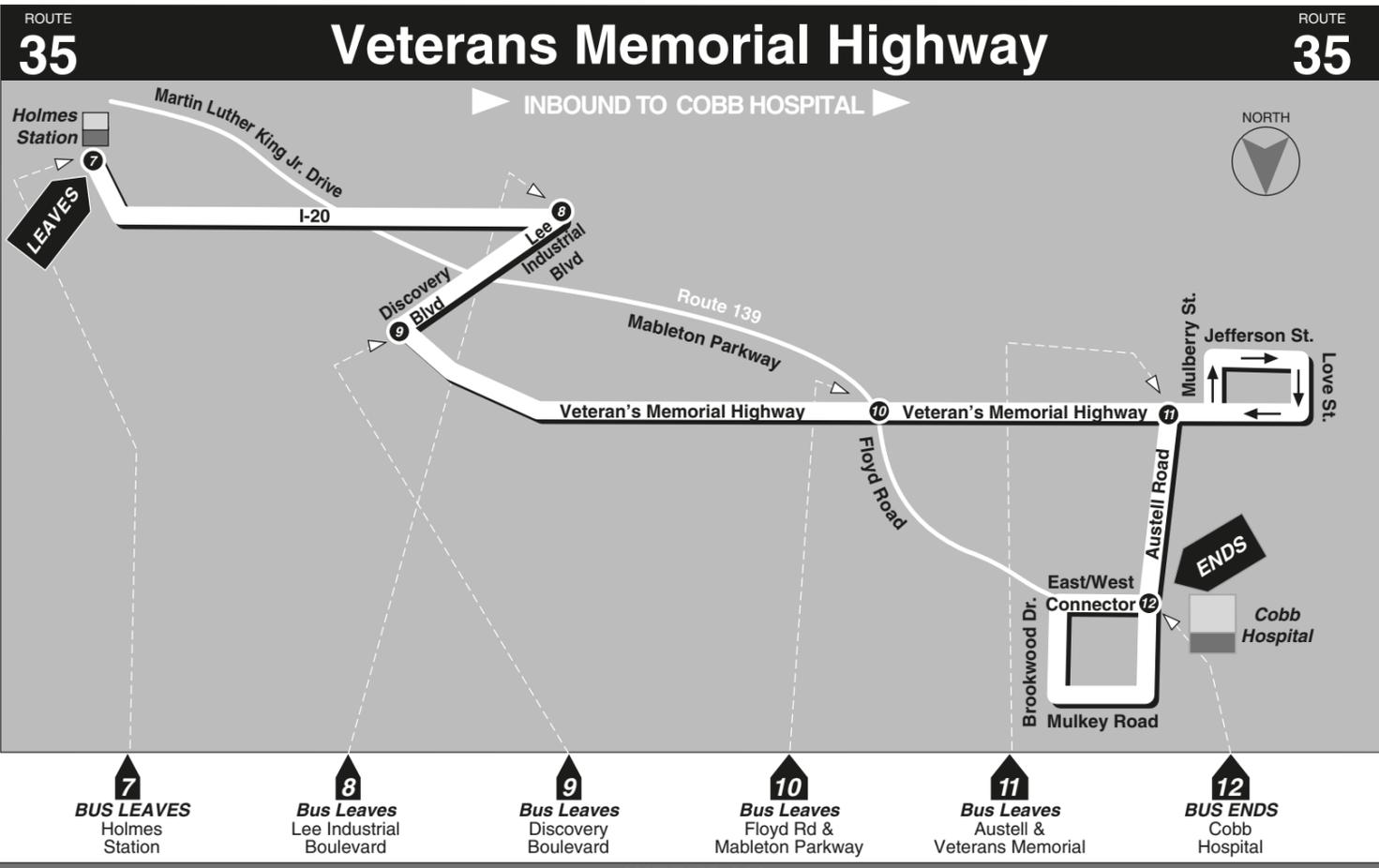
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.



WEEKDAY						
A.M.	6:00	6:15	6:21	6:32	6:35	6:50
	6:57	7:15	7:21	7:32	7:35	7:50
	7:57	8:15	8:21	8:32	8:35	8:50
	8:57	9:15	9:21	9:32	9:35	9:50
	9:57	10:15	10:21	10:32	10:35	10:50
	10:57	11:15	11:21	11:32	11:35	11:50
P.M.	11:57	12:15	12:21	12:32	12:35	12:50
	12:57	1:15	1:21	1:32	1:35	1:50
	1:57	2:15	2:21	2:32	2:35	2:50
	2:57	3:15	3:21	3:32	3:35	3:50
	3:57	4:15	4:21	4:32	4:35	4:50
	4:57	5:15	5:21	5:32	5:35	5:50
	5:57	6:15	6:21	6:32	6:35	6:50
	6:57	7:15	7:21	7:32	7:35	7:50
	7:57	8:15	8:21	8:32	8:35	8:50
	8:57	9:15	9:19	9:30	9:33	9:40
	9:57	10:13	10:19	10:30	10:33	10:40

SATURDAY						
A.M.	7:55	8:15	8:25	8:36	8:39	8:49
	8:55	9:15	9:25	9:36	9:39	9:49
	9:55	10:15	10:25	10:36	10:39	10:49
	10:55	11:15	11:25	11:36	11:39	11:49
P.M.	11:55	12:15	12:25	12:36	12:39	12:49
	12:55	1:15	1:25	1:36	1:39	1:49
	1:55	2:15	2:25	2:36	2:39	2:49
	2:55	3:15	3:25	3:36	3:39	3:49
	3:55	4:15	4:25	4:36	4:39	4:49
	4:55	5:15	5:25	5:36	5:39	5:49
	5:55	6:15	6:25	6:36	6:39	6:49
	6:55	7:15	7:25	7:36	7:39	7:49
	7:55	8:15	8:25	8:36	8:39	8:49
	8:55	9:15	9:25	9:36	9:39	9:49

* Bus leaves from Carmichael Student Center.
** CCT serves the entrance to JC Penney's in Town Center Mall.



WEEKDAY						
A.M.	6:55	7:08	7:13	7:25	7:33	7:45
	7:25	7:38	7:43	7:55	8:03	8:15
	7:55	8:08	8:13	8:25	8:33	8:45
	8:25	8:38	8:43	8:55	9:03	9:15
	8:45	8:58	9:03	9:15	9:23	9:35
	9:25	9:38	9:43	9:55	10:03	10:15
	9:45	9:58	10:03	10:15	10:23	10:35
	10:15	10:28	10:33	10:45	10:53	11:05
	10:35	10:48	10:53	11:05	11:13	11:25
	11:35	11:48	11:53	12:05	12:13	12:25
P.M.	12:25	12:38	12:43	12:55	1:03	1:15
	1:35	1:48	1:53	2:05	2:13	2:25
	2:15	2:28	2:33	2:45	2:53	3:05
	3:25	3:38	3:43	3:55	4:03	4:15
	4:05	4:18	4:23	4:35	4:43	4:55
	4:25	4:38	4:43	4:55	5:03	5:15
	4:55	5:08	5:13	5:25	5:33	5:45
	5:15	5:28	5:33	5:45	5:53	6:05
	5:55	6:08	6:13	6:25	6:33	6:45
	6:15	6:28	6:33	6:45	6:53	7:05
	6:45	6:58	7:03	7:15	7:23	7:35
	7:05	7:18	7:23	7:35	7:43	7:55
	7:45	7:58	8:03	8:15	8:23	8:35
	8:35	8:48	8:53	9:05	9:13	9:25
	9:35	9:48	9:53	10:05	10:13	10:25
	10:25	10:38	10:43	10:55	11:03	11:15
	11:25	11:38	11:43	11:55	12:03	12:15
SATURDAY						
A.M.	6:55	7:08	7:13	7:25	7:33	7:45
	7:55	8:08	8:13	8:25	8:33	8:45
	8:45	8:58	9:03	9:15	9:23	9:35
	9:45	9:58	10:03	10:15	10:23	10:35
	10:35	10:48	10:53	11:05	11:13	11:25
	11:35	11:48	11:53	12:05	12:13	12:25
P.M.	1:25	1:38	1:43	1:55	2:03	2:15
	3:15	3:28	3:33	3:45	3:53	4:05
	5:05	5:18	5:23	5:35	5:43	5:55
	5:55	6:08	6:13	6:25	6:33	6:45
	6:55	7:08	7:13	7:25	7:33	7:45
	7:45	7:58	8:03	8:15	8:23	8:35
	8:45	8:58	9:03	9:15	9:23	9:35
	9:35	9:48	9:53	10:05	10:13	10:25
	10:35	10:48	10:53	11:05	11:13	11:25

BIENVENIDOS A LA RUTA 35

SERVICIO LOCAL

De lunes a sábadó

No hay servicio los Domingos

TARIFAS AL CONTADO
Solo cambio exacto

TARIFA DE AUTOBUSES LOCALES

Adulto - una sola vía.....	\$2.00
Jóvenes menores de 18.....	\$1.50
(se requiere identificación)	
Personas ancianas (de 65 para arriba).....	\$1.00
(con identificación o tarjeta Medicare)	
Personas inválidas.....	\$1.00
(se requiere tarjeta de tarifa reducida)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

TARIFAS DE AUTOBUSES EXPRESOS

Adulto - una sola vía.....	\$4.00
Jóvenes menores de 18 - una vía.....	\$4.00
(se requiere identificación)	
Niños bajo 42 pulgadas de altura.....	Gratis
CCT y transferencias de MARTA.....	Gratis

Nota: Precios especiales para ancianos y personas discapacitadas están disponibles para rutas locales solamente. **Precios especiales no están disponibles para Rutas Express, Paratransit u otro servicio especial.** Para más información sobre tarjetas de Identidad para ancianos y personas inválidas, sírvase llamar al servicio de información al número: 770-427-4444

Trasbordo válido hasta 3 horas. Trasbordo válido solamente para una ruta diferente a la ruta anterior. Usted deberá pedir el trasbordo a la hora que aborde el autobús. Si Usted está utilizando tanto CCT como MARTA, pague el ticket de una vía CCT y el trasbordo será gratis en MARTA. Para abordar CCT en estaciones de MARTA, deberá pagar la tarifa de MARTA.

BOLETOS CCT

31 Días Viaje Expreso ida y vuelta.....	\$110.00
Viaje Expreso 20.....	\$57.00
Local para adulto 31 días.....	\$65.00
Viaje Local 10-adulto.....	\$16.00

No reembolso en tiquetes

Si usted viaja en ambas CCT y Marta, usted debe obtener la tarjeta Breeze. Para más información acerca de la tarjeta Breeze vaya a cobbcounty.org/breeze

Los boletos pueden ser adquiridos en persona o por correo o por Internet (www.cobbccct.org). Se acepta dinero en efectivo, cheques, cheques bancarios y tarjetas de crédito. Usted puede también llamar por teléfono con su tarjeta de crédito al número 770-428-1218 y su boleto/pase le será enviado por correo. Boleto y Pases pueden ser obtenidos en la 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 durante horas de negocio, 8:00am - 5:00pm de lunes a viernes.

PASAJEROS CON DISCAPACIDADES

Todos los autobuses CCT está equipados con acceso para sillas de ruedas. Información para las personas incapacitadas para otr puede ser obtenida llamando Georgia Relay 1-800-255-0135. Textee a usuarios telefónicos pueden llamar TDD (1-800-255-0056). Información para las personas incapacitadas para ver podrá obtenerse llamando al (770-427-4444). Animales de ayuda serán bienvenidos. La ley federal 49 CFR 37.167 exige que las dos primeras filas de asientos deben de estar disponibles ancianos y personas discapacitadas.

CCT ofrece servicios especiales para personas discapacitadas siempre y cuando sean elegibles y tengan dificultades en hacer uso del servicio regular de autobuses. Para más información sobre el Programa Paratransit llamar al 770-427-2222.

SERVICIO AL CLIENTE

Para información o para alguna queja sírvase llamar al Departamento de Servicio al Cliente al 770-427-4444. Las horas de servicio al cliente son: 7:00 AM - 7:00 PM, Lunes - Viernes. Para asegurarnos que nuestros clientes reciban servicio de calidad, seleccionamos llamadas al azar con propósitos de monitoreo. Estas llamadas entre clientes y empleados son evaluadas por supervisores.

Esto es para garantizar una ayuda inmediata y consistente, y que se brinde información precisa de manera profesional. Hemos sido apropiadamente autorizados por the "The Georgia Public Service Commission" para utilizar tal equipo de evaluación.

ARTÍCULOS EXTRAVIADOS

Sírvase llamar al Departamento de Servicio al Cliente 770-427-4444 para artículos extraviados: Algunos de los objetos perdidos pueden ser recuperados en las oficinas centrales 463 Commerce Park Dr. Suite 108 Marietta, GA 30060. De lunes a viernes entre las 8:00am y las 5:00pm únicamente. Los objetos se mantendrán por 30 días, si nadie los reclama durante ese 30 días, serán desechados.

INFORMACIÓN GENERAL

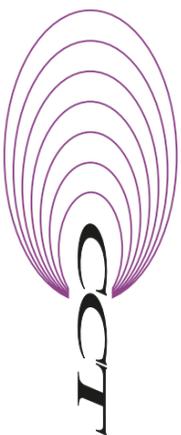
No está permitido comer, beber o fumar en los autobuses. La persona debe vestir camisa y zapatos. Uso de radios y grabadoras con audífonos. La ley de GA Código del Artículo 4 Ofensas contra la transportation pública, Parte 1, Disposición General, actos ilegales en transportation pública, Sección del Código 16-12-120 (5) declara "Todo radio, casetera, o artículo similar debe ser conectado a un audífono para limitar el sonido para ser escuchado por individuo que lo usa." Infantes deben ser removidos de sus coches. Coches deben ser doblados y no bloquear el pasillo.

Todo chofer hace su mayor esfuerzo por cumplir con el horario. El horario puede variar por condiciones fue de control como trafico y otros. Por favor estar en la parada de autobús 5 minutos antes de la hora esperchada en el horario. Por favor estacionar solamente en los espacios designados. Carros estacionas ilegalmente serán sujetos a tiquetes y/o removidos por una grúa.

Cobb Community Transit no discrimina en bases a raza, color, nacionalidad, sexo, religión, edad o impedimentos físicos en el abastecimiento de servicios de transporte. Para mapas de rutas y horarios, visite la página de la red de CCT a <http://www.cobbccct.org/cct.htm> o llame a nuestro Departamento de Servicio al Cliente al 770-427-4444 o escriba a: **CCT**

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
Para información de MARTA llame al 404-848-4711

ROUTE 35



ROUTE 35

VETERANS MEMORIAL HIGHWAY

SCHEDULE

Service Between:

- Cobb Hospital
- Austell & Veterans Memorial
- Floyd Rd & Mableton Parkway
- Discovery Blvd
- Lee Industrial Blvd
- Holmes Station

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



Cobb County... Expect the Best!

OPERATED BY

COBB COMMUNITY TRANSIT

Revised November 2010

Welcome to Route 35 LOCAL SERVICE

MONDAY THRU SATURDAY NO SUNDAY SERVICE

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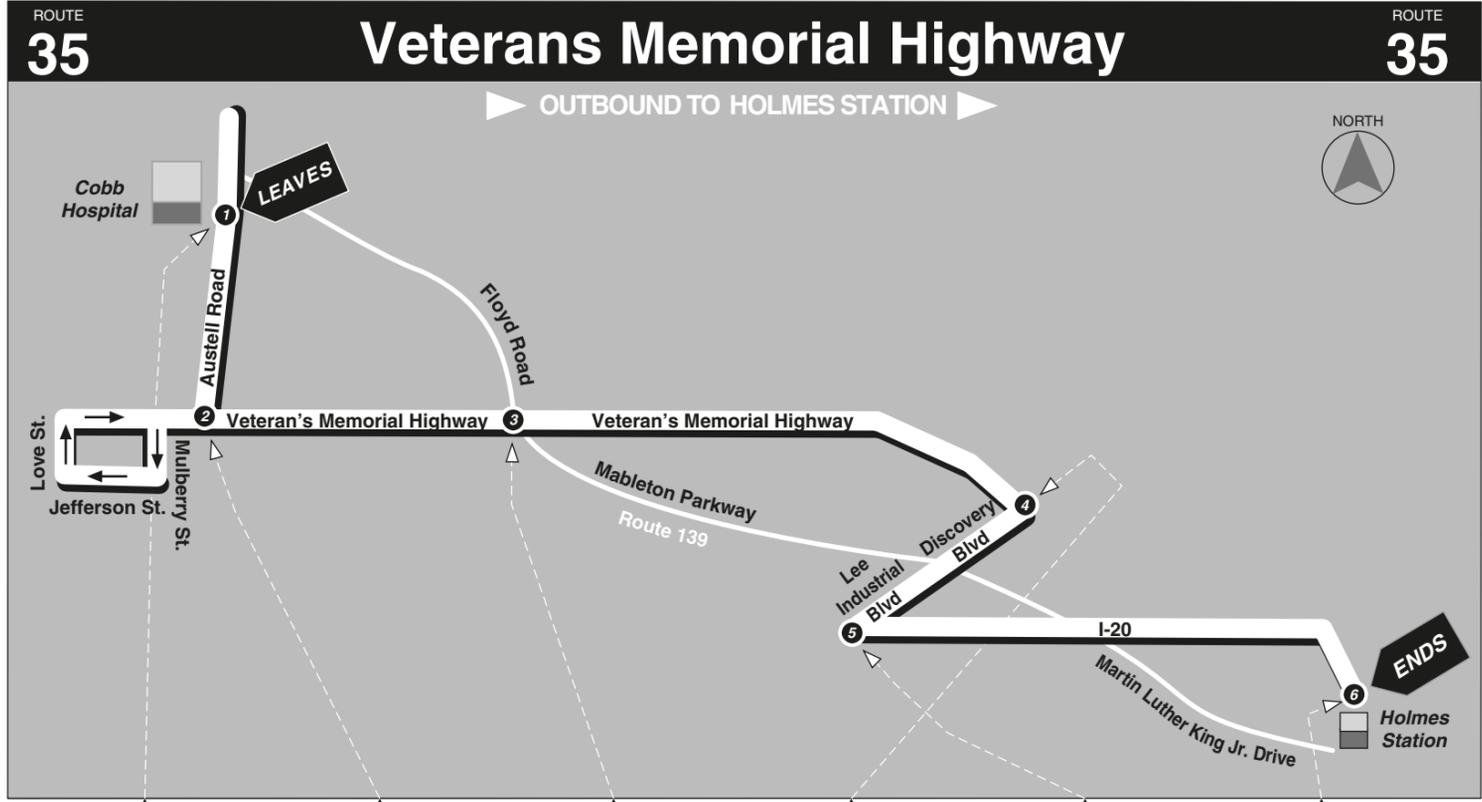
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Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbct.org or call our Customer Service Department at 770-427-4444 or write:

CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737

For MARTA Information call 404-848-4711.



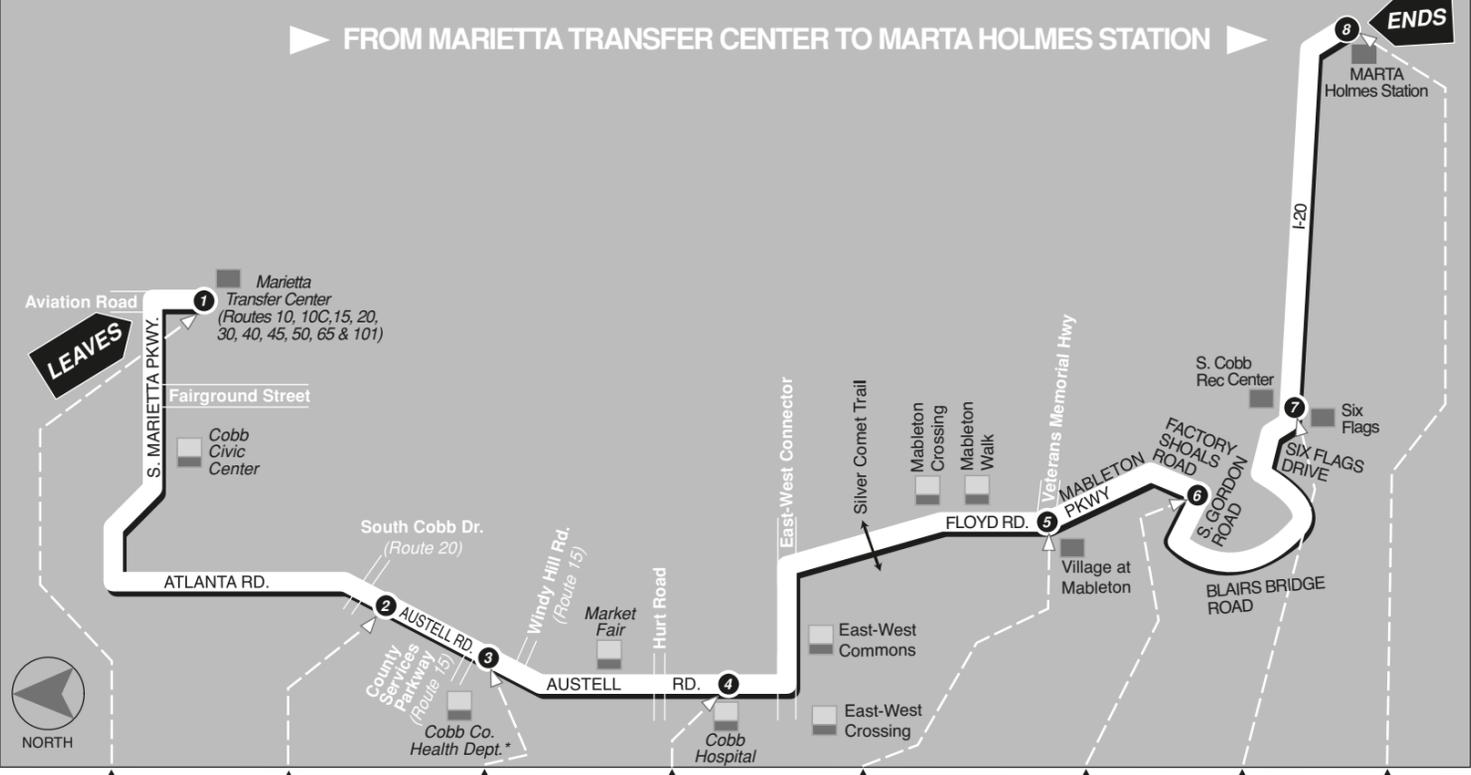
1	2	3	4	5	6
BUS LEAVES	Bus Leaves	Bus Leaves	Bus Leaves	Bus Leaves	BUS ENDS
Cobb Hospital	Austell & Veterans Memorial	Floyd Rd & Mableton Parkway	Discovery Boulevard	Lee Industrial Boulevard	Holmes Station

WEEKDAY

A.M.	6:00	6:12	6:20	6:32	6:37	6:50
	6:30	6:42	6:50	7:02	7:07	7:20
	7:00	7:12	7:20	7:32	7:37	7:50
	7:30	7:42	7:50	8:02	8:07	8:20
	7:50	8:02	8:10	8:22	8:27	8:40
	8:30	8:42	8:50	9:02	9:07	9:20
	8:50	9:02	9:10	9:22	9:27	9:40
	9:20	9:32	9:40	9:52	9:57	10:10
	9:40	9:52	10:00	10:12	10:17	10:30
	10:40	10:52	11:00	11:12	11:17	11:30
P.M.	11:30	11:42	11:50	12:02	12:07	12:20
	12:40	12:52	1:00	1:12	1:17	1:30
	1:20	1:32	1:40	1:52	1:57	2:10
	2:30	2:42	2:50	3:02	3:07	3:20
	3:10	3:22	3:30	3:42	3:47	4:00
	3:30	3:42	3:50	4:02	4:07	4:20
	4:00	4:12	4:20	4:32	4:37	4:50
	4:20	4:32	4:40	4:52	4:57	5:10
	5:00	5:12	5:20	5:32	5:37	5:50
	5:20	5:32	5:40	5:52	5:57	6:10
	5:50	6:02	6:10	6:22	6:27	6:40
	6:10	6:22	6:30	6:42	6:47	7:00
	6:50	7:02	7:10	7:22	7:27	7:40
	7:40	7:52	8:00	8:12	8:17	8:30
	8:40	8:52	9:00	9:12	9:17	9:30
	9:30	9:42	9:50	10:02	10:07	10:20
	10:30	10:42	10:50	11:02	11:07	11:20

SATURDAY

A.M.	6:00	6:12	6:20	6:32	6:37	6:50
	7:00	7:12	7:20	7:32	7:37	7:50
	7:50	8:02	8:10	8:22	8:27	8:40
	8:50	9:02	9:10	9:22	9:27	9:40
	9:40	9:52	10:00	10:12	10:17	10:30
	10:40	10:52	11:00	11:12	11:17	11:30
P.M.	12:30	12:42	12:50	1:02	1:07	1:20
	2:20	2:32	2:40	2:52	2:57	3:10
	4:10	4:22	4:30	4:42	4:47	5:00
	5:00	5:12	5:20	5:32	5:37	5:50
	6:00	6:12	6:20	6:32	6:37	6:50
	6:50	7:02	7:10	7:22	7:27	7:40
	7:50	8:02	8:10	8:22	8:27	8:40
	8:40	8:52	9:00	9:12	9:17	9:30
	9:40	9:52	10:00	10:12	10:17	10:30



1 BUS LEAVES Marietta Transfer Center
2 Bus Leaves Austell Rd. & South Cobb Dr.
3 Bus Leaves Austell Rd. & County Services Pkwy.
4 Bus Leaves Cobb Hospital
5 Bus Leaves Floyd Rd. & Veterans Memorial Hwy
6 Bus Leaves S. Gordon Rd. & Factory Shoals Rd.
7 Bus Leaves Six Flags
8 BUS ENDS MARTA Holmes Station

WEEKDAY

A.M.	4:30	4:40	4:44	4:54	5:04	5:10	5:22	5:40
	5:00	5:09	5:13	5:18	5:28	5:34	5:46	6:12
	5:30	5:39	5:43	5:53	6:03	6:09	6:21	6:47
	6:00	6:10	6:14	6:24	6:34	6:40	6:52	7:18
	6:15	6:25	6:29	6:39	6:49	6:55	7:07	7:33
	6:30	6:40	6:44	6:54	7:04	7:10	7:22	7:48
	6:45	6:55	6:59	7:09	7:19	7:25	7:37	8:03
	7:00	7:10	7:14	7:24	7:34	7:40	7:52	8:18
	7:15	7:25	7:29	7:39	7:49	7:55	8:07	8:33
	7:30	7:40	7:44	7:54	8:04	8:10	8:22	8:48
	7:45	7:55	7:59	8:09	8:19	8:25	8:37	9:03
	8:00	8:10	8:14	8:24	8:34	8:40	8:52	9:18
	8:15	8:25	8:29	8:39	8:49	8:55	9:07	9:33
	8:30	8:40	8:44	8:54	9:04	9:10	9:22	9:48
	9:00	9:10	9:14	9:24	9:34	9:40	9:52	10:18
	9:30	9:40	9:44	9:54	10:04	10:10	10:22	10:48
	10:00	10:10	10:14	10:24	10:34	10:40	10:52	11:18
	10:30	10:40	10:44	10:54	11:04	11:10	11:22	11:48
	11:00	11:10	11:14	11:24	11:34	11:40	11:52	12:18
P.M.	11:30	11:40	11:44	11:54	12:04	12:10	12:22	12:48
	12:00	12:10	12:14	12:24	12:34	12:40	12:52	1:18
	12:30	12:40	12:44	12:54	1:04	1:10	1:22	1:48
	1:00	1:10	1:14	1:24	1:34	1:40	1:52	2:18
	1:30	1:40	1:44	1:54	2:04	2:10	2:22	2:48
	2:00	2:10	2:14	2:24	2:34	2:40	2:52	3:18
	2:30	2:40	2:44	2:54	3:04	3:10	3:22	3:48
	3:00	3:10	3:14	3:24	3:34	3:40	3:52	4:18
	3:30	3:40	3:44	3:54	4:04	4:10	4:22	4:48
	3:45	3:55	3:59	4:09	4:19	4:25	4:37	5:03
	4:00	4:10	4:14	4:24	4:34	4:40	4:52	5:18
	4:15	4:25	4:29	4:39	4:49	4:55	5:07	5:33
	4:30	4:40	4:44	4:54	5:04	5:10	5:22	5:48
	4:45	4:55	4:59	5:09	5:19	5:25	5:37	6:03
	5:00	5:10	5:14	5:24	5:34	5:40	5:52	6:18
	5:15	5:25	5:29	5:39	5:49	5:55	6:07	6:33
	5:30	5:40	5:44	5:54	6:04	6:10	6:22	6:48
	6:00	6:10	6:14	6:24	6:34	6:40	6:52	7:18
	6:30	6:40	6:44	6:54	7:04	7:10	7:22	7:48
	7:00	7:10	7:14	7:24	7:34	7:40	7:52	8:18
	7:30	7:40	7:44	7:54	8:04	8:10	8:22	8:48
	8:00	8:10	8:14	8:24	8:34	8:40	8:52	9:18
	8:30	8:40	8:44	8:54	9:04	9:10	9:22	9:48
	9:00	9:10	9:14	9:24	9:34	9:40	9:52	10:18
	9:30	9:40	9:44	9:54	10:04	10:10	10:22	10:48
	10:00	10:10	10:14	10:24	10:34	10:40	10:52	11:18
	10:30	10:40	10:44	10:54	11:04	11:10	11:22	11:48

SATURDAY

A.M.	7:00	7:10	7:14	7:24	7:34	7:40	7:54	8:05
	8:00	8:12	8:17	8:27	8:34	8:40	8:56	9:18
	9:00	9:12	9:17	9:27	9:34	9:40	9:56	10:18
	9:30	9:42	9:47	9:57	10:04	10:10	10:26	10:48
	10:30	10:42	10:47	10:57	11:04	11:10	11:26	11:48
P.M.	12:00	12:12	12:17	12:27	12:34	12:40	12:56	1:18
	1:00	1:12	1:17	1:27	1:34	1:40	1:56	2:18
	2:00	2:12	2:17	2:27	2:34	2:40	2:56	3:18
	3:30	3:42	3:47	3:57	4:04	4:10	4:26	4:48
	5:00	5:12	5:17	5:25	5:34	5:40	5:56	6:18
	6:00	6:12	6:17	6:27	6:34	6:40	6:56	7:18
	7:00	7:12	7:17	7:27	7:34	7:40	7:56	8:18
	8:30	8:40	8:44	8:54	9:04	9:10	9:24	9:33
	9:30	9:40	9:44	9:54	10:04	10:10	10:16	10:25

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Cobb Community Transit
 463 Commerce Park Drive
 Suite #114
 Marietta, GA 30060-2737

ROUTE 30



ROUTE 30
 AUSTELL ROAD -
 FLOYD ROAD -
 MARTA HOLMES STATION

SCHEDULE

- Service Between:
- Marietta Transfer Center
 - Cobb Hospital
 - Silver Comet Trail
 - Six Flags
 - MARTA Holmes Station

CUSTOMER INFORMATION
 (770) 427-4444
www.cobbct.org

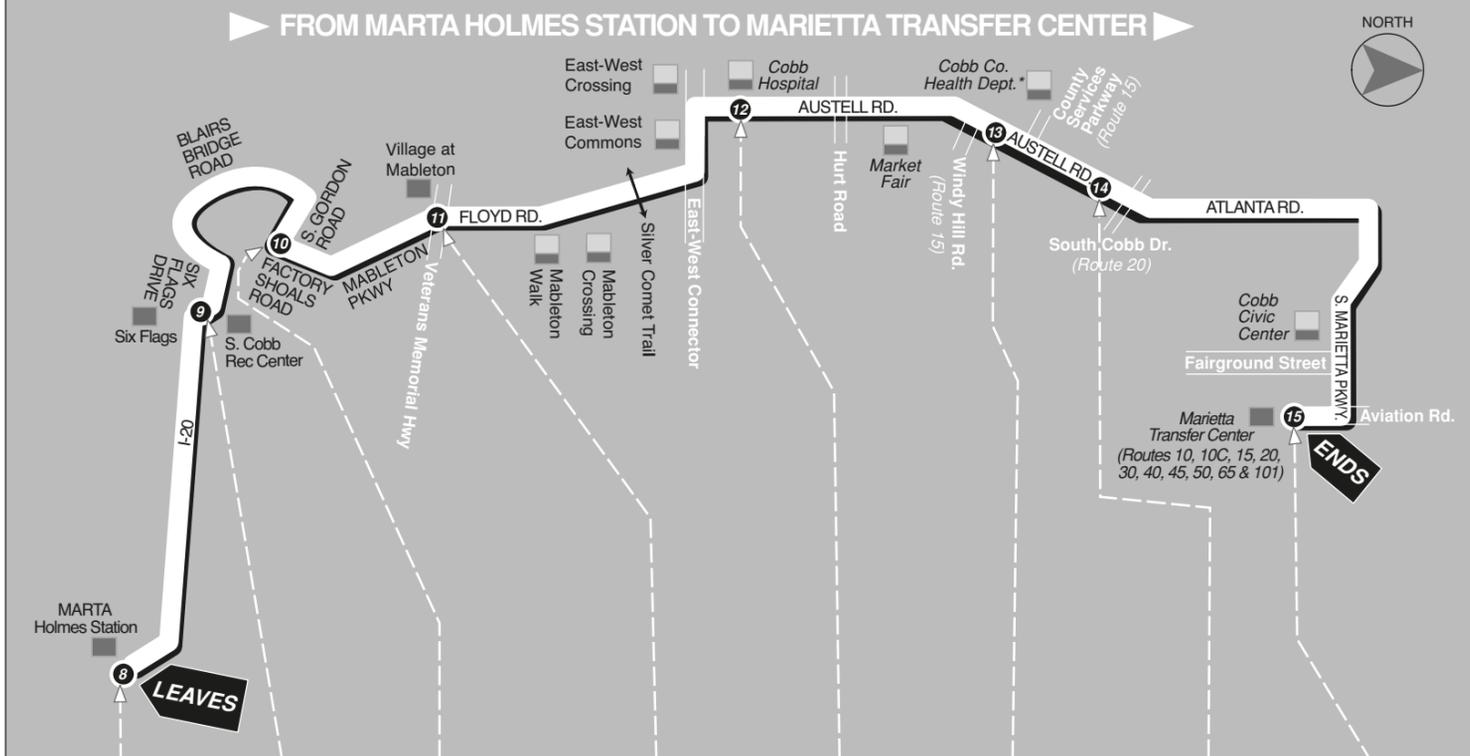


Cobb County...Expect the Best!

COBB
 COMMUNITY
 TRANSIT

Revised November 2010

ROUTE **30** Austell Road – Floyd Road – MARTA Holmes Station **30** ROUTE



8	9	10	11	12	13	14	15
BUS LEAVES MARTA Holmes Station	Bus Leaves Six Flags	Bus Leaves S. Gordon Rd & Factory Shoals Rd	Bus Leaves Floyd Road & Veterans Memorial Hwy.	Bus Leaves Cobb Hospital	Bus Leaves Austell Rd. & County Services Pkwy	Bus Leaves Austell Rd. & South Cobb Dr.	BUS ENDS Marietta Transfer Center

WEEKDAY

A.M.								
	5:45	5:54	6:00	6:17	5:00	5:09	5:13	5:25
	6:17	6:27	6:33	6:50	5:30	5:39	5:43	5:55
	6:52	7:02	7:08	7:25	6:30	6:41	6:46	6:55
	7:23	7:33	7:39	7:56	7:03	7:13	7:17	7:35
	7:38	7:48	7:54	8:11	7:38	7:48	7:52	8:10
	7:53	8:03	8:09	8:26	8:09	8:19	8:23	8:41
	8:08	8:18	8:24	8:41	8:24	8:34	8:38	8:56
	8:23	8:33	8:39	8:56	8:39	8:49	8:53	9:11
	8:38	8:48	8:54	9:11	8:54	9:04	9:08	9:26
	8:53	9:03	9:09	9:26	9:09	9:19	9:23	9:41
	9:08	9:18	9:24	9:41	9:24	9:34	9:38	9:56
	9:23	9:33	9:39	9:56	9:39	9:49	9:53	10:11
	9:38	9:48	9:52	10:11	9:54	10:04	10:08	10:26
	9:53	10:03	10:09	10:26	10:09	10:19	10:23	10:41
	10:23	10:33	10:39	10:56	10:24	10:34	10:38	10:56
	10:53	11:03	11:09	11:26	10:39	10:49	10:53	11:11
	11:23	11:33	11:39	11:56	11:09	11:19	11:23	11:41
P.M.	11:53	12:03	12:09	12:26	11:39	11:49	11:53	12:11
	12:23	12:33	12:39	12:56	12:09	12:19	12:23	12:41
	12:53	1:03	1:09	1:26	12:26	12:36	12:40	1:11
	1:23	1:33	1:39	1:56	1:09	1:19	1:23	1:41
	1:53	2:03	2:09	2:26	1:39	1:49	1:53	2:11
	2:23	2:33	2:39	2:56	2:09	2:19	2:23	2:41
	2:53	3:03	3:09	3:26	2:39	2:49	2:53	3:11
	3:23	3:33	3:39	3:56	3:09	3:19	3:23	3:41
	3:53	4:03	4:09	4:26	3:39	3:49	3:53	4:11
	4:23	4:33	4:39	4:56	4:09	4:19	4:23	4:41
	4:53	5:03	5:09	5:26	4:39	4:49	4:53	5:11
	5:08	5:18	5:24	5:41	5:09	5:19	5:23	5:41
	5:23	5:33	5:39	5:56	5:39	5:49	5:53	6:11
	5:38	5:48	5:54	6:11	6:09	6:19	6:23	6:41
	5:53	6:03	6:09	6:26	6:24	6:34	6:38	6:56
	6:08	6:18	6:24	6:41	6:39	6:49	6:53	7:11
	6:23	6:33	6:39	6:56	6:54	7:04	7:08	7:26
	6:38	6:48	6:54	7:11	7:09	7:19	7:23	7:41
	6:53	7:03	7:09	7:26	7:24	7:34	7:38	7:56
	7:23	7:33	7:39	7:56	7:39	7:49	7:53	8:11
	7:53	8:03	8:09	8:26	8:09	8:19	8:23	8:41
	8:23	8:33	8:39	8:56	8:39	8:49	8:53	9:11
	8:53	9:03	9:09	9:26	9:09	9:19	9:23	9:41
	9:23	9:33	9:39	9:56	9:26	9:36	9:40	10:11
	9:53	10:03	10:09	10:26	10:09	10:19	10:23	10:41
	10:23	10:33	10:39	10:56	10:39	10:49	10:53	11:11
	10:53	11:03	11:09	11:26	11:09	11:19	11:23	11:41
	11:18	11:28	11:34	11:51	11:39	11:49	11:53	12:11
	11:53	12:03	12:09	12:26	12:04	12:14	12:18	12:36
					12:39	12:49	12:53	1:11

SATURDAY

A.M.	8:08	8:16	8:22	8:31	8:41	8:49	8:54	9:14
	9:23	9:33	9:39	9:56	10:09	10:19	10:24	10:41
	10:23	10:33	10:39	10:56	11:09	11:19	11:24	11:41
	10:53	11:03	11:09	11:26	11:39	11:49	11:54	12:11
	11:53	12:03	12:09	12:26	12:39	12:49	12:54	1:11
	1:23	1:33	1:39	1:56	2:09	2:19	2:24	2:41
P.M.	2:23	2:33	2:39	2:56	3:09	3:19	3:24	3:41
	3:23	3:33	3:39	3:56	4:09	4:19	4:24	4:41
	4:53	5:03	5:09	5:26	5:39	5:49	5:54	6:11
	6:23	6:33	6:39	6:56	7:09	7:19	7:24	7:41
	7:23	7:33	7:39	7:56	8:09	8:19	8:24	8:41
	8:23	8:33	8:39	8:56	9:09	9:19	9:24	9:41
	9:38	9:46	9:52	10:01	10:11	10:21	10:26	10:46
	10:30	10:38	10:44	10:45	10:55	11:05	11:10	11:30

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Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES
All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.
Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE
For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND
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CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

Welcome to Route 30
LOCAL SERVICE

MONDAY THRU SATURDAY
NO SUNDAY SERVICE

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required.....	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

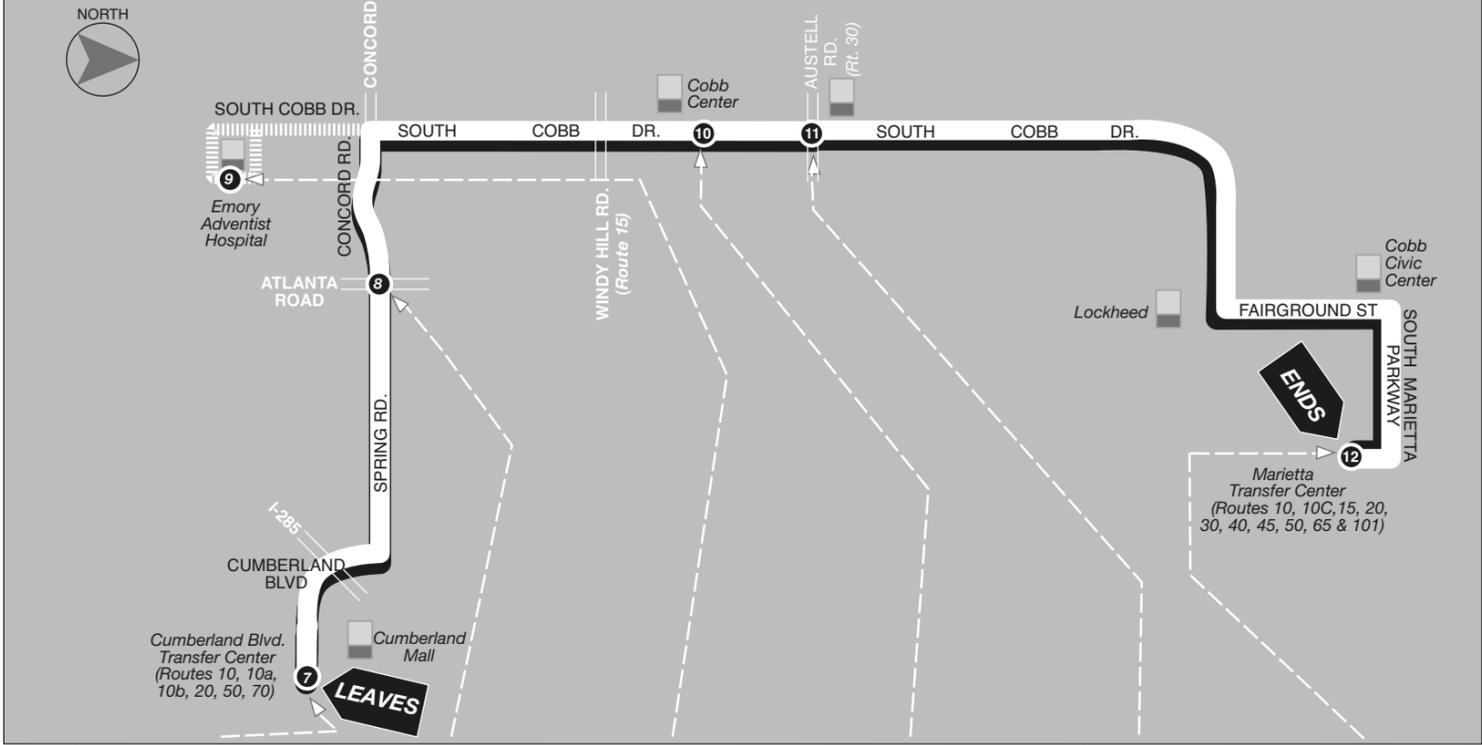
If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS
If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card.
For more information about Breeze, go to cobbcounty.org/breeze

▶ FROM CUMBERLAND BLVD TRANSFER CENTER TO MARIETTA TRANSFER CENTER ▶



- 7**
BUS LEAVES
Cumberland Blvd.
Transfer Center
- 8**
Bus Leaves
Concord Rd &
Atlanta Rd
- 9**
Bus Leaves
Emory
Adventist
Hospital
- 10**
Bus Leaves
Cobb
Center
- 11**
Bus Leaves
South Cobb Dr.
& Austell Rd.
- 12**
BUS ENDS
Marietta
Transfer Center

WEEKDAY

A.M.	6:00	6:10	6:19	6:28	6:32	6:55
	6:30	6:40	6:49	6:58	7:02	7:25
	7:00	7:10	7:19	7:28	7:32	7:55
	7:30	7:40	7:49	7:58	8:02	8:25
	8:00	8:10	8:19	8:28	8:32	8:55
	8:30	8:40	8:49	8:58	9:02	9:25
	9:00	9:10	9:19	9:28	9:32	9:55
	9:30	9:40	9:49	9:58	10:02	10:25
	10:00	10:10	10:19	10:28	10:32	10:55
	11:00	11:10	11:19	11:28	11:32	11:55
P.M.	12:00	12:10	12:19	12:28	12:32	12:55
	1:00	1:10	1:19	1:28	1:32	1:55
	2:00	2:10	2:19	2:28	2:32	2:55
	3:00	3:10	3:19	3:28	3:32	3:55
	3:30	3:40	3:49	3:58	4:02	4:25
	4:00	4:10	4:19	4:28	4:32	4:55
	4:30	4:40	4:49	4:58	5:02	5:25
	5:00	5:10	5:19	5:28	5:32	5:55
	5:30	5:40	5:49	5:58	6:02	6:25
	6:00	6:10	6:19	6:28	6:32	6:55
	6:30	6:40	6:49	6:58	7:02	7:25
	7:00	7:10	7:19	7:28	7:32	7:55
	7:30	7:40	7:49	7:58	8:02	8:19
	8:00	8:10	8:19	8:28	8:32	8:55
	8:30	8:40	8:49	8:58	9:02	9:19
	9:00	9:10	9:19	9:28	9:32	9:55
	10:00	10:10	10:19	10:28	10:32	10:55
	11:00	11:09	NO SERVICE	11:20	11:23	11:33
A.M.	12:00	12:09	NO SERVICE	12:20	12:23	12:33

SATURDAY

A.M.	7:00	7:12	7:20	7:29	7:32	7:52
	8:00	8:12	8:20	8:29	8:32	8:52
	9:00	9:12	9:20	9:29	9:32	9:52
	10:00	10:12	10:20	10:29	10:32	10:52
	11:00	11:12	11:20	11:29	11:32	11:52
	12:00	12:12	12:20	12:29	12:32	12:52
P.M.	1:00	1:12	1:20	1:29	1:32	1:52
	2:00	2:12	2:20	2:29	2:32	2:52
	3:00	3:12	3:20	3:29	3:32	3:52
	4:00	4:12	4:20	4:29	4:32	4:52
	5:00	5:12	5:20	5:29	5:32	5:52
	6:00	6:12	6:20	6:29	6:32	6:52
	7:00	7:12	7:20	7:29	7:32	7:52
	8:00	8:12	8:20	8:29	8:32	8:52
	9:00	9:12	9:20	9:29	9:32	9:39
	10:00	10:12	10:20	10:29	10:32	10:38

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 20



ROUTE 20
SOUTH COBB DRIVE

SCHEDULE

Service Between:

- Marietta Transfer Center
- Emory Adventist Hospital
- Cumberland Blvd. Transfer Center

CUSTOMER INFORMATION

(770) 427-4444

www.cobbct.org



Cobb County...Expect the Best!

COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 20 LOCAL SERVICE

MONDAY THRU SATURDAY NO SUNDAY SERVICE

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS
If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card.
For more information about Breeze, go to cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

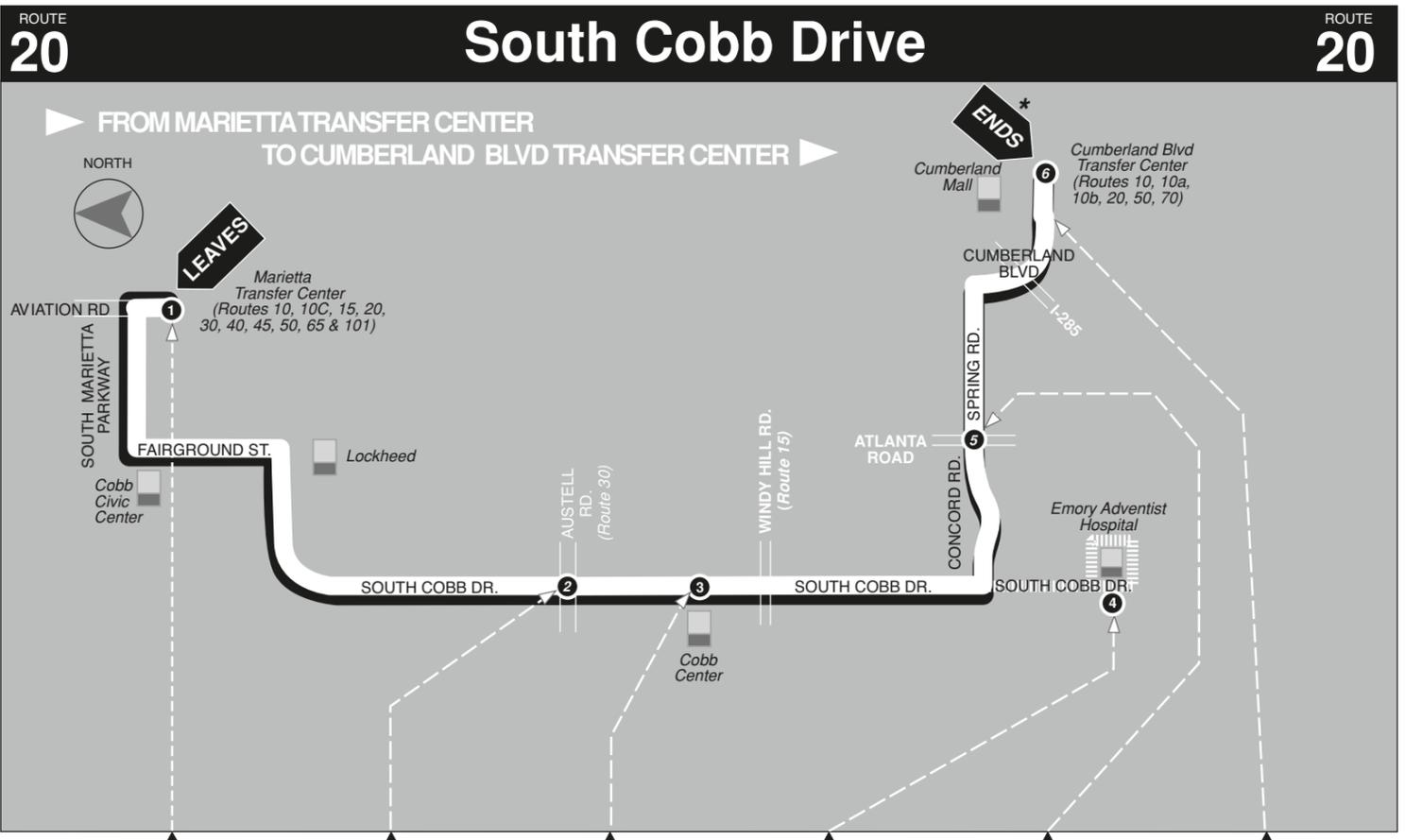
Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

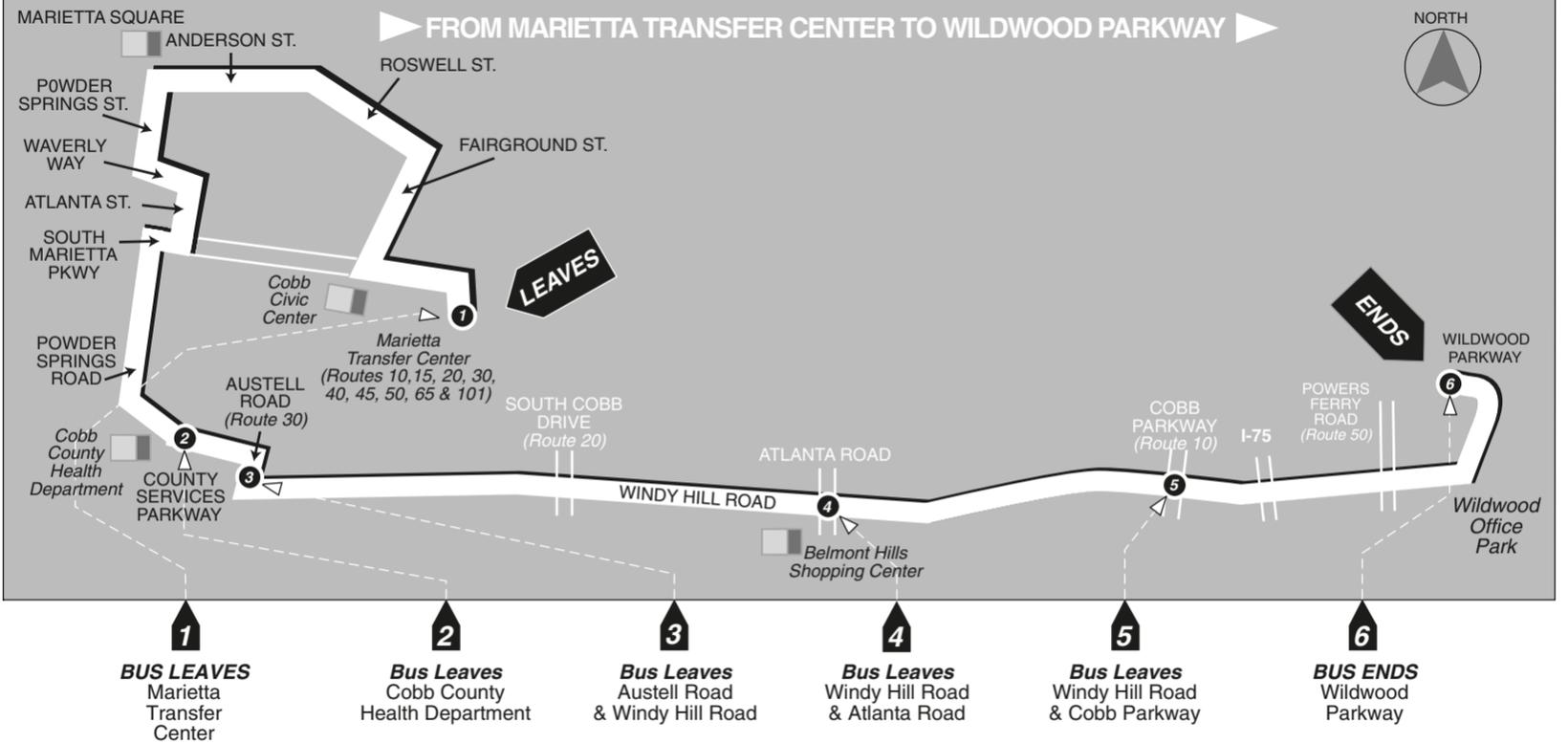
Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departure time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbct.org or call our Customer Service Department at 770-427-4444 or write:
CCT
463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.



- 1 BUS LEAVES** Marietta Transfer Center
- 2 Bus Leaves** South Cobb Dr & Austell Rd
- 3 Bus Leaves** Cobb Center
- 4 Bus Leaves** Emory Adventist Hospital
- 5 Bus Leaves** Concord Rd & Atlanta Rd
- 6 BUS ENDS** Cumberland Blvd. Transfer Center

WEEKDAY						
A.M.	5:00	5:12	5:16	5:29	5:38	5:55
	6:00	6:12	6:16	6:29	6:38	6:55
	6:30	6:42	6:46	6:59	7:08	7:25
	7:00	7:12	7:16	7:29	7:38	7:55
	7:30	7:42	7:46	7:59	8:08	8:25
	8:00	8:12	8:16	8:29	8:38	8:55
	8:30	8:42	8:46	8:59	9:08	9:25
	9:00	9:12	9:16	9:29	9:38	9:55
	10:00	10:12	10:16	10:29	10:38	10:55
	11:00	11:12	11:16	11:29	11:38	11:55
P.M.	12:00	12:12	12:16	12:29	12:38	12:55
	1:00	1:12	1:16	1:29	1:38	1:55
	2:00	2:12	2:16	2:29	2:38	2:55
	3:00	3:12	3:16	3:29	3:38	3:55
	3:30	3:42	3:46	3:59	4:08	4:25
	4:00	4:12	4:16	4:29	4:38	4:55
	4:30	4:42	4:46	4:59	5:08	5:25
	5:00	5:12	5:16	5:29	5:38	5:55
	5:30	5:42	5:46	5:59	6:08	6:25
	6:00	6:12	6:16	6:29	6:38	6:55
	6:30	6:42	6:46	6:59	7:08	7:25
	7:00	7:12	7:16	7:29	7:38	7:55
	7:30	7:42	7:46	7:59	8:08	8:25
	8:00	8:12	8:16	8:29	8:38	8:55
	9:00	9:12	9:16	9:29	9:38	9:55
	10:00	10:12	10:16	10:29	10:38	10:55
	11:00	11:12	11:16	11:29	11:38	11:55
SATURDAY						
A.M.	7:00	7:10	7:14	7:24	7:34	7:57
	8:00	8:10	8:14	8:24	8:34	8:57
	9:00	9:10	9:14	9:24	9:34	9:57
	10:00	10:10	10:14	10:24	10:34	10:57
	11:00	11:10	11:14	11:24	11:34	11:57
P.M.	12:00	12:10	12:14	12:24	12:34	12:57
	1:00	1:10	1:14	1:24	1:34	1:57
	2:00	2:10	2:14	2:24	2:34	2:57
	3:00	3:10	3:14	3:24	3:34	3:57
	4:00	4:10	4:14	4:24	4:34	4:57
	5:00	5:10	5:14	5:24	5:34	5:57
	6:00	6:10	6:14	6:24	6:34	6:57
	7:00	7:10	7:14	7:24	7:34	7:57
	8:00	8:10	8:14	8:24	8:34	8:57
	9:00	9:10	9:14	9:24	9:34	9:57



WEEKDAY

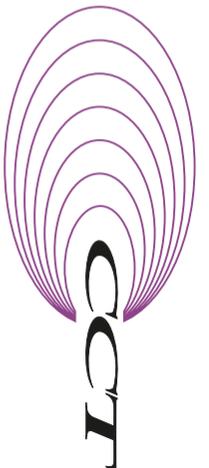
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	6:00	6:21	6:28	6:38	6:46	6:55
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	7:00	7:21	7:28	7:38	7:46	7:55
	7:30	7:51	7:58	8:08	8:16	8:25
	8:00	8:21	8:28	8:38	8:46	8:55
	8:30	8:51	8:58	9:08	9:16	9:25
	9:00	9:22	9:27	9:37	9:43	9:51
	10:00	10:22	10:27	10:37	10:43	10:51
	11:00	11:22	11:27	11:37	11:43	11:51
P.M.	12:00	12:22	12:27	12:37	12:43	12:51
	1:00	1:22	1:27	1:37	1:43	1:51
	2:00	2:22	2:27	2:37	2:43	2:51
	3:00	3:24	3:28	3:39	3:47	3:55
	3:30	3:54	3:58	4:09	4:17	4:25
	4:00	4:24	4:28	4:39	4:47	4:55
	4:30	4:54	4:58	5:09	5:17	5:25
	5:00	5:24	5:28	5:39	5:47	5:55
	5:30	5:54	5:58	6:09	6:17	6:25
	6:00	6:17	6:21	6:30	6:38	6:47
	6:30	6:47	6:51	7:00	7:08	7:17
	7:00	7:17	7:21	7:28	7:35	7:44
	8:00	8:17	8:21	8:28	8:35	8:44

SATURDAY

A.M.	7:00	7:17	7:21	7:29	7:33	7:40
	8:00	8:17	8:21	8:29	8:33	8:40
	9:00	9:17	9:21	9:29	9:33	9:40
	10:00	10:17	10:21	10:29	10:33	10:40
	11:00	11:17	11:21	11:29	11:33	11:40
P.M.	12:00	12:17	12:21	12:29	12:33	12:40
	1:00	1:17	1:21	1:29	1:33	1:40
	2:00	2:17	2:21	2:29	2:33	2:40
	3:00	3:17	3:21	3:29	3:33	3:40
	4:00	4:17	4:21	4:29	4:33	4:40
	5:00	5:17	5:21	5:29	5:33	5:40
	6:00	6:17	6:21	6:29	6:33	6:40
	7:00	7:17	7:21	7:29	7:33	7:40

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 15



ROUTE 15
WINDY HILL ROAD

SCHEDULE

Service between:

- Marietta Transfer Center
- Marietta Square
- County Services Parkway
- Atlanta Road
- Wildwood

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



Cobb County...Expect the Best!

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TRANSIT

Revised November 2010

Welcome to Route 15 LOCAL SERVICE

MONDAY THRU SATURDAY NO SUNDAY SERVICE

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required	\$1.00
Medicare Card Holder: Medicare Card required	\$1.00
Persons with Disabilities	\$1.00
CCT issued ID Card required	
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

EXPRESS BUS FARES

Adult One-Way	\$4.00
Youth Under Age 18 One-Way	\$4.00
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the one-way CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express	\$110.00
Express 20 Ride	\$57.00
31 Day Local	\$65.00
10 Ride Local	\$16.00

NO REFUND ON TICKETS

If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card. For more information about Breeze, go to cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

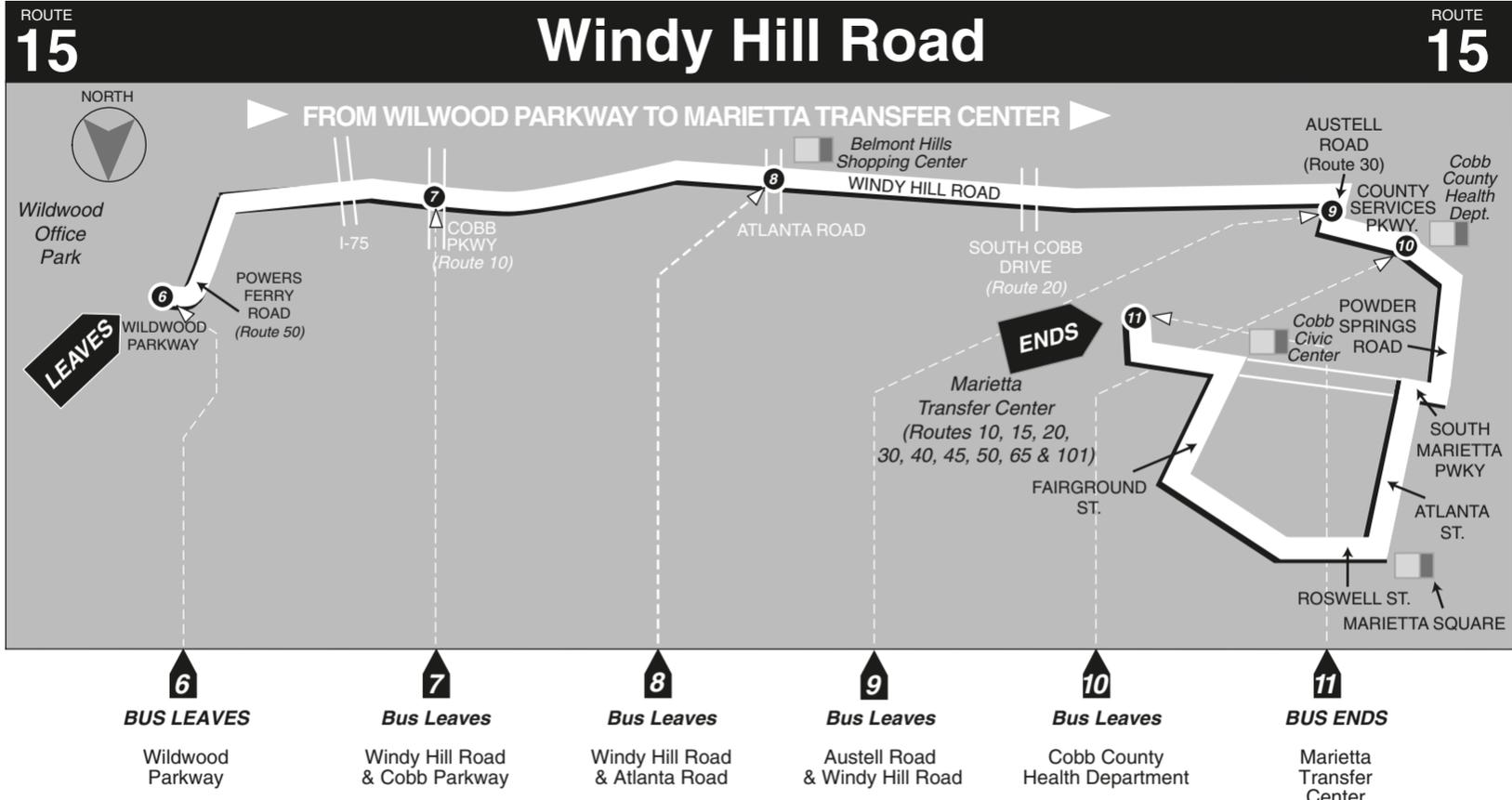
GENERAL INFORMATION

Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

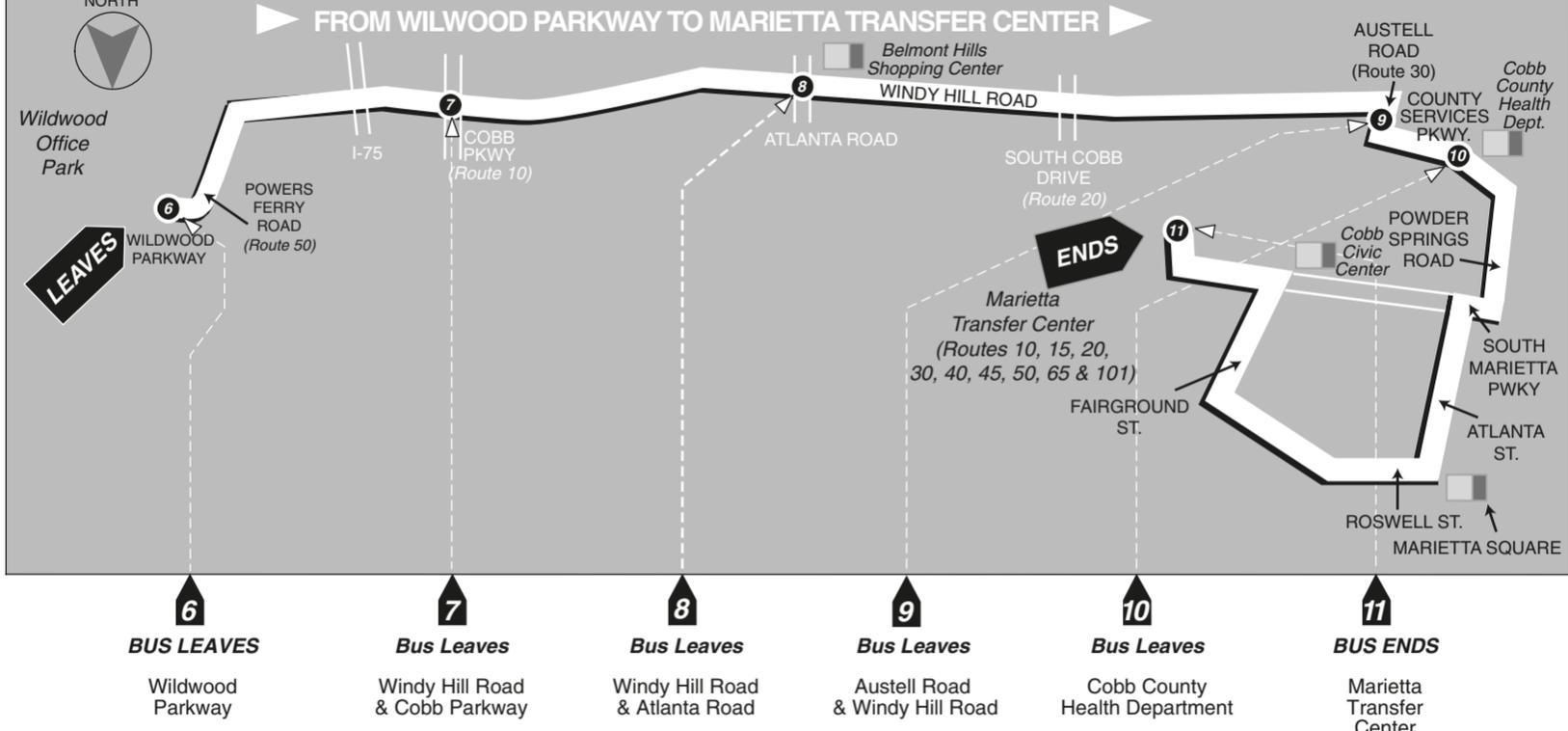
Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departure time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbct.org or call our Customer Service Department at 770-427-4444 or write:
CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.



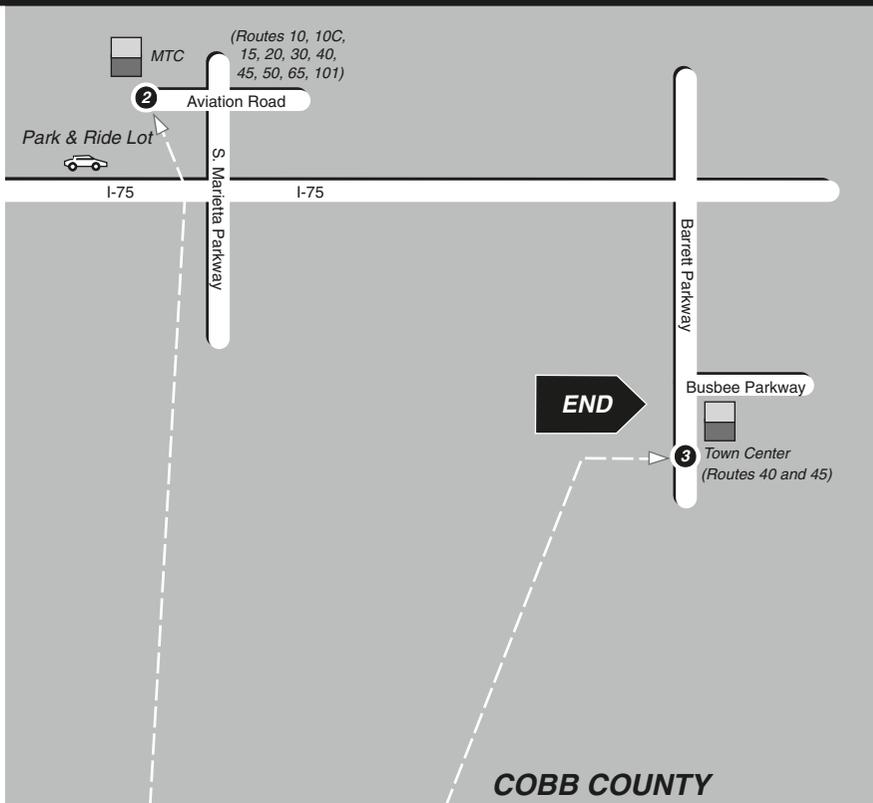
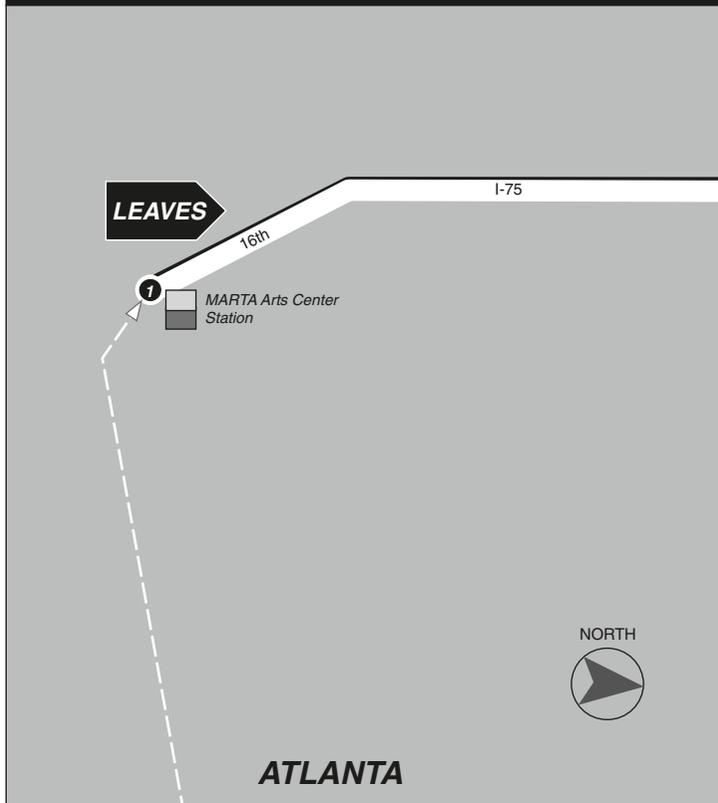
WEEKDAY						
	6	7	8	9	10	11
A.M.	6:00	6:10	6:15	6:22	6:26	6:52
	7:00	7:10	7:15	7:22	7:26	7:48
	7:30	7:40	7:45	7:52	7:56	8:18
	8:00	8:10	8:15	8:22	8:26	8:48
	8:30	8:40	8:45	8:52	8:56	9:18
	9:00	9:10	9:17	9:24	9:30	9:50
	9:30	9:40	9:47	9:54	10:00	10:20
	9:56	10:06	10:13	10:20	10:26	10:46
P.M.	10:56	11:06	11:13	11:20	11:26	11:46
	11:56	12:06	12:13	12:20	12:26	12:46
	12:56	1:06	1:13	1:20	1:26	1:46
	1:56	2:06	2:13	2:20	2:26	2:46
	2:56	3:06	3:13	3:20	3:26	3:46
	4:00	4:11	4:19	4:31	4:37	4:54
	4:30	4:41	4:49	5:01	5:07	5:24
	5:00	5:11	5:19	5:31	5:37	5:54
	5:30	5:41	5:49	6:01	6:07	6:24
	6:00	6:10	6:18	6:28	6:33	6:49
	6:30	6:40	6:48	6:58	7:03	7:19
	6:52	7:02	7:10	7:20	7:25	7:41
	7:22	7:32	7:40	7:50	7:55	8:11
	7:49	7:59	8:07	8:17	8:22	8:38
	9:05	9:15	9:21	9:31	9:36	9:52
SATURDAY						
A.M.	7:50	7:59	8:06	8:13	8:15	8:30
	8:50	8:59	9:06	9:13	9:15	9:30
	9:50	9:59	10:06	10:13	10:15	10:30
	10:50	10:59	11:06	11:13	11:15	11:30
P.M.	11:50	11:59	12:06	12:13	12:15	12:30
	12:50	12:59	1:06	1:13	1:15	1:30
	1:50	1:59	2:06	2:13	2:15	2:30
	2:50	2:59	3:06	3:13	3:15	3:30
	3:50	3:59	4:06	4:13	4:15	4:30
	4:50	4:59	5:06	5:13	5:15	5:30
	5:50	5:59	6:06	6:13	6:15	6:30
	6:50	6:59	7:06	7:13	7:15	7:30
	7:50	7:59	8:06	8:13	8:15	8:30



	6	7	8	9	10	11
BUS LEAVES	Wildwood Parkway	Windy Hill Road & Cobb Parkway	Windy Hill Road & Atlanta Road	Austell Road & Windy Hill Road	Cobb County Health Department	Marietta Transfer Center

ROUTE **10C** From MARTA Arts Center to Town Center via MTC

ROUTE **10C**



1
BUS LEAVES
 MARTA Arts Center
 Station

2
BUS LEAVES
 MTC

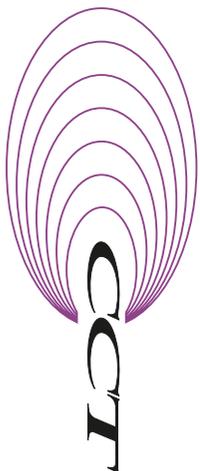
3
BUS ENDS
 Town Center

WEEKDAY

A.M.	6:15	6:40	7:10
	6:45	7:10	7:40
	7:20	7:45	8:15
	7:50	8:15	8:45
	8:20	8:45	9:15
	8:50	9:15	9:45

Cobb Community Transit
 463 Commerce Park Drive
 Suite #114
 Marietta, GA 30060-2737

ROUTE 10C



ROUTE **10C**

SCHEDULE

Service Between:

- MARTA Arts Center Station
- Marietta Transfer Center
- Town Center

CUSTOMER INFORMATION

(770) 427-4444

www.cobbccct.org



Cobb County...Expect the Best!

OPERATED BY
COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 10C LOCAL SERVICE

WEEKDAY SERVICE ONLY

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES	
Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS	
31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS

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PASSENGERS WITH DISABILITIES

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LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

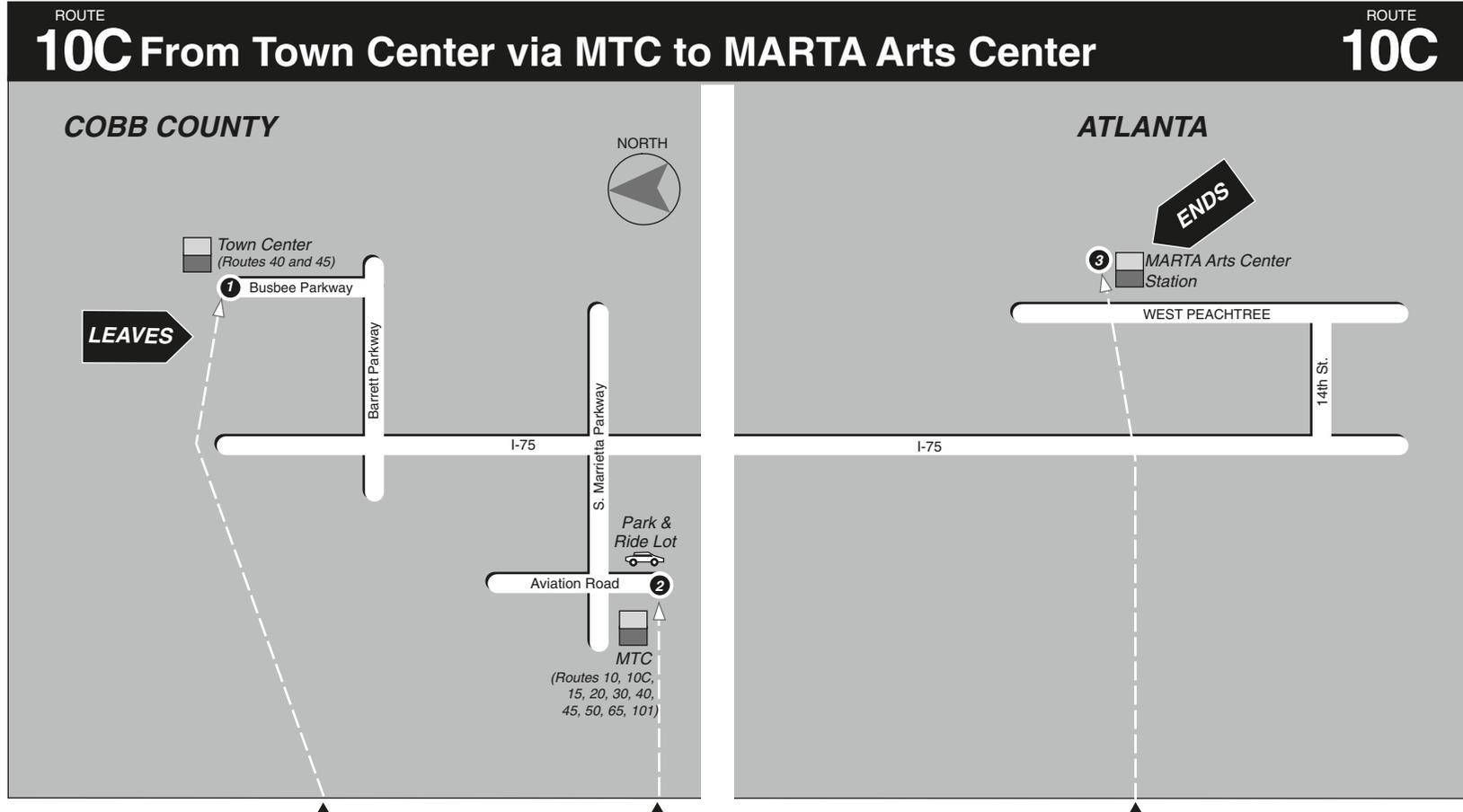
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463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
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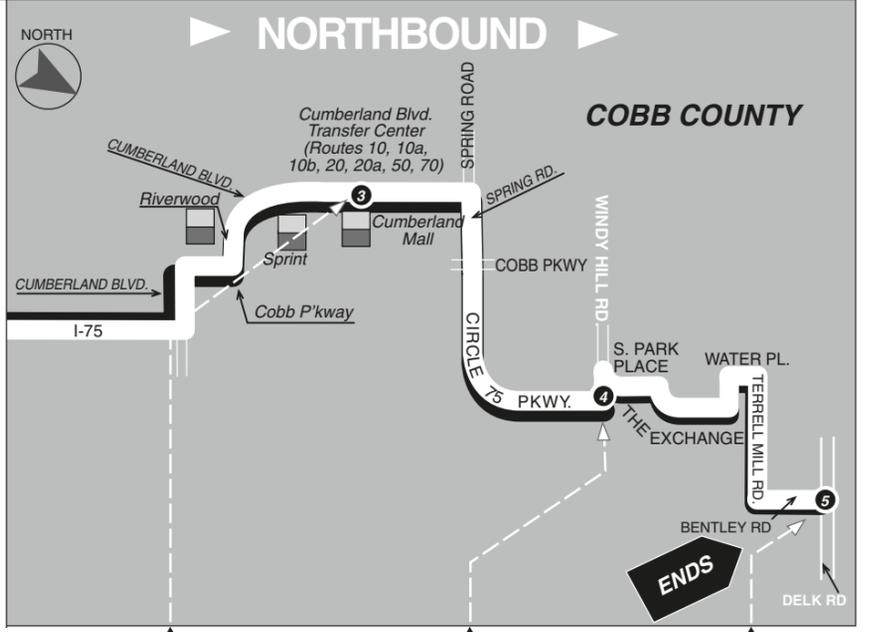
1
BUS LEAVES
Town Center

2
BUS LEAVES
MTC

3
BUS ENDS
MARTA Arts
Center Station

WEEKDAY			
P.M.	No Service	3:00	3:30
	No Service	3:35	4:05
	3:40	4:05	4:35
	4:10	4:35	5:05
	4:40	5:05	5:35
	5:15	5:40	6:10

ROUTE **10A Terrell Mill via Cumberland Transfer Center 10A** ROUTE



1
Bus Leaves
MARTA
Civic Center

2
Bus Leaves
MARTA
Arts Center

3
Bus Leaves
Cumberland Blvd.
Transfer Center

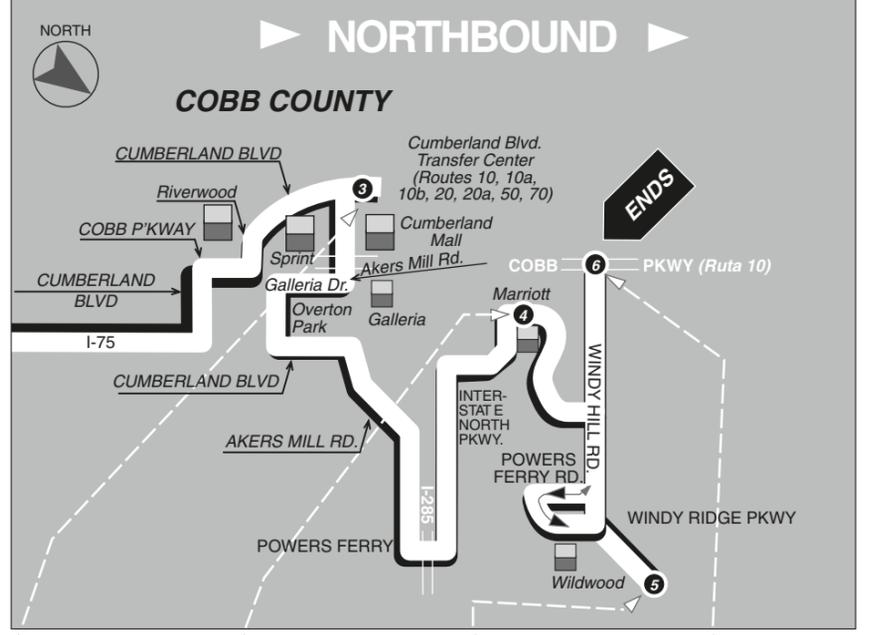
4
Bus Leaves
Windy Hill Road &
South Park Place

5
Bus Ends
Bentley Road
& Delk Road

WEEKDAY		
A.M.	6:05	6:15
	6:43	6:53
	6:56	7:06
	7:35	7:45
	7:55	8:05
	8:19	8:29
	8:33	8:43

WEEKDAY			
	6:37	6:49	6:57
	7:15	7:27	7:35
	7:28	7:40	7:48
	8:07	8:19	8:27
	8:27	8:39	8:47
	8:51	9:03	9:11
	9:05	9:17	9:25

ROUTE **10B Wildwood via Interstate North Parkway 10B** ROUTE



1
Bus Leaves
MARTA
Civic Center

2
Bus Leaves
MARTA
Arts Center

3
Bus Leaves
Cumberland Blvd.
Transfer
Center

4
Bus Leaves
Interstate
North Pkwy/
Marriott

5
Bus Leaves
Wildwood
Pkwly

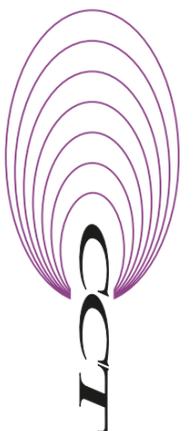
6
Bus Ends
Cobb Parkway
& Windy Hill Rd

WEEKDAY		
A.M.	6:12	6:17
	6:50	7:00
	7:18	7:28
	7:55	8:05

WEEKDAY			
	6:39	6:50	7:00
	7:22	7:33	7:43
	7:50	8:01	8:11
	8:27	8:38	8:48

Cobb Community Transit
463 Commerce Park Drive
Suite #114
Marietta, GA 30060-2737

ROUTE 10A/B



ROUTE
10A/B
TERRELL MILL via
CUMBERLAND BLVD.
TRANSFER CENTER
WILDWOOD via
INTERSTATE NORTH PARKWAY
SCHEDULE

Service Between:
• Midtown and Downtown Atlanta
• Cumberland Blvd. Transfer Center
• Circle 75, The Exchange, Terrell Mill Road, Bentley Road - Route 10a
• Interstate North and Wildwood - Route 10b

CUSTOMER INFORMATION
(770) 427-4444
www.cobbct.org

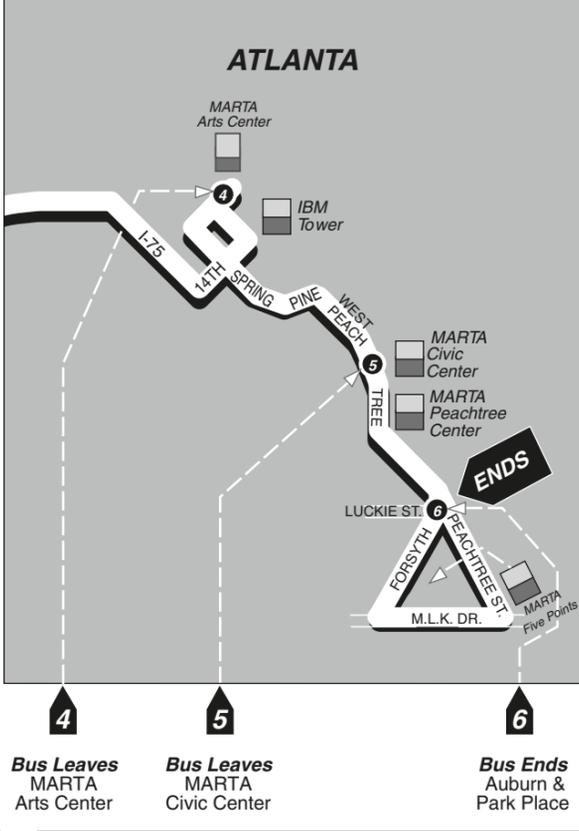
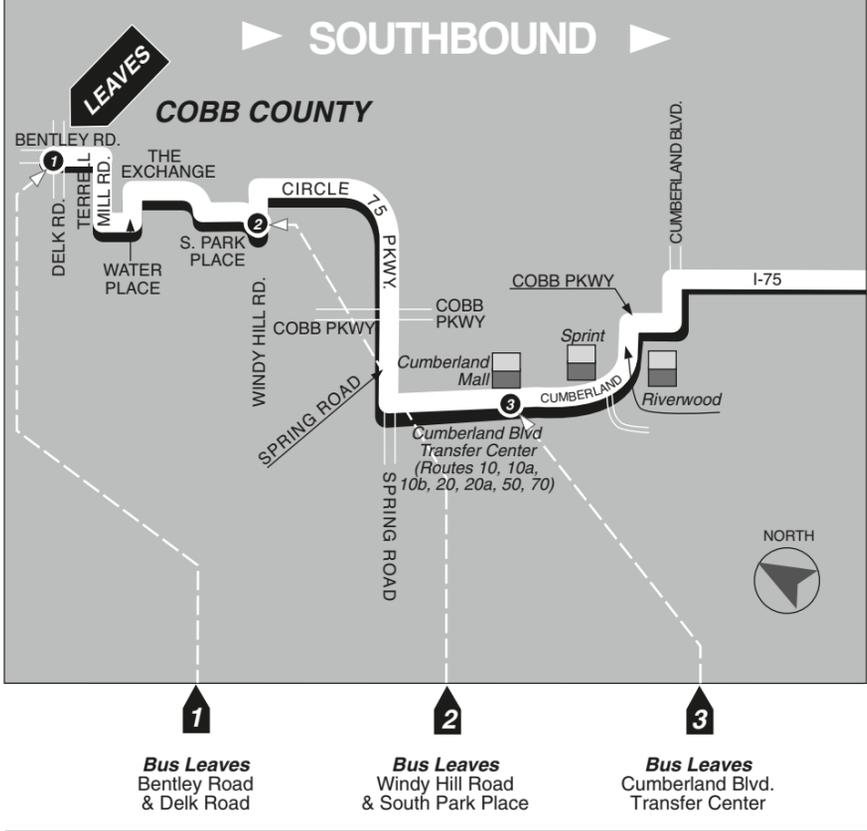


Cobb County... Expect the Best!

COBB
COMMUNITY
TRANSIT

Revised November 2010

ROUTE **10A** **Peachtree via Arts Center** ROUTE **10A**

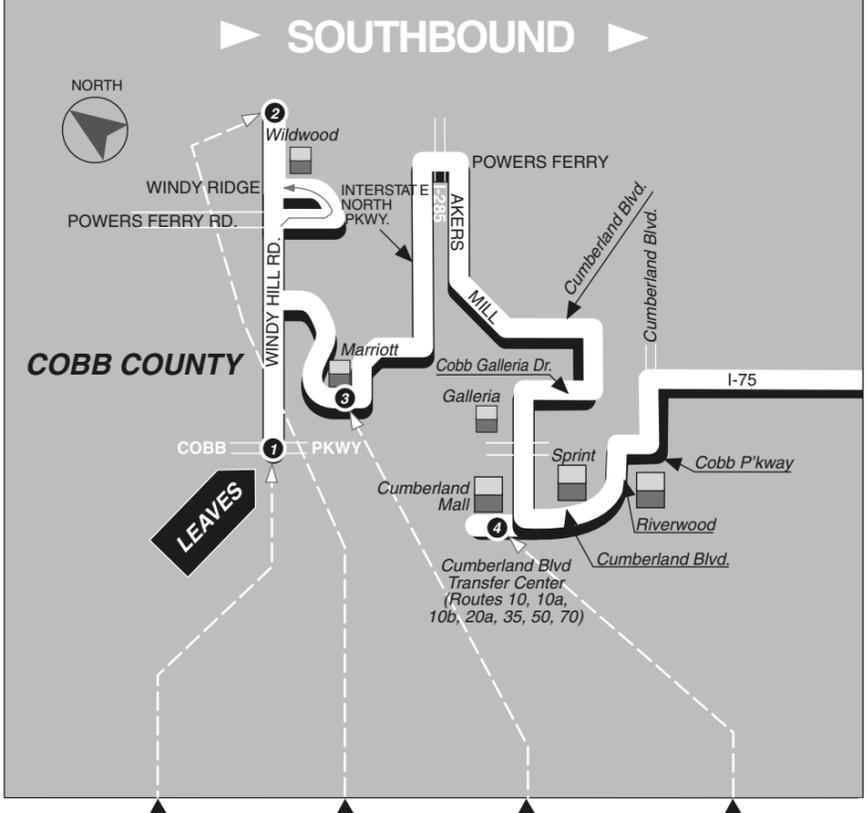


WEEKDAY			
P.M.	3:26	3:34	3:43
	3:50	3:58	4:11
	4:30	4:38	4:55
	5:10	5:18	5:39

4:18	4:26	4:34
4:42	4:50	4:58
5:25	5:33	5:41
6:05	6:13	6:21

Passenger exits only. No Southbound boardings in Atlanta.

ROUTE **10B** **Peachtree via Arts Center** ROUTE **10B**



WEEKDAY				
P.M.	3:30	3:43	3:55	4:11
	4:00	4:13	4:25	4:41
	4:23	4:36	4:48	5:04
	5:35	5:48	6:00	6:16

4:31	4:39	4:48
5:01	5:09	5:18
5:24	5:32	5:43
6:36	6:44	6:51

Passenger exits only. No Southbound boardings in Atlanta.

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463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

NO REFUND ON TICKETS
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For more information about Breeze, go to cobbcounty.org/breeze

Welcome to Route 10 A/B
LOCAL SERVICE

WEEKDAY SERVICE ONLY
(NO SATURDAY OR SUNDAY SERVICE)

CASH FARES
EXACT CHANGE ONLY

LOCAL BUS FARES	
Adult One-Way	\$2.00
Youth Under Age 18 (I.D. Required)	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required	\$1.00
Medicare Card Holder: Medicare Card required	\$1.00
Persons with Disabilities:	\$1.00
CCT issued ID Card required	
Children under 42" height	FREE
CCT & MARTA Transfers	FREE

EXPRESS BUS FARES	
Adult One-Way	\$4.00
Youth Under Age 18 One-Way	\$4.00
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CCT & MARTA Transfers	FREE

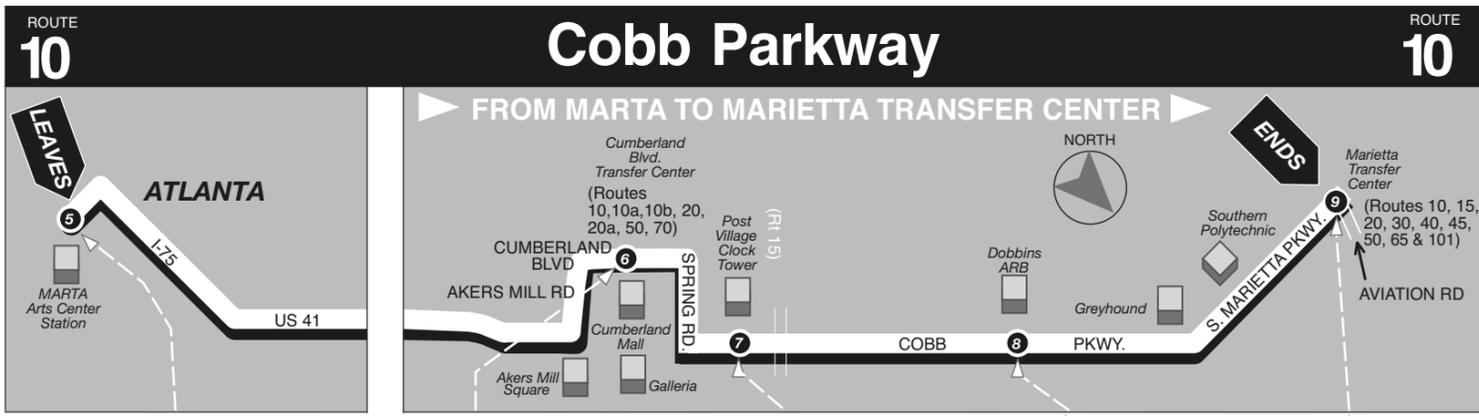
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5 BUS LEAVES MARTA Arts Center Station

6 Bus Leaves Cumberland Blvd. Transfer Center

7 Bus Leaves Cobb Pkwy. & Clock Tower

8 Bus Leaves Dobbins Air Reserve Base

9 BUS ENDS Marietta Transfer Center

WEEKDAY

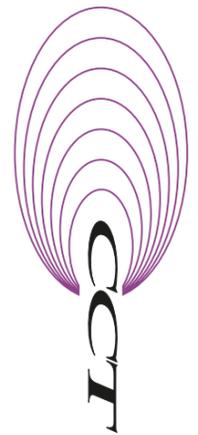
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	5:45	6:06	6:14	6:18	6:24
	6:00	6:28	6:36	6:42	6:51
	6:15	6:43	6:51	6:57	7:06
	6:30	6:58	7:06	7:12	7:21
	6:45	7:13	7:21	7:27	7:36
	7:00	7:28	7:36	7:42	7:51
	7:15	7:43	7:51	7:57	8:06
	7:30	7:58	8:06	8:12	8:21
	7:45	8:13	8:21	8:27	8:36
	8:00	8:28	8:36	8:42	8:51
	8:15	8:43	8:51	8:57	9:06
	8:30	8:58	9:06	9:12	9:21
	8:45	9:13	9:21	9:27	9:36
	9:00	9:28	9:37	9:44	9:53
	9:15	9:43	9:52	9:59	10:08
	9:30	9:58	10:07	10:14	10:23
	9:45	10:13	10:21	10:27	10:38
	10:00	10:25	10:34	10:41	10:50
	10:30	10:55	11:04	11:11	11:20
P.M.	11:00	11:25	11:34	11:41	11:50
	11:30	11:55	12:04	12:11	12:20
	12:00	12:25	12:34	12:41	12:50
	12:30	12:55	1:04	1:11	1:20
	1:00	1:25	1:34	1:41	1:50
	1:30	1:55	2:04	2:11	2:20
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	8:30	8:58	9:07	9:13	9:23
	9:00	9:28	9:33	9:37	9:43
	10:00	10:28	10:33	10:37	10:50
	11:00	11:22	11:27	11:32	11:50
	12:00	12:22	12:27	12:32	12:50

SATURDAY

A.M.	6:00	6:27	6:33	6:39	6:47
	7:00	7:27	7:33	7:39	7:47
	7:30	7:57	8:03	8:09	8:17
	8:00	8:27	8:33	8:39	8:47
	8:30	8:57	9:03	9:09	9:17
	9:00	9:27	9:33	9:39	9:47
	9:30	9:57	10:03	10:09	10:17
	10:00	10:27	10:33	10:39	10:47
	10:30	10:57	11:03	11:09	11:17
	11:00	11:27	11:33	11:39	11:47
	11:30	11:57	12:03	12:09	12:17
P.M.	12:00	12:27	12:33	12:39	12:47
	12:30	12:57	1:03	1:09	1:17
	1:00	1:27	1:33	1:39	1:47
	1:30	1:57	2:03	2:09	2:17
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	3:30	3:57	4:03	4:09	4:17
	4:00	4:27	4:33	4:39	4:47
	4:30	4:57	5:03	5:09	5:17
	5:00	5:27	5:33	5:39	5:47
	5:30	5:57	6:03	6:09	6:17
	6:00	6:27	6:33	6:39	6:47
	6:30	6:57	7:03	7:09	7:17
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	7:30	7:57	8:03	8:09	8:17
	8:00	8:27	8:33	8:39	8:47
	9:00	9:27	9:33	9:39	9:47
	10:00	10:27	10:33	10:39	10:47
	11:00	11:27	11:33	11:39	11:47

Cobb Community Transit
 463 Commerce Park Drive
 Suite #114
 Marietta, GA 30060-2737

ROUTE 10



ROUTE 10
 COBB PARKWAY

SCHEDULE

Service Between:

- Marietta Transfer Center
- Southern Polytechnic State University
- Dobbins Air Reserve Base
- Cumberland Blvd. Transfer Center
- MARTA Arts Center Station

CUSTOMER INFORMATION

(770) 427-4444

www.cobbct.org



Cobb County...Expect the Best!

COBB
 COMMUNITY
 TRANSIT

Revised November 2010

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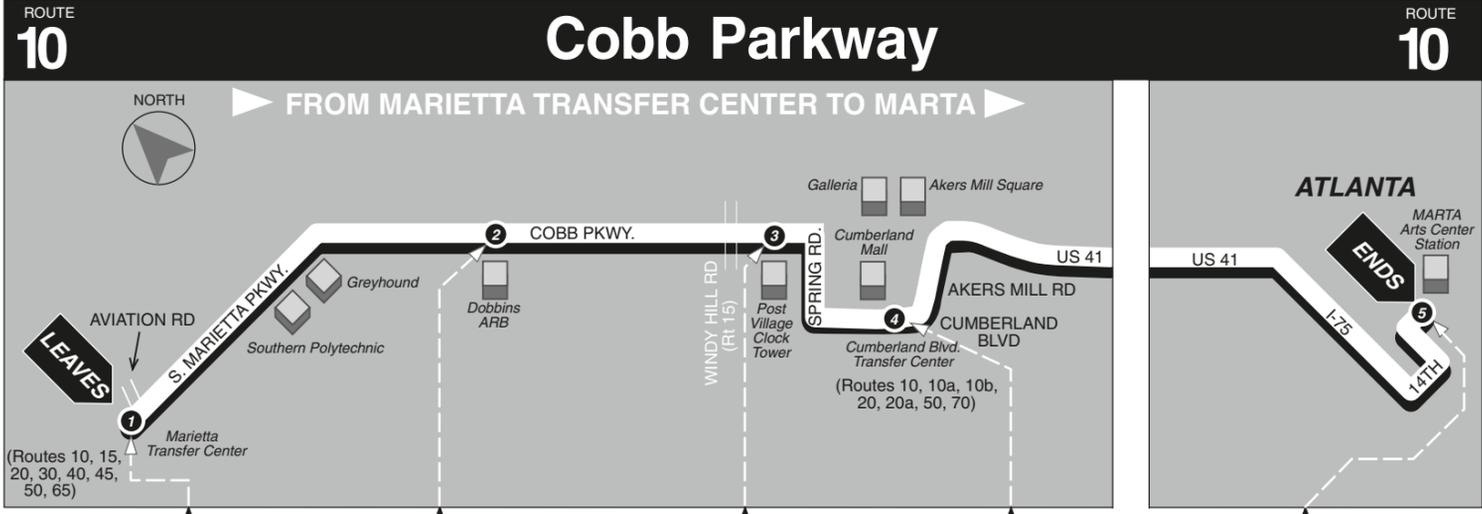
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1	BUS LEAVES Marietta Transfer Center	2	Bus Leaves Dobbins Air Reserve Base	3	Bus Leaves Cobb Pkwy. & Clock Tower	4	Bus Leaves Cumberland Blvd. Transfer Center	5	BUS ENDS MARTA Arts Center Station
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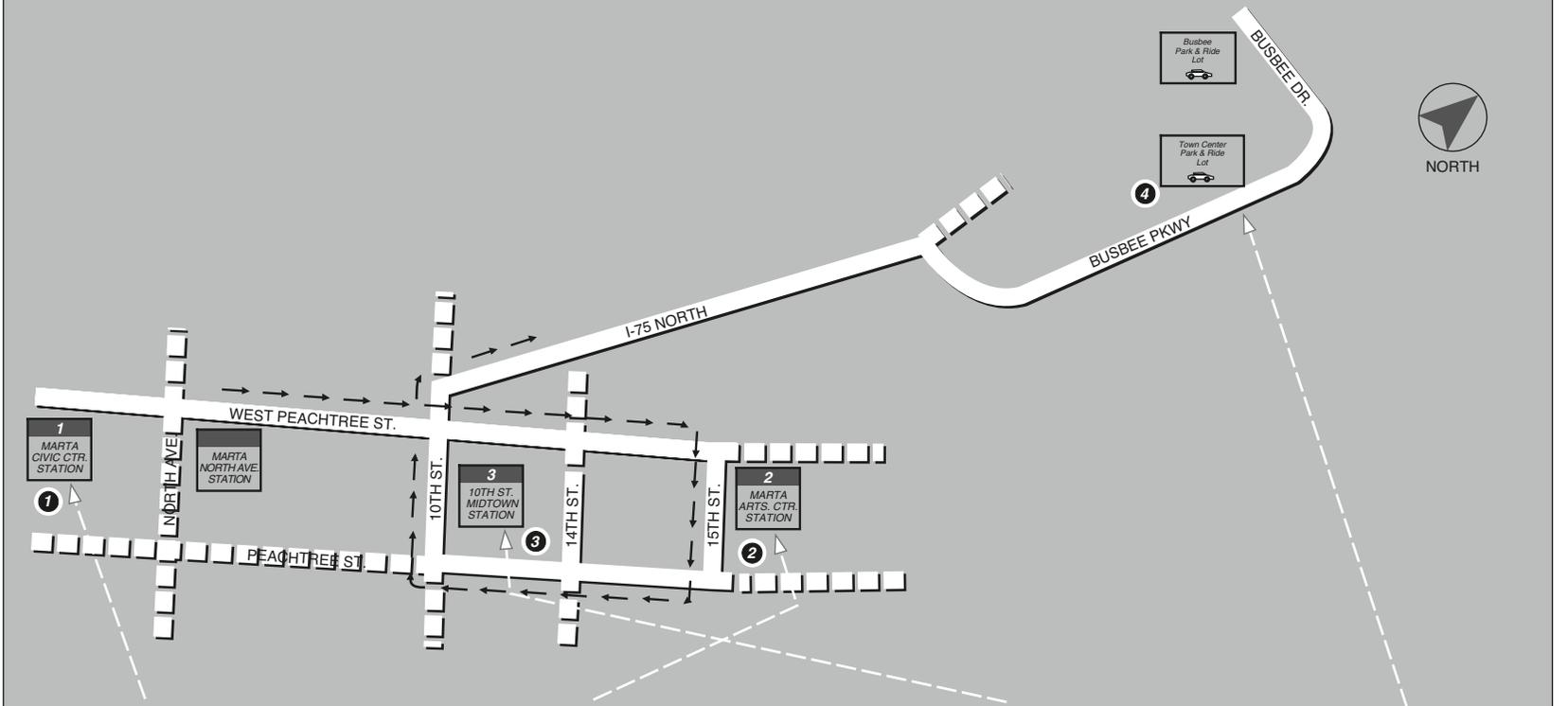
WEEKDAY

A.M.	5:00	5:07	5:14	5:28	5:51
	5:15	5:22	5:29	5:43	6:06
	5:30	5:37	5:44	5:58	6:21
	5:45	5:52	5:59	6:13	6:36
	6:00	6:08	6:16	6:28	6:53
	6:15	6:23	6:31	6:43	7:08
	6:30	6:38	6:46	6:58	7:23
	6:45	6:53	7:01	7:13	7:38
	7:00	7:08	7:16	7:28	7:53
	7:15	7:23	7:31	7:43	8:08
	7:30	7:38	7:46	7:58	8:23
	7:45	7:53	8:01	8:13	8:38
	8:00	8:08	8:16	8:28	8:53
	8:15	8:23	8:31	8:43	9:08
	8:30	8:38	8:46	8:58	9:23
	8:45	8:53	9:01	9:13	9:38
	9:00	9:09	9:16	9:30	9:52
	9:30	9:39	9:46	10:00	10:22
	10:00	10:09	10:16	10:30	10:52
	10:30	10:39	10:46	11:00	11:22
P.M.	11:00	11:09	11:16	11:30	11:52
	11:30	11:39	11:46	12:00	12:22
	12:00	12:09	12:16	12:30	12:52
	12:30	12:39	12:46	1:00	1:22
	1:00	1:09	1:16	1:30	1:52
	1:30	1:39	1:46	2:00	2:22
	2:00	2:09	2:16	2:30	2:52
	2:30	2:39	2:46	3:00	3:22
	2:45	2:53	3:01	3:13	3:42
	3:00	3:09	3:16	3:28	3:54
	3:15	3:24	3:31	3:43	4:09
	3:30	3:39	3:46	3:58	4:24
	3:45	3:54	4:01	4:13	4:39
	4:00	4:09	4:16	4:28	4:54
	4:15	4:24	4:31	4:43	5:09
	4:30	4:39	4:46	4:58	5:24
	4:45	4:54	5:01	5:13	5:39
	5:00	5:09	5:16	5:28	5:54
	5:15	5:24	5:31	5:43	6:09
	5:30	5:39	5:46	5:58	6:24
	5:45	5:54	6:01	6:13	6:39
	6:00	6:09	6:15	6:28	6:54
	6:15	6:24	6:30	6:43	7:09
	6:30	6:39	6:45	6:58	7:24
	6:45	6:54	7:00	7:13	7:39
	7:00	7:08	7:14	7:30	7:54
	7:30	7:39	7:45	7:58	8:24
	8:00	8:08	8:14	8:30	8:54
	9:00	9:08	9:14	9:34	9:54
	10:00	10:08	10:14	10:34	10:54
	11:00	11:08	11:14	11:34	11:54

SATURDAY

A.M.	6:00	6:07	6:13	6:27	6:52
	6:30	6:37	6:43	6:57	7:22
	7:00	7:07	7:13	7:27	7:52
	7:30	7:37	7:43	7:57	8:22
	8:00	8:07	8:13	8:27	8:52
	8:30	8:37	8:43	8:57	9:22
	9:00	9:07	9:13	9:27	9:52
	9:30	9:37	9:43	9:57	10:22
	10:00	10:07	10:13	10:27	10:52
	10:30	10:37	10:43	10:57	11:22
P.M.	11:00	11:07	11:13	11:27	11:52
	11:30	11:37	11:43	11:57	12:22
	12:00	12:07	12:13	12:27	12:52
	12:30	12:37	12:43	12:57	1:22
	1:00	1:07	1:13	1:27	1:52
	1:30	1:37	1:43	1:57	2:22
	2:00	2:07	2:13	2:27	2:52
	2:30	2:37	2:43	2:57	3:22
	3:00	3:07	3:13	3:27	3:52
	3:30	3:37	3:43	3:57	4:22
	4:00	4:07	4:13	4:27	4:52
	4:30	4:37	4:43	4:57	5:22
	5:00	5:07	5:13	5:27	5:52
	5:30	5:37	5:43	5:57	6:22
	6:00	6:07	6:13	6:27	6:52
	6:30	6:37	6:43	6:57	7:22
	7:00	7:07	7:13	7:27	7:52
	8:00	8:07	8:13	8:27	8:52
	9:00	9:07	9:13	9:27	9:52
	10:00	10:07	10:13	10:27	10:52

ROUTE **481** MARTA CIVIC CENTER to TOWN CENTER PARK & RIDE via MIDTOWN **481** ROUTE



1

BUS LEAVES
MARTA Civic Center
Station

2

BUS LEAVES
MARTA Arts Center
Station

3

BUS LEAVES
10th Street Midtown
Station

4

BUS ARRIVES
Town Center
Park & Ride

WEEKDAY				
P.M.	3:30*	3:37	3:42	4:20
	4:05	4:12	4:17	4:55
	4:35	4:42	4:47	5:25
	5:05	5:12	5:17	5:55
	5:35	5:42	5:47	6:25
	6:15	6:22	6:27	7:05

Georgia Regional Transportation Authority
245 Peachtree Center Ave., NE
Suite 900
Atlanta, GA 30303

ROUTE 481



ROUTE **481**

SCHEDULE

Service Between:

- Town Center Park & Ride
- MARTA Civic Center
- Midtown Atlanta



Cobb County...Expect the Best!

CUSTOMER INFORMATION

(404) 463-4782

<http://www.xpressga.com>

customerservice@xpressga.com

OPERATED BY
COBB
COMMUNITY
TRANSIT

Revised November 2010

Welcome to Route 481 EXPRESS SERVICE

WEEKDAY SERVICE ONLY MIDDAY SERVICE VIA ROUTE 480

CASH FARES EXACT CHANGE ONLY

LOCAL BUS FARES

Adult One-Way.....	\$2.00
Youth Under Age 18 (I.D. Required).....	\$1.50
Senior Citizens (65 yrs. plus) I.D. Required.....	\$1.00
Medicare Card Holder: Medicare Card required.....	\$1.00
Persons with Disabilities.....	\$1.00
CCT issued ID Card required	
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

EXPRESS BUS FARES

Adult One-Way.....	\$4.00
Youth Under Age 18 One-Way.....	\$4.00
Children under 42" height.....	FREE
CCT & MARTA Transfers.....	FREE

NOTE: Special reduced fares for senior citizens and persons with disabilities are available on local routes only. **Special fares are not available anytime on Express Routes, Paratransit or other special services.** For more information on Senior Citizen and Disabled ID cards call Customer Information at 770-427-4444.

Transfer valid for up to 3 hours. Transfer valid only on a different route than issued. You must ask for a transfer upon boarding the bus.

If you are riding both CCT and MARTA, pay the oneway CCT fare and transfer free to MARTA. For the return trip, pay the MARTA fare and transfer free to CCT. CCT does not accept MARTA fare products.

CCT TICKETS

31 Day Express.....	\$110.00
Express 20 Ride.....	\$57.00
31 Day Local.....	\$65.00
10 Ride Local.....	\$16.00

NO REFUND ON TICKETS

If you ride both CCT & MARTA, you are encouraged to obtain a Breeze Card.

For more information about Breeze, go to cobbcounty.org/breeze

Tickets can be purchased in person, by mail or online (www.cobbct.org). Cash, check, money orders and credit cards are accepted. You can also phone in your credit card purchase to 770-428-1218, and your ticket/pass will be mailed to you. Tickets and Passes can be purchased at 463 Commerce Park Drive, Suite 108, Marietta, GA 30060 during regular business hours, 8:00 AM – 5:00 P.M. Monday through Friday.

PASSENGERS WITH DISABILITIES

All CCT buses are wheelchair accessible. Information for hearing impaired individuals can be obtained by calling Georgia Relay 1-800-255-0135. Text Telephone users may call 1-800-255-0056. Information for visually impaired individuals can be obtained by calling 770-427-4444. Only service animals are permitted on CCT vehicles.

Federal Law 49 CFR 37.167 requires the first two rows of seats must be vacated for seniors & disabled persons. CCT operates a specialized transportation service for eligible persons with disabilities who are unable to use the regular local bus service. Call 770-427-2222 for more information on the CCT Paratransit Program.

CUSTOMER SERVICE

For information about CCT or to file a complaint, please call our Customer Service Department at 770-427-4444. Customer Service Hours are 7:00 AM – 7:00 PM, Monday - Friday. To ensure our customers receive quality service, we randomly select phone calls for monitoring. These calls, between our customers and employees, are evaluated by supervisors. This is to guarantee that prompt, consistent assistance, and accurate information is delivered in a professional manner. We have been properly licensed by the Georgia Public Service Commission to use such observing equipment.

LOST AND FOUND

Please call our Customer Service Department at 770-427-4444. Lost and found items may be retrieved at the main office located at 463 Commerce Park Dr. Suite 108 Marietta, GA 30060, Monday through Friday between the hours of 8am to 5pm only. Lost and found items will be held for 30 days. If items are not claimed within 30 days, they will be disposed of.

GENERAL INFORMATION

Eating, drinking, or smoking on the bus is not allowed. Shirt and shoes must be worn. Use earphones with radios and tape players. GA Law Code Article 4 Offenses Against Public Transportation, Part 1, General Provision, Unlawful acts in Public Transit Bus, Code Section 16-12-120 (5) states "Plays any radio, cassette, cartridge, or tape player; or similar device unless such device is connected to an earpiece that limits the sound to the hearing of the individual user." Infants must be removed from strollers. Strollers must be folded at time of boarding. Strollers and carts cannot block the aisles.

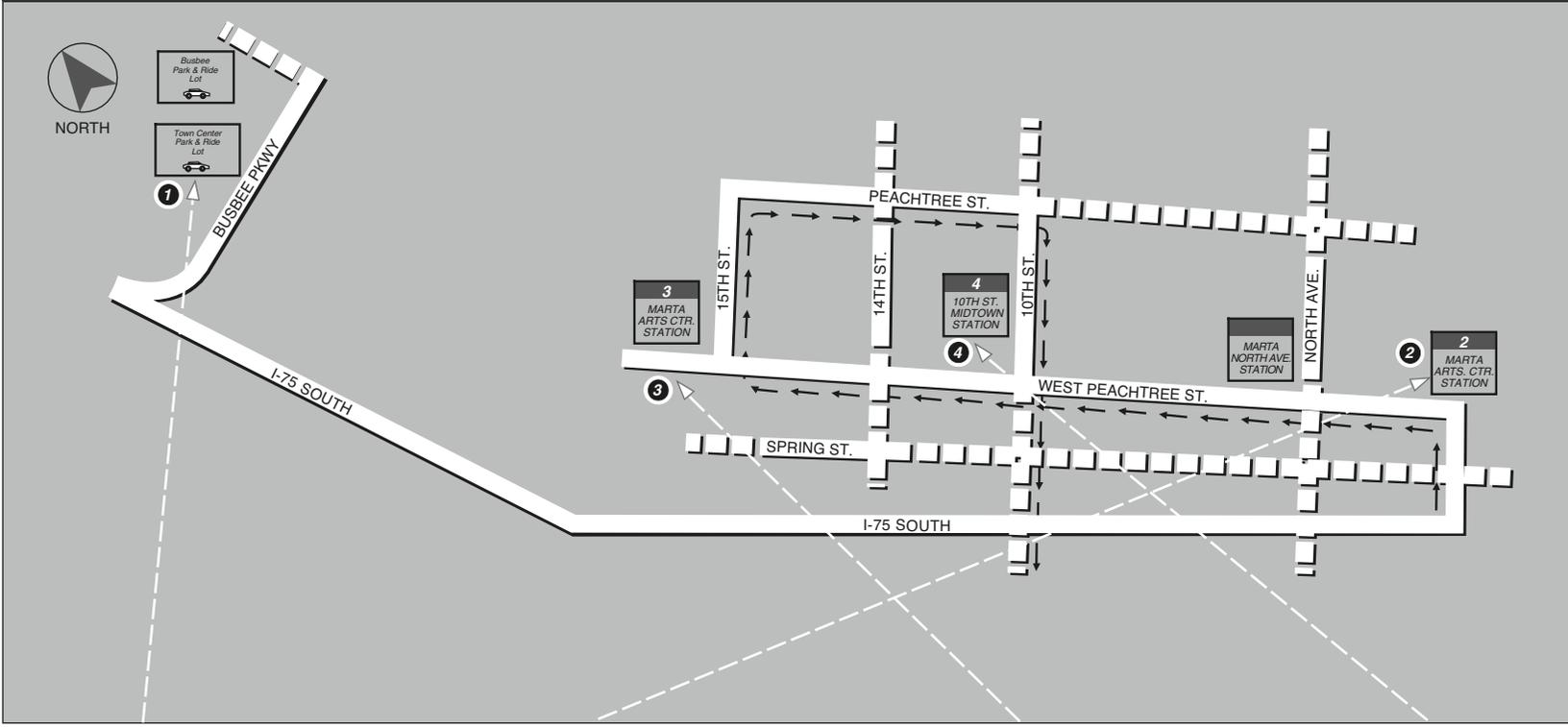
Although drivers make every effort to operate the service as scheduled, times may vary due to road, traffic and other conditions. Please be at the bus stop at least 5 minutes before the scheduled departures time. At Park and Ride lots, please park in designated spaces only. Illegally parked cars are subject to ticketing and/or towing.

Cobb Community Transit does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of transportation services. For route maps, and timetables, visit the CCT website at www.cobbct.org or call our Customer Service Department at 770-427-4444 or write:

CCT

463 Commerce Park Drive, Suite 108 • Marietta, GA 30060-2737
For MARTA Information call 404-848-4711.

ROUTE 481 TOWN CENTER PARK & RIDE to MIDTOWN via MARTA CIVIC CENTER 481 ROUTE



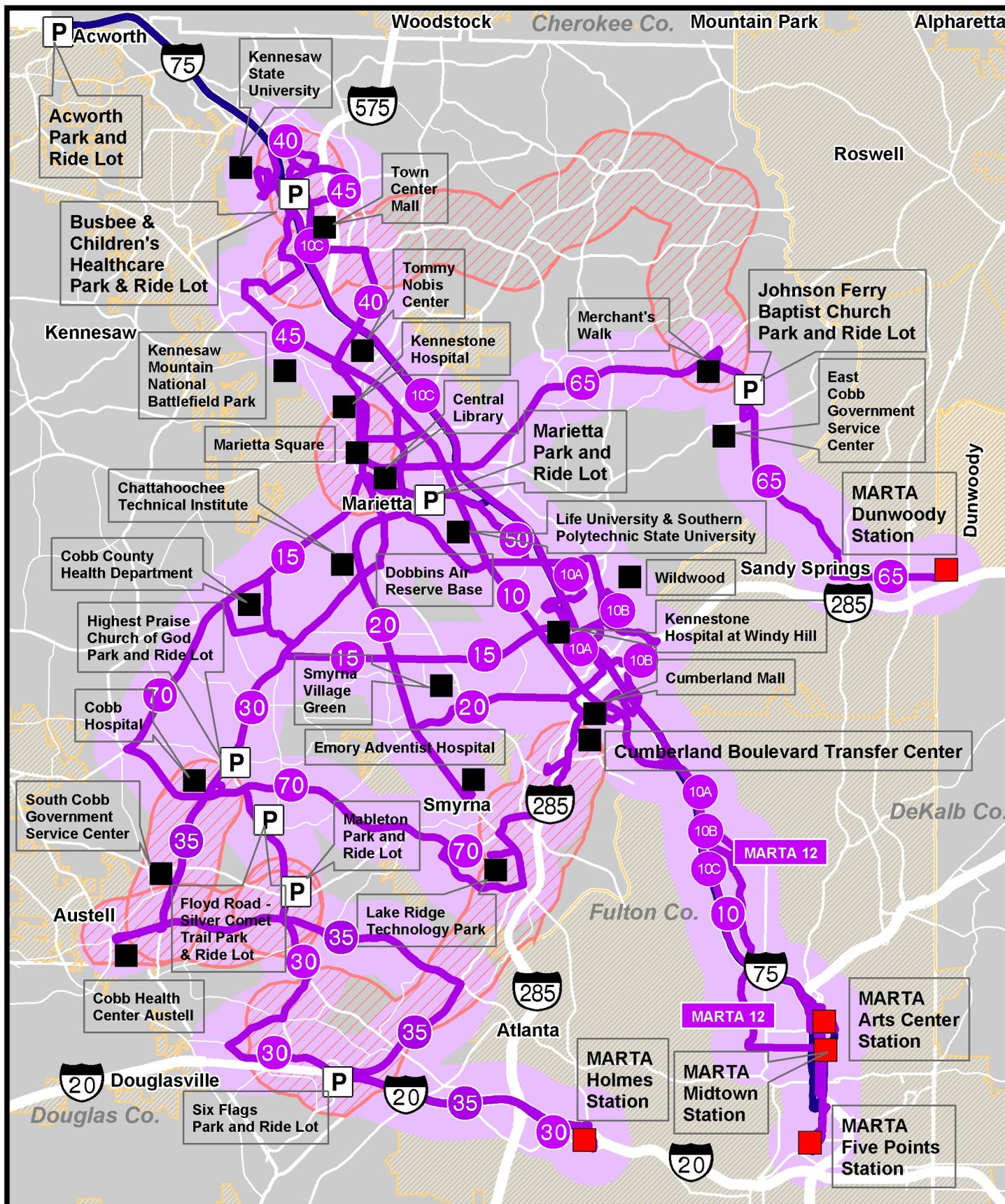
1 BUS LEAVES Town Center Park & Ride	2 BUS LEAVES MARTA Civic Center Station	3 BUS LEAVES MARTA Arts Center Station	4 BUS ARRIVES 10th Street Midtown Station
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WEEKDAY				
A.M.				
5:30		6:05	6:12	6:17
6:00		6:35	6:42	6:47
6:30		7:05	7:12	7:17
7:00		7:35	7:42	7:47
7:30		8:05	8:12	8:17
8:00		8:35	8:42	8:47

EXHIBIT 2

Paratransit Service Area Map

Cobb Community Transit (CCT) System Map - Paratransit Service - February 2010



	Legend		CCT Service Routes CCT Express Routes CCT Grand-fathered Area	CCT Paratransit Service Area Points of Interest	Scale
	CCT Park and Ride Location				

EXHIBIT 3

Actual Vehicle Revenue Hours and Trips – Fixed Route

EXHIBIT 3

Fixed Route Fiscal Year 2010 (MB)

Month	Unlinked Trips	Unlinked Weekday Trips	W'days	W'day Avg.	Saturday Total Trips	Sat. Working Days	S'day Avg.	W' day Miles	S'day Miles	Vehicle Revenue Miles	W'day Deadhead Miles	S'deadhead Miles	Total Deadhead Miles	W'day Passenger Miles	S'day Passenger Miles	Total Passenger Miles	Schedule W'Day Miles	Scheduled S'Day Miles	Total Scheduled Miles	W'day Revenue Hours	S'day Revenue Hours	Vehicle Revenue Hours	Sch. W'day Hours	Sch. S'day Hours	Total Sch. Hours
October-09	391,386	353,147	22	16,052	38,239	5	7,648	272,772.68	22,112.95	294,885.6	53,319.2	522.0	53,841.2	3,167,728.59	300,558.54	3,468,287.13	272,795.6	22,132.5	294,928.1	14,397.48	1,379.82	15,777.30	14,400.17	1,379.82	15,779.99
November-09	349,812	318,027	20	15,901	31,785	4	7,946	246,315.7	17,706.0	264,021.7	48,472.0	417.6	48,889.6	2,852,702.19	249,830.10	3,102,532.29	246,315.7	17,706.0	264,021.7	13,028.75	1,103.86	14,132.61	13,028.75	1,103.86	14,132.61
December-09	338,310	311,650	22	14,166	26,660	4	6,665	269,390.1	17,706.0	287,096.1	53,319.2	417.6	53,736.8	2,795,500.50	209,547.60	3,005,048.10	269,407.2	17,706.0	287,113.2	14,272.90	1,103.86	15,376.75	14,273.73	1,103.86	15,377.59
January-10	333,358	299,739	20	14,987	33,619	5	6,724	270,624.6	26,132.0	296,756.6	51,192.0	522.0	51,714.0	2,688,658.83	264,245.34	2,952,904.17	270,730.0	26,132.0	296,862.0	12,776.44	1,577.67	14,354.11	12,782.41	1,577.67	14,360.08
February-10	338,835	310,062	20	15,503	28,773	4	7,193	270,625.4	20,905.6	291,531.0	51,192.0	417.6	51,609.6	2,781,256.14	226,155.78	3,007,411.92	270,730.0	20,905.6	291,635.6	14,210.91	1,262.14	15,473.04	14,214.2	1,262.14	15,476.32
March-10	390,659	357,281	23	15,534	33,378	4	8,345	311,267.2	20,905.6	332,172.8	58,870.8	417.6	59,288.4	3,204,810.57	262,351.08	3,467,161.65	311,339.50	20,905.60	332,245.1	16,343.83	1,262.14	17,605.97	16,345.58	1,262.14	17,607.71
April-10	396,175	364,446	22	18,008	31,729	4	7,932	297,752.5	20,905.6	318,658.1	56,311.2	417.6	56,728.8	3,269,080.62	249,389.94	3,518,470.56	297,803.0	20,905.6	318,708.6	15,633.58	1,262.14	16,895.72	15,636.57	1,262.14	16,898.71
May-10	381,862	338,384	20	16,919	43,478	5	8,696	270,707.8	26,132.0	296,839.8	51,192.0	522.0	51,714.0	3,035,304.48	341,737.08	3,377,041.56	270,730.0	26,132.0	296,862.0	14,212.29	1,577.66	15,789.95	14,215.07	1,577.67	15,792.74
June-10	408,129	373,238	22	16,965	34,891	4	8,723	297,789.0	20,905.6	318,694.6	56,311.2	417.6	56,728.8	3,347,944.86	274,243.26	3,622,188.12	297,803.0	20,905.6	318,708.6	15,636.37	1,262.14	16,898.51	15,667.07	1,262.14	16,929.21
July-10	418,270	373,724	22	16,987	44,546	5	8,909	297,709.8	26,132.0	323,841.8	56,311.2	522.0	56,833.2	3,352,304.28	350,131.56	3,702,435.84	297,803.0	26,132.0	323,935.0	15,390.68	1,577.67	16,968.35	15,395.76	1,577.67	16,973.43
August-10	432,060	395,635	22	19,639	36,425	4	9,106	297,661.1	20,905.6	318,566.7	56,311.2	417.6	56,728.8	3,548,845.95	286,300.50	3,835,146.45	297,803.0	20,905.6	318,708.6	15,403.78	1,262.14	16,665.91	15,411.81	1,262.14	16,673.95
September-10	419,660	382,069	21	18,194	37,591	4	9,398	284,212.2	20,905.6	305,117.8	53,751.6	417.6	54,169.2	3,427,158.93	295,465.26	3,722,624.19	284,266.5	20,905.6	305,172.1	14,708.59	1,262.14	15,970.73	14,711.27	1,262.14	15,973.41
Total	4,598,516	4,177,402	256	16,318	421,114	52	8,098	3,386,828.1	261,354.6	3,648,182.7	646,553.6	5,428.8	651,982.4	37,471,295.94	3,309,956.04	40,781,251.98	3,387,526.5	261,374.1	3,648,900.6	176,015.61	15,893.34	191,908.95	176,082.39	15,893.36	191,975.74
		16,318			8,098			13,230	5,026		2,526	104		146,372	63,653		13,232.53	5,026.43		687.56	305.641238		687.821823	305.641485	
										2,700,656															
																				2,701,084.90		142,303.96			142,354.96

Paratransit Fiscal Year 2010 (DR)

Month	Unlinked Trips	Weekday Trips	W'days	W'day Avg.	Saturday Total Trips	Sat. Working Days	S'day Avg.	W' day Miles	S'day Miles	Vehicle Revenue Miles	Platform Weekday Miles	Platform Saturday Miles	Total Platform Miles	W'day Revenue Hours	S'day Revenue Hours	Vehicle Revenue Hours	Platform Weekday Hours	Platform Saturday Hours	Total Platform Hours	Weekday Passenger Miles	Saturday Passenger Miles	Total Passenger Miles
October-09	7,015	6,306	22	287	709	5	142	56,632.0	7,091.0	63,723.0	66,802.0	8,248.0	75,050.0	3,863.47	523.29	4,386.76	4,643.51	609.72	5,253.23			0.00
November-09	6,287	5,790	20	290	497	4	124	52,600.0	5,292.0	57,892.0	61,997.0	6,263.0	68,260.0	3,507.88	382.24	3,890.12	4,159.93	451.60	4,611.53			0.00
December-09	6,361	5,869	22	267	492	4	123	53,904.0	5,700.0	59,604.0	64,025.0	6,638.0	70,663.0	3,668.38	375.76	4,044.14	4,334.78	427.09	4,761.87			0.00
January-10	6,151	5,524	20	276	627	5	125	50,040.0	7,220.0	57,260.0	60,025.0	8,327.0	68,352.0	3,396.94	486.43	3,883.37	4,013.78	566.25	4,580.03			0.00
February-10	6,215	5,719	20	286	496	4	124	52,456.0	4,698.0	57,154.0	61,944.0	5,625.0	67,569.0	3,515.99	366.06	3,882.05	4,056.27	412.86	4,469.13			0.00
March-10	7,280	6,687	23	291	593	4	148	61,808.0	6,311.0	68,119.0	72,699.0	7,284.0	79,983.0	4,156.68	414.53	4,571.21	4,727.76	473.03	5,200.79			0.00
April-10	6,998	6,415	22	292	583	4	146	60,045.0	5,832.0	65,877.0	70,167.0	6,709.0	76,876.0	4,046.76	401.99	4,448.75	4,649.66	450.90	5,100.56			0.00
May-10	6,733	5,996	20	300	737	5	147	54,029.0	7,087.0	61,116.0	62,995.0	8,174.0	71,169.0	3,658.62	516.91	4,175.53	4,386.00	598.74	4,984.74			0.00
June-10	6,905	6,308	22	287	597	4	149	58,040.0	6,336.0	64,376.0	68,020.0	7,271.0	75,291.0	3,948.73	413.51	4,362.24	4,629.49	481.71	5,111.20			0.00
July-10	6,761	6,046	22	275	715	5	143	55,600.0	7,636.0	63,236.0	65,625.0	8,796.0	74,421.0	3,805.06	514.40	4,319.46	4,238.41	561.04	4,799.45			0.00
August-10	7,102	6,540	22	297	562	4	141	59,624.0	6,429.0	66,053.0	69,127.0	7,323.0	76,450.0	3,974.96	420.38	4,395.34	4,433.14	461.45	4,894.59			0.00
September-10	7,035	6,434	21	306	601	4	150	59,489.0	6,536.0	66,025.0	69,105.0	7,625.0	76,730.0	3,837.54	410.12	4,247.66	4,287.93	458.65	4,746.58			0.00
Total	80,843	73,634	256	288	7,209	52	139	674,267.0	76,168.0	750,435.0	792,531.0	88,283.0	880,814.0	45,381.01	5,225.62	50,606.63	52,560.66	5,953.04	58,513.70	0.00	0.00	0.00

EXHIBIT 4 (1)

<p align="center">2007 GOSHEN VANS CCT PARATRANSIT FLEET INVENTORY (DR) (PURCHASED TRANSPORTATION)</p>												
Vehicle No.	Vin. Number/Vehicle Number	Make	Model	Year	Fuel	Body Number	Engine	Date Received	Date Accepted	Tag Number	Replacement Schedule	Fleet number
700	1GBE4V1928F403396	Goshen	4500	2008	Diesel	25453	6.6 litre	11/19/07	11/20/07	GV04639	2017	8948
701	1GBE4V1918F403664	Goshen	4500	2008	Diesel	25454	6.6 litre	11/16/07	11/16/07	GV04640	2017	8949
702	1GBE4V1908F403784	Goshen	4500	2008	Diesel	25455	6.6 litre	11/16/07	11/20/07	GV04645	2017	8990
703	1GBE4V19X8F406301	Goshen	4500	2008	Diesel	25456	6.6 litre	11/16/07	11/20/07	GV04644	2017	8989
704	1GBE4V1988F403239	Goshen	4500	2008	Diesel	25457	6.6 litre	11/16/07	11/16/04	GV04646	2017	8991
705	1GBE4V1998F403718	Goshen	4500	2008	Diesel	25458	6.6 litre	11/16/07	11/16/07	GV04647	2017	8992
706	1GBE4V1968F403269	Goshen	4500	2008	Diesel	25459	6.6 litre	11/19/07	11/20/07	GV04641	2017	8986
707	1GBE4V19X8F403730	Goshen	4500	2008	Diesel	25460	6.6 litre	11/19/07	11/20/07	GV04642	2017	8987
708	1GBE4V1978F403281	Goshen	4500	2008	Diesel	25461	6.6 litre	11/16/07	11/20/07	GV04643	2017	8988
709	1GBE4V1968F403451	Goshen	4500	2008	Diesel	25452	6.6 litre	12/07/07	12/11/07	GV04638	2017	8947

EXHIBIT 4 (1)

**2008 GOSHEN VANS (Purchased from MARTA October 2009)
CCT PARATRANSIT FLEET INVENTORY
(DR) (PURCHASED TRANSPORTATION)
Useful life: 10 Years/350,000 Miles**

Vehicle No.	Vin. Number/Vehicle Number	Make	Model	Year	Fuel	Body Number	Engine	Date Received	Date Accepted	Tag No.	Replacement Schedule	Fleet No.	MARTA Vehicle No.	Date Delivered to MARTA
800	1GBE4V1908F411853	Goshen	4500	2008	Diesel	GCC25760	6.6 litre	01/06/10	01/06/10	GV13610	2017	8706	3973	09/15/08
801	1GBE4V1918F411554	Goshen	4500	2008	Diesel	GCC25759	6.6 litre	11/13/09	11/13/09	GV13612	2017	8707	3972	09/15/08
802	1GBE4V1918F411876	Goshen	4500	2008	Diesel	GCC25744	6.6 litre	11/13/09	11/13/09	GV13611	2017	8708	3957	09/23/08
803	1GBE4V1928F411689	Goshen	4500	2008	Diesel	GCC25756	6.6 litre	11/13/09	11/13/09	GV13613	2017	8709	3969	09/15/08
804	1GBE4V1928F411840	Goshen	4500	2008	Diesel	GCC25747	6.6 litre	01/06/10	01/06/10	GV13614	2017	8710	3960	09/17/08
805	1GBE4V1948F411578	Goshen	4500	2008	Diesel	GCC25746	6.6 litre	11/13/09	11/13/09	GV13615	2017	8711	3959	09/25/08
806	1GBE4V1958F410939	Goshen	4500	2008	Diesel	GCC25742	6.6 litre	11/13/09	11/13/09	GV13616	2017	8712	3955	09/17/08
807	1GBE4V1968F410691	Goshen	4500	2008	Diesel	GCC25733	6.6 litre	11/13/09	11/13/09	GV13617	2017	8713	3946	09/17/08
808	1GBE4V1968F410822	Goshen	4500	2008	Diesel	GCC25735	6.6 litre	11/13/09	11/13/09	GV13618	2017	8714	3948	09/22/08
809	1GBE4V1978F411588	Goshen	4500	2008	Diesel	GCC25758	6.6 litre	01/06/10	01/06/10	GV13619	2017	8715	3971	09/25/08
810	1GBE4V1978F411624	Goshen	4500	2008	Diesel	GCC25750	6.6 litre	11/13/09	11/13/09	GV13620	2017	8716	3963	09/15/08
811	1GBE4V1978F411901	Goshen	4500	2008	Diesel	GCC25751	6.6 litre	01/06/10	01/06/10	GV13621	2017	8717	3964	09/15/08
812	1GBE4V1988F411793	Goshen	4500	2008	Diesel	GCC25752	6.6 litre	11/13/09	11/13/09	GV13622	2017	8718	3965	09/22/08
813	1GBE4V1988F411938	Goshen	4500	2008	Diesel	GCC25761	6.6 litre	11/13/09	11/13/09	GV13623	2017	8719	3974	09/15/08
814	1GBE4V19X8F411861	Goshen	4500	2008	Diesel	GCC25743	6.6 litre	01/06/10	01/06/10	GV13624	2017	8720	3956	09/22/08

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Vehicle No. 804 - destroyed by fire 7/30/10.

EXHIBIT 4 (1)

**2009 GOSHEN VANS
CCT PARATRANSIT FLEET INVENTORY
(DR) (PURCHASED TRANSPORTATION)**
Useful life: 10 years/350,000 miles

Vehicle No.	Vin. Number/Vehicle Number	Make	Model	Year	Fuel	Body Number	Engine	Date Received	Date Accepted	Tag Number	Replacement Schedule	Fleet No.
900	1BGE4V1929F409216	Goshen	4500	2009	Diesel	26698	6.6 litre	03/26/09	03/30/09	GV04937	2019	8700
901	1GBE4V19X9F409173	Goshen	4500	2009	Diesel	26699	6.6 litre	03/26/09	03/30/09	GV04938	2019	8701
902	1GBE4V1999F409181	Goshen	4500	2009	Diesel	26700	6.6 litre	03/26/09	03/30/09	GV04939	2019	8702
903	1GBE4V1979F409194	Goshen	4500	2009	Diesel	26701	6.6 litre	03/26/09	03/30/09	GV04940	2019	8703
904	1GBE4V1909F409232	Goshen	4500	2009	Diesel	26702	6.6 litre	03/26/09	03/30/09	GV04941	2019	8704
905	1GBE4V1929F409278	Goshen	4500	2009	Diesel	26703	6.6 litre	03/26/09	03/30/09	GV04942	2019	8705

EXHIBIT 4 (1)

**2002 40' NOVA'S
COBB COMMUNITY TRANSIT
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

Vehicle No.	Identification No.	Engine Number	Type	Model Series	Year	Length	Delivery Date	Acceptance Date	Current Condition	Tag #	Replacment Schedule
Fuel CNG	URBAN'S										
0269	4RKEWTJA52R835533	04R0038630	NOVA (RTS)	82VW	2002	40'	3-Apr-02	10-Apr-02	Good	164724	2014
0270	4RKEWTJA72R835534	04R0038640	NOVA (RTS)	82VW	2002	40'	4-Apr-02	11-Apr-02	Good	164725	2014
0271	4RKEWTJA92R835535	04R0038625	NOVA (RTS)	82VW	2002	40'	23-Apr-02	6-May-02	Good	164726	2014
0272	4RKEWTJA02R835536	04R0038650	NOVA (RTS)	82VW	2002	40'	3-Apr-02	11-Apr-02	Good	164727	2014
0273	4RKEWTJA22R835537	04R0038645	NOVA (RTS)	82VW	2002	40'	3-Apr-02	10-Apr-02	Good	164728	2014
0274	4RKEWTJA42R835538	04R0038635	NOVA (RTS)	82VW	2002	40'	22-Apr-02	6-May-02	Good	164729	2014
0275	4RKEWTJA62R835539	04R0038620	NOVA (RTS)	82VW	2002	40'	22-Apr-02	6-May-02	Good	164730	2014
0276	4RKEWTJA22R835540	04R0038655	NOVA (RTS)	82VW	2002	40'	24-Apr-02	6-May-02	Good	164731	2014
SUBURBAN'S											
0277	4RKEWTJA42R835541	04R0039064	NOVA (RTS)	82VW	2002	40'	8-May-02	30-May-02	Good	164732	2014
0278	4RKEWTJA62R835542	04R0039061	NOVA (RTS)	82VW	2002	40'	10-May-02	30-May-02	Good	164733	2014
0279	4RKEWTJA82R835543	04R0039059	NOVA (RTS)	82VW	2002	40'	23-May-02	21-Jun-02	Good	164734	2014
0280	4RKEWTJAX2R835544	04R0039058	NOVA (RTS)	82VW	2002	40'	13-May-02	30-May-02	Good	164735	2014
0281	4RKEWTJA12R835545	04R0039062	NOVA (RTS)	82VW	2002	40'	24-May-02	21-Jun-02	Good	164736	2014
0282	4RKEWTJA32R835546	04R0039055	NOVA (RTS)	82VW	2002	40'	24-May-02	21-Jun-02	Good	164737	2014
0283	4RKEWTJA52R835547	04R0039056	NOVA (RTS)	82VW	2002	40'	23-May-02	21-Jun-02	Good	164738	2014

EXHIBIT 4 (1)

**2003 Forty-Five Foot MCI
GRTA Bus
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

Vehicle No.	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	Replacement Schedule
337	IM8PDMPA34P056246		06R0750412	Suburban	D4500	2003	45	4,167.0	14-Dec-05	1-Dec-03	1,604.4	2016
338	IM8PDMPA54P056247	GV17541	6067MK2E/06R0751445	Suburban	D4500	2004	45	1,901.0	12-Nov-04	18-Nov-04	1,933.0	2016
339	IM8PDMPA74P056248	GV17542	6067MK2E/06RO751397	Suburban	D4500	2004	45	1,634.0	22-Nov-04	23-Nov-04	1,361.0	2016
340	IM8PDMPA94P056249	GV17566	6067MK2E/06RO8751434	Suburban	D4500	2004	45	1,615.0	22-Nov-04	6-Dec-04	1,637.0	2016
341	IM8PDMPA54P056250	GV17543	6067MK2E/06RO751413	Suburban	D4500	2004	45	1,597.0	22-Nov-04	6-Dec-04	1,632.0	2016
342	IM8PDMPA74P056251	GV17544	6067MK2E/06R0750919	Suburban	D4500	2004	45	1,628.0	22-Nov-04	7-Dec-04	1,661.0	2016
343	IM8PDMPA94P056252	GV17545	6067MK2E/06R0751402	Suburban	D4500	2004	45	1,647.0	22-Nov-04	7-Dec-04	1,669.0	2016
344	IM8PDMPA04P056253	GV17546	6067MK2E/06R0750941	Suburban	D4500	2004	45	1,629.0	22-Nov-04	8-Dec-04	1,657.0	2016
345	IM8PDMPA24P056254	GV17547	6067MK2E/06R0751423	Suburban	D4500	2004	45	1,604.0	22-Nov-04	8-Dec-04	1,651.0	2016
346	IM8PDMPA44P056255	GV17551	6067MK2E/06R0750930	Suburban	D4500	2004	45	1,593.0	22-Nov-04	8-Dec-04	1,627.0	2016
347	IM8PDMPA64P056256	GV17548	6067MK2E/06R0751478	Suburban	D4500	2004	45	1,753.0	22-Nov-04	18-Nov-04	1,780.0	2016

EXHIBIT 4 (1)

**2006 Forty-Five Foot MCI
GRTA Bus
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

Vehicle No.	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	Replacement Schedule
4039	1M8PDMPA06P057310	GV20052	06R0909142	Suburban	D4500	2006	45	1,627.9	7-Jun-06	16-Jun-06	1,631.0	2018
4040	1M8PDMPA06P057311	GV20053	06R0908231	Suburban	D4500	2006	45	1,571.7	8-Jun-06	9-Jun-06	1,584.9	2018
4041	1M8PDMPA26P057312	GV20054	06R0908066	Suburban	D4500	2006	45	1,571.9	5-Jun-06	9-Jun-06	1,585.0	2018
4042	1M8PDMPA66P057313	GV20055	06R0909149	Suburban	D4500	2006	45	1,643.6	5-Jun-06	9-Jun-06	1,648.3	2018
4043	1M8PDMPA46P057314	GV20056	06R0908844	Suburban	D4500	2006	45	1,653.5	8-Jun-06	9-Jun-06	1,672.3	2018
4044	1M8PDMPA86P057315	GV20057	06R0908822	Suburban	D4500	2006	45	1,566.0	8-Jun-06	8-Jun-06	1,572.0	2018
4045	1M8PDMPAX6P057316	GV20058	06R0908074	Suburban	D4500	2006	45	1,582.4	8-Jun-06	12-Jun-06	1,605.1	2018
4046	1M8PDMPA16P057317	GV20059	06R0908010	Suburban	D4500	2006	45	1,633.5	7-Jun-06	12-Jun-06	1,638.1	2018
4047	1M8PDMPAXP057318	GV20060	06R0908238	Suburban	D4500	2006	45	1,609.9	7-Jun-06	12-Jun-06	1,624.2	2018
4048	1M8PDMPA56P057319	GV20061	06R0909559	Suburban	D4500	2006	45	1,572.7	5-Jun-06	16-Jun-06	1,591.0	2018
4049	1M8PDMPA16P057320	GV20062	06R0908274	Suburban	D4500	2006	45	1563	7-Jun-06	8-Jun-06	1592	2018
4050	1M8PDMPA36P057321	GV20063	06R0910247	Suburban	D4500	2006	45	1581.2	7-Jun-06	8-Jun-06	1589	2018
4051	1M8PDMPA56P057322	GV20064	06R0910253	Suburban	D4500	2006	45	1577.9	5-Jun-06	8-Jun-06	1584	2018
4052	1M8PDMPA76P057323	GV20065	06R0908224	Suburban	D4500	2006	45	1715.9	5-Jun-06	8-Jun-06	1720	2018
4053	1M8PDMPA96P057324	GV20066	06R0902446	Suburban	D4500	2006	45	1694	5-Jun-06	8-Jun-06	1703	2018

EXHIBIT 4 (1)

**2004 Forty-Foot New Flyer Buses
COBB COMMUNITY TRANSIT
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

CCT No.	County No.	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	NFUSAI Unit Number	Replacement Schedule
4001	8822	5FYD2LL054U026794	GV03344	04R0045482	Urban	D40LF	2004	40'	1,252.0	1-Jun-04	8-Jun-04	1,284.1	16207	2016
4002	8823	5FYD2LL074U026795	GV03345	04R0045480	Urban	D40LF	2004	40'	1,269.1	2-Jun-04	8-Jun-04	1,290.7	16208	2016
4003	8824	5FYD2LL094U026796	GV03346	04R0045485	Urban	D40LF	2004	40'	1,251.5	1-Jun-04	10-Jun-04	1,283.8	16209	2016
4004	8825	5FYD2LL004U026797	GV03347	04R0045477	Urban	D40LF	2004	40'	1,250.0	1-Jun-04	8-Jun-04	1,281.5	16210	2016
4005	8826	5FYD2LL024U026798	GV03348	04R0045472	Urban	D40LF	2004	40'	1,243.4	1-Jun-04	10-Jun-04	1,271.1	16211	2016
4006	8827	5FYD2LL044U026799	GV03349	04R0045475	Urban	D40LF	2004	40'	1,259.8	1-Jun-04	9-Jun-04	1,280.3	16212	2016
4007	8828	5FYD2LL074U026800	GV03350	04R0042220	Urban	D40LF	2004	40'	1,268.5	1-Jun-04	8-Jun-04	1,300.7	16213	2016
4008	8829	5FYD2LL094U026801	GV03351	04R0045545	Urban	D40LF	2004	40'	1,208.6	1-Jun-04	10-Jun-04	1,241.1	16214	2016
4009	8830	5FYD2LL004U026802	GV03352	04R0045541	Urban	D40LF	2004	40'	2,006.0	10-Jun-04	18-Jun-04	2,038.8	16215	2016
4010	8831	5FYD2LL024U026803	GV03353	04R0045546	Urban	D40LF	2004	40'	1,229.7	4-Jun-04	10-Jun-04	1,241.8	16216	2016
4011	8832	5FYD2LL044U026804	GV03354	04R0045539	Urban	D40LF	2004	40'	1,247.0	7-Jun-04	16-Jun-04	1,281.5	16217	2016
4012	8833	5FYD2LL064U026805	GV03355	04R0045578	Urban	D40LF	2004	40'	1,228.8	7-Jun-04	16-Jun-04	1,261.7	16218	2016
4013	8834	5FYD2LL084U026806	GV03356	04R0045582	Urban	D40LF	2004	40'	1,231.9	7-Jun-04	10-Jun-04	1,265.5	16219	2016
4014	8835	5FYD2LL0X4U026807	GV03357	04R0045581	Urban	D40LF	2004	40'	1,275.0	7-Jun-04	16-Jun-04	1,307.2	16220	2016
4015	8836	5FYD2LL014U026808	GV03358	04R0045577	Urban	D40LF	2004	40'	1,239.3	8-Jun-04	29-Jun-04	1,307.3	16221	2016
4016	8837	5FYD2LL034U026809	GV03359	04R0045548	Urban	D40LF	2004	40'	1,256.4	7-Jun-04	16-Jun-04	1,280.5	16222	2016
4017	8838	5FYD2LL0X4U026810	GV03360	04R0045583	Urban	D40LF	2004	40'	1,200.1	10-Jun-04	17-Jun-04	1,222.1	16223	2016
4018	8839	5FYD2LL014U026811	GV03361	04R0045549	Urban	D40LF	2004	40'	1,282.8	10-Jun-04	18-Jun-04	1,315.6	16224	2016
4019	8840	5FYD2LL034U026812	GV03362	04R0045580	Urban	D40LF	2004	40'	1,284.7	10-Jun-04	18-Jun-04	1,317.2	16225	2016
4020	8841	5FYD2LL054U026813	GV03363	04R0045625	Urban	D40LF	2004	40'	1,208.1	14-Jun-04	21-Jun-04	1,241.0	16226	2016

EXHIBIT 4 (1)

**2005 Forty-Foot New Flyer Buses
COBB COMMUNITY TRANSIT
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

CCT No.	County No.	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	NFUSAI Unit Number	Replacement Schedule
5021	8896	5FYD4FK084C027604	GV03693	04R0046949	Urban	D40LF	2005	40'	1,466.6	7-Jun-05	8-Jun-05	1,481.3	17202	2017
5022	8894	5FYD4FK0X4C027605	GV03691	04R0046930	Urban	D40LF	2005	40'	1,558.0	1-Jun-05	2-Jun-05	1,664.7	17203	2017
5023	8895	5FYD4FK014C027606	GV03692	04R0046945	Urban	D40LF	2005	40'	1,526.0	23-May-05	2-Jun-05	1,541.7	17204	2017
5024	8897	5FYD4FK034C027607	GV03694	04R0046939	Urban	D40LF	2005	40'	1,825.1	2-Jun-05	6-Jun-05	1,825.0	17205	2017
5025	8898	5FYD4FK054C027608	GV03695	04R0046938	Urban	D40LF	2005	40'	1,804.7	2-Jun-05	6-Jun-05	1,825.0	17206	2017
5026	8893	5FYD4FK074C027609	GV03690	04R0046946	Urban	D40LF	2005	40'	1,752.7	24-May-05	31-May-05	1,771.3	17207	2017
5027	8891	5FYD4FK005C027923	GV03688	04R0046941	Urban	D40LF	2005	40'	1,535.1	29-Apr-05	5-May-05	1,544.3	17598	2017
5028	8892	5FYD4FK025C027924	GV03689	04R0046948	Urban	D40LF	2005	40'	1,857.8	29-Apr-05	5-May-05	1,873.9	17599	2017
5029	8890	5FYD4FK045C027925	GV03687	04R0046942	Urban	D40LF	2005	40'	1,667.4	2-May-05	15-May-05	1,675.1	17600	2017

EXHIBIT 4 (1)

**2006 Forty-Five Foot MCI
CCT Bus
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

Vehicle No.	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	Replacement Schedule
6069	1M8PDMPA06P057244	GV04115	6067MV2E/06R0900974	Suburban	D4500	2006	45	1,627.4	4/24/2006	5/3/2006	1,651.0	2018
6070	1M8PDMPA26P057245	GV04116	6067MV2E/06R0900738	Suburban	D4500	2006	45	1,595.0	4/24/2006	5/3/2006	1,619.0	2018
6071	1M8PDMPA46P057246	GV04117	6067MV2E/06R0901461	Suburban	D4500	2006	45	1,568.0	4/24/2006	5/6/2006	1,647.0	2018
6072	1M8PDMPA66P057247	GV04118	6067MV2E/06R0901449	Suburban	D4500	2006	45	1,755.0	4/24/2006	4/28/2006	1,779.0	2018
6073	1M8PDMPA86P057248	GV04119	6067MV2E/06R0902159	Suburban	D4500	2006	45	1,783.0	4/25/2006	4/28/2006	1,807.0	2018
6074	1M8PDMPAX6P057249	GV04120	6067MV2E/06R0901795	Suburban	D4500	2006	45	1,567.0	4/25/2006	4/28/2006	1,590.0	2018
6075	1M8PDMPA66P057250	GV04121	6067MV2E/06R0901456	Suburban	D4500	2006	45	1,593.0	4/25/2006	4/28/2006	1,626.0	2018
6076	1M8PDMPA86P057251	GV04122	6067MV2E/06R0901802	Suburban	D4500	2006	45	1,604.0	4/25/2006	4/28/2006	1,628.0	2018
6077	1M8PDMPAX6P057252	GV04123	6067MV2E/06R0900259	Suburban	D4500	2006	45	1,572.0	4/25/2006	5/3/2006	1,596.0	2018
6078	1M8PDMPA47P057572	GV04443	6067MV2E06R0936650	Suburban	D4500	2006	45	1,572.0	10/20/2006	10/31/2006	1,596.0	2018
6079	1M8PDMPA67P057573	GV04445	6067MV2E06R0935819	Suburban	D4500	2006	45	1,591.4	10/20/2006	10/31/2006	1,596.0	2018
6080	1M8PDMPA87P057574	GV04446	6067MV2E06R0936225	Suburban	D4500	2006	45	1,572.4	10/20/2006	10/31/2006	1,597.0	2018
6081	1M8PDMPAX7P057575	GV04447	6067MV2E06R0936293	Suburban	D4500	2006	45	1,575.0	10/20/2006	10/31/2006	1,599.0	2018
6082	1M8PDMPA17P057576	GV04448	6067MV2E06R0936185	Suburban	D4500	2006	45	1,616.0	10/20/2006	11/10/2006	1,640.0	2018
6083	1M8PDMPA37P057577	GV04449	6067MV2E/06R0935839	Suburban	D4500	2006	45	1,553.1	10/20/2006	11/10/2006	1,577.0	2018
6084	1M8PDMPA57P057578	GV04450	6067MV2E/06R0936311	Suburban	D4500	2006	45	1,629.1	10/20/2006	12/1/2006	1,654.0	2018
6085	1M8PDMPA77P057579	GV04451	6067MV2E/06R0936328	Suburban	D4500	2006	45	1,609.6	10/20/2006	11/3/2006	1,633.0	2018
6086	1M8PDMPA37P057580	GV04454	6067MV2E/06R0936205	Suburban	D4500	2006	45	1,573.9	10/20/2006	11/6/2006	1,597.0	2018
6087	1M8PDMPA57P057581	GV04455	6067MV2E/06R0935799	Suburban	D4500	2006	45	1,575.8	10/20/2006	11/6/2006	1,599.0	2018

EXHIBIT 4 (1)

**2008 Forty-Foot New Flyer Buses
COBB COMMUNITY TRANSIT
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

CCT No.	County No.	Vehicle Identification Number	Tag No.	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Acceptance Date	Acceptance Mileage	NFUSAI Unit Number	Replacement Schedule
8030	8993	5FYD4FV058B033772	GV04811	46883245	Urban	D40LF	2008	40'	1,205.3	21-May-08	30-May-08	1,213.1	23535	2020
8031	8994	5FYD4FV078B033773	GV04812	46886131	Urban	D40LF	2008	40'	1,219.0	21-May-08	30-May-08	1,236.1	23536	2020
8032	8995	5FYD4FV098B033774	GV04813	46890101	Urban	D40LF	2008	40'	1,194.0	21-May-08	3-Jun-08	1,203.7	23537	2020
8033	8996	5FYD4FV008B033775	GV04814	46890127	Urban	D40LF	2008	40'	1,209.0	21-May-08	3-Jun-08	1,212.6	23538	2020
8034	8997	5FYD4FV028B033776	GV04815	46893724	Urban	D40LF	2008	40'	1,318.1	4-Jun-08	9-Jun-08	1,326.0	23539	2020
8035	8998	5FYD4FV048B033777	GV04816	46892888	Urban	D40LF	2008	40'	1,207.4	30-May-08	2-Jun-08	1,215.1	23540	2020

EXHIBIT 4 (1)

**2010 Forty-Foot New Flyer Buses
COBB COMMUNITY TRANSIT
FIXED ROUTE FLEET INVENTORY
(MB) (PURCHASED TRANSPORTATION)**

CCT Number	County Number	Vehicle Identification Number	Tag Number	Engine Number	Type	Model Series	Year	Length	Delivery Mileage	Delivery Date Received	Date Accepted	Acceptance Mileage	NFUSAI Unit Number	Replacement Schedule
1001	8721	5FYD5FV039C036775	GV76128	73046671	Urban	D40LF	2010	40'	1,455.0	22-Jan-10	28-Jan-10	1,557.0	26461	2022
1002	8722	5FYD5FV059C036776	GV76129	73046679	Urban	D40LF	2010	40'	1,451.5	22-Jan-10	28-Jan-10	1,460.0	26462	2022
1003	8723	5FYD5FV079C036777	GV76130	73044284	Urban	D40LF	2010	40'	1,513.0	25-Jan-10	28-Jan-10	1,522.0	26463	2022
1004	8724	5FYD5FV099C036778	GV13108	73046639	Urban	D40LF	2010	40'	1,548.9	1-Feb-10	8-Feb-10	1,551.1	26464	2022
1005	8725	5FYD5FV009C036779	GV13109	73046643	Urban	D40LF	2010	40'	1,499.0	4-Feb-10	8-Feb-10	1,508.0	26465	2022
1006	8726	5FYD5FV079C036780	GV13110	73046629	Urban	D40LF	2010	40'	1,486.0	8-Feb-10	8-Feb-10	1,595.4	26466	2022

EXHIBIT 4 (2)

Non-Revenue Vehicles									
Custodian	County Vehicle Number	Vehicle Identification Number	Make	Model	Condition		Tag Number	Year To Replace	Mileage as of 2/3/2010
County	8819	1GNDDT13W92K202994	Chevy	2002 Chevy Blazer	New	Received Vehicle 4/30/02	164748	2012	24147
County	8820	2FDFP729X2X136093	Ford	2002 CNG Crown Vic	New	Received Vehicle 7/29/02	164828	2012	10805

ATCVancom - Staff Vehicles/Supervisor Vans									
Custodian	County Vehicle Number	Vehicle Identification Number	Make	Model	Condition	Comments	Tag Number	Year To Replace	Mileage as of 2/3/2010
Staff	8821	2FDFP72982X136092	Ford	2002 CNC Crown Vic	New	Received Vehicle 7/29/02 - Assigned to ATCVancom	164829	2012	55283
Staff	6156	1GBDV13L56D203759	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04063	2012	56839
Staff	6157	1GBDV13L46D204739	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04065	2012	59098
Staff	6158	1GBDV13L86D205554	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04062	2012	64129
Staff	6159	1GBDV13L96D205319	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04067	2012	72375
Staff	6160	1GBDV13L46D204904	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04066	2012	56102
Staff	6161	1GBDV13L86D204291	Chevy	2006 Uplander/Entervan	New	Assigned to Veolia	GV04064	2012	75608

GRTA Vans - ATCVancom - Supervisor Vans									
GRTA Van – ATC Sup.	VP - 152	1FBJS31M8VHB77118	Ford	1997 Ford E-350 Club Wagon - CNG	Good	Received from GRTA June 22,2005 - Mileage 52,550	GV16680	2007	70,715

Property of GRTA

ATCVancom - Maintenance Trucks									
Maintenance Supervisor	4326	1FTPF27M9WKB45729	Ford	98 CNG F250 Pickup	Good	ATCVancom	72878	Replace in 2008	82679
Shop	4335	1GDKC34F4WF070344	GMC	98 GMC 3500 Diesel Truck	Good	ATCVancom	72879	Replace in 2008	50241
Shop	5173	1HTMPAFL13H592294	International	2003 International - 4200	New	Received Vehicle 4/8/03 - Assigned to ATCVancom	171099	Replace in 2010	30276

EXHIBIT 4 (2)

Vehicle Replacement Schedule

Custodian	County Vehicle Number	Vehicle Identification Number	Make	Model	Mileage	Year To Replace	Cost	20 Year Estimate
County Vehicles								
County	2865	1FMCU12T9KUC33879	1989	89 Ford Bronco	63,024	2001, 09, 18	* 22000	66,000
County	2946	2G1WL54T6L1187622	1990	90 Chev Lumina	92,942	2001, 09, 18	* 22000	66,000
County	8819	1GNDDT13W92K202994	2002	02 Chev. Blazer		2010, 18	* 22000	66,000

Contractors – Staff Vehicles

General Manager	4292	2FAFP7390WX150666	FORD	98 CNG Crown Victoria	31,433	2003, 09, 15,	* 22000	66,000
Director of Fixed Route	4293	2FAFP739ZWX150667	FORD	98 CNG Crown Victoria	27,520	2003, 09, 15,	* 22000	66,000
Director of Paratransit	3664	2FALP71W3RX143047	FORD	94 Crown Victoria	100,171	2001, 07, 13, 19,	* 22000	66,000
Safety Manager	3665	2FALP71W5RX143048	FORD	94 Crown Victoria	81,140	2002, 09, 16,	* 22000	66,000

* Note: Above prices includes \$2,000.00 for CNG vehicles per unit.

Contractor's Supervisor Vans

PT Supervisor	8872	1B4GH44R3SX563736	DODGE	94 Van Blue	88,874	Auction 9/8/01 \$2200.00 - 4.99%		
PT Supervisor	8873	1B4GH44R5SX563737	DODGE	94 Van Blue	71,736	Auction 9/8/01 \$2200.00 - 4.99%		
PT Supervisor	8874	1B4GH44R7SX563738	DODGE	94 Van Blue	87,048	Auction 9/8/01 \$2200.00 - 4.99%		
FR Supervisor	4309	1FBSS31M2WHB41608	FORD	98 Ford Van	58,218	2003, 08, 13, 18	30,000	120,000
FR Supervisor	4310	1FBSS31MOWHB41607	FORD	98 Ford Van	53,762	2003, 08, 13, 18,	30,000	120,000

CONTRACTORS - MAINTENANCE TRUCKS

MAINT Supervisor	4326	1FTPF27M9WKB45729	FORD	98 CNG F250 Pickup	13,560	2008, 2018	25,000	75,000
Shop	8900	1FTHF25M4NNA13403	FORD	91 F250 Pickup	109,636	2001, 2011	40,000	80,000
Shop	4335	1GDKC34F4WF070344	GMC	98 3500 Diesel Truck	13,506	2008, 2018	40,000	80,000

TWENTY YEAR REPLACEMENT COST BASED ON TODAY'S PRICE

\$937,000

EXHIBIT 5

Cobb County Senior Services Transportation Operating Procedures					
Vehicle	Year & Make	Capacity	Mileage	Condition	Due For Surplus
5240	03 Ford Pacer	8/1WC	86,943	good	2017
5241	03 Ford Pacer	8/1WC	104,684	good	2014
5242	03 Ford Pacer	8/1WC	112,767	good	2013
5243	03 Ford Pacer	8/1WC	146,315	good	2013
5239	03 Ford Pacer	13	118,498	good	2013
4795	01 Ford Pacer	8/1WC	93,940	good	2015
4334	98 Ford Pacer	13	154,832	frequent breakdowns	2013
4477	99 Ford Pacer	13	112,771	good	2014
4893	02 Ford Pacer	8/1WC	130,325	good	2013
4796	01 Ford Pacer	13	160,038	good	2013
4797	01 Ford Pacer	8/1WC	111,174	good	2014
4901	01 Ford Pacer	13	129,473	good;driver seat bad	2013
4318	98 Ford Pacer	13	182,796	high mileage	2013
4478	99 Ford Pacer	8/1WC	98,688	good	2016
4476	99 Ford Pacer	13	148,176	good	2013
6260	06 Ford Pacer	13	63,652	good	2017
6261	06 Ford Pacer	13	60,763	good	2017
4331	98 Ford Pacer	8/1WC	120,127	good (no am/fm)	2013
6172	06 Ford Pacer	8/1WC	75,328	good	2017
6173	06 Ford Pacer	13	48,098	good	2021
6174	06 Ford Pacer	8/1WC	80,432	good	2017
6175	06 Ford Pacer	13	44,762	good	2022
4479	99 Ford Pacer	12/1WC	33,324	office bus/stripped	2017
4332	99 Ford Pacer	8/1WC	125,091	transmission	2013
4928	02 Ford Pacer	13	142,895	good	2013
4929	02 Ford Pacer	13	140,832	good	2013
4930	02 Ford Pacer	13	135,750	good	2013
4933	02 Ford Pacer	13	108,931	good	2017
4931	02 Ford Pacer	13	131,105	good	2014
4932	02 Ford Pacer	13	139,487	good	2013
4906	01 Ford Pacer	8/1WC	90,151	good (no am/fm)	2018
4927	02 Ford Pacer	8/1WC	109,542	good	2014
6324	07 Ford Pacer	13	39,638	good	2021
6481	09 Elkhart Coach	13	32,466	good	2017
6482	09 Elkhart Coach	13	24,175	good	2021

EXHIBIT 6

Cobb County Senior Services Transportation Operating Procedures

	SECTION CONTENT
<u>SECTION</u>	
601	Unit Purpose
602	Location/Work Hours
603	Staffing
604	Job Duties
604.1	Coordinator
604.2	Program Leader
604.3	Dispatchers
604.4	Drivers
605	Services
605.1	Eligibility
605.2	Demand Response (DR)
605.3	Fixed Route (FR)
605.4	Group Charter (GC)
605.5	Transportation Voucher Program (TVP)
606	General Operating Procedures
606.1	General Daily Tasks & Responsibilities
606.2	FR Clients
606.3	DR Clients
606.4	Taking Client Appointments
606.5	Assessing for Wheelchair
607	Using ServTracker
607.1	Activating Clients
607.2	Using the Scheduler
607.3	Importing/Editing Service Record Schedules
608	Center Trip Procedures
609	Emergency Procedures
609.1	Vehicle Breakdown

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	SECTION CONTENT (continued)
<u>SECTION</u>	
610	Cash Handling
611	Client Re-Evaluation Criteria
611.1	Dangerous Driveways
611.2	Wheelchairs
611.3	Behavior
611.4	Medical Condition
611.5	Residence
612	Vehicles
612.1	Fleet
612.2	Procurement
612.3	Repair/Maintenance
612.4	Cleaning
612.5	Equipment
612.6	Surplus
613	Forms

601 Unit Purpose

To provide transportation to eligible Cobb County residents aged 60+ through fixed routes, demand response and group charter trips. This unit also provides procurement, maintenance, replacement and repair services for all department vehicles.

602 Location/Work Hours

Transportation is provided Monday through Friday from 8:30 AM to 3:30 PM. Office staff, located at 32 N. Fairground Street, is available from 7:00 AM – 5:00 PM. The agency offices are open Monday through Friday from 8:00 AM – 5:00 PM. Clients are notified of the ten (10) holidays each year. No transportation is provided when facilities are closed. The County Manager in conjunction with the Cobb County School system determines any additional closures.

Vehicles are parked at the Transit Division parking lot on Commerce Park Dr., Marietta. Fuel for the vehicles is obtained at the fuel pumps at this facility, but fueling can be done at several facilities located throughout the county.

Each driver is responsible for daily inspections and cleaning of the inside of the vehicles. Vehicles are washed by the drivers at designated facilities in the county.

Transportation service is provided through a collaborative effort with Care Support, Nutrition Services and the Senior Day Center. All vehicles are equipped with radios that enable the base office to maintain prompt communication with drivers to notify of pick-ups and/or cancellations. Drivers who are assigned to fixed routes are utilized on the demand response routes as needed.

Hours of operation: Transportation office staff is available from 7:00 A.M. to 5:00 P.M. Monday through Friday. A one-hour lunch is taken daily at staggered times so that the department is always staffed.

Location:

The Transportation Department is located in the main office:
Cobb Senior Services
32 N. Fairground Street
Marietta, GA 30060
770-528-5380

603 Staffing

Under the direction of the Social Services Division Manager, the Transportation Coordinator oversees the operation of this unit. Current staff totals two (2) full-time and two [2] part-time office staff and twenty-six (26) part-time drivers:

Transportation Coordinator- Jeannine Redden, 770-528-5382

Program Leader-Richard Boyles, 770-528-5372

Dispatcher/Communications Operator- Jeanne Thomsen, 770-528-5375

Part-time Dispatcher/Communications Operator – Lane Van Pelt, 770-528-5380

Part-time Dispatcher/Communications Operator - vacant

604 Job Duties

604.1 Program Coordinator

Oversees the operation of the Transportation Department that includes a fleet of vehicles, all office staff and part-time drivers.

1. Ensures compliance with all County, ARC and DHR standards.
2. Daily observation and management of activities including dispatching, scheduling and any provision of service.
3. Handles personnel issues including disciplinary actions.
4. Supervises personnel schedules and completes data entry for payroll.
5. Does data entry including new clients, address changes, case notes, etc.
6. Prepares, maintains and submits reports.
7. Prepares grant applications for purchase of vehicles.
8. Interacts with clients, service providers and the general public regarding services and programs.
9. Serves on various transportation committees.
10. Completes and monitors yearly budget for department.
11. Works closely with other departments such as case management, nutrition services and home-delivered meals in the area of service provision.

604.2 Program Leader

1. Supervises drivers in the department and monitors job performance.
2. Supervises cleaning, maintenance and repair of vehicle fleet and reports any equipment needs to the Coordinator.
3. Supervises the training and orientation of new drivers.
4. Completes and maintains daily/monthly driver work schedules.
5. Completes and maintains weekly/monthly vehicle cleaning schedules.
6. Documents all maintenance and repair on all vehicles.
7. Serves as a substitute driver on routes or schedules as necessary.
8. Provides the coordinator with operational information for the submission of reports, manpower and equipment requirements.

604.3 Dispatchers [Communications Operators]

Responsible for directing the drivers on their daily schedules.

1. Operates the radio system.
2. Answers incoming calls and interacts with clients by scheduling appointments, giving information and making appropriate referrals to other departments.
3. Maintains information on incoming client calls to document status or service
4. Rearranges schedules as required to provide prompt client pick-up.
5. Rearranges schedules as needed as to route and vehicle assignment.
6. Serves as a link between office and drivers by relaying information, instructions and directives.
7. Enters and retrieves information from a computer in order to access client Information, update records and respond to requests for information.
8. Generates daily driver schedules for neighborhood centers and demand response clients.
9. Completes daily checks on schedules to note cancellations and changes.
10. Schedules client appointments including dialysis and therapy.
11. Enters clients' appointments and related information in the computer.

604.4 Drivers

Responsible for driving vehicles as assigned. Each driver is given a copy of the following job duties, policies and procedures:

1. **Report to work by 7:30 A.M.** If you are going to be any later, contact **base**. Call base with your 10-7's and 10-8's.
2. Wear your photo I.D. so clients are confident with who is driving vehicle.
3. Present a positive image to the clients. You are a representative of Cobb County. Provide the same courtesies and respect to all clients.
4. Maintain a clean and orderly vehicle – remove trash, sweep floor daily and keep inside windows clean. Secure all loose belts and wheelchair tie - downs so that these items do not become a hazard.
5. **Fuel your vehicle daily.** If circumstances prevent you from fueling, contact base. You may fuel county vehicles at the following locations:
 - a. East Cobb Government Service Center
440 Lower Roswell Rd.
Marietta
 - b. South Cobb Government Service Center
4700 Austell Rd.
Austell
 - c. Public Safety Super Station
4640 Dallas Hwy. & 2380 North Cobb Pkwy.
Marietta
 - d. Water Dept.
660 S. Cobb Dr.
Marietta
 - e. Fleet Maintenance
1940 County Services Rd.
Marietta

To fuel a vehicle, do the following steps:

- a. Insert black key, which is attached to your vehicle keys, into the slot of the fuel activation box located on the island of the fuel facilities.
 - b. Follow the instructions on the screen. Enter your County ID# with a 1 in front of it.
 - c. Enter the mileage
 - d. Reinsert the fuel key
 - e. Enter the number of the pump you will be using
 - f. Screen will indicate when the system is activated.
6. Perform vehicle pre-trip inspection before leaving the parking lot using the inspection sheet that is attached to the daily route sheets. Be sure your gas tank is full before leaving. Report discrepancies to the supervisor; Turn in inspection sheet to main office each day.

7. Perform visual inspection and functional check of wheelchair lifts in vehicles so equipped. Visually inspect all belts and tie-downs for tears, broken buckles, etc.
8. Inspect first aid/ body fluid kits for proper stock before leaving the lot. Notify the supervisor so shortages can be replaced.
9. Inspect fire extinguishers for proper charge and current inspection dated tag. Check extinguisher to be sure it is secured so it does not become a projectile.
10. Review your assigned route thoroughly to determine the most efficient way to pick up clients.
11. Assist clients boarding and de-boarding the vehicle. Offer assistance; walk them to the door if needed. Do not enter client's homes. Clients must meet you at the door even if they are in a wheelchair. If a problem arises, call base for further directions. This is a liability issue.
12. Assist clients with attaching seat belts. Be sure belts and clients are secure before you drive. Seat belts must be worn. This is a state law.
13. On general routes, notify the dispatcher of pick-up and drop-off times for clients. Notify base and document any changes in destinations or any pertinent information on your route sheet that could affect service for a client.
14. On center routes, notify base when your route is completed.
15. If you have any add-ons to your route, be sure to document this information on your route sheet. This information is needed for accurately reporting all trips.
16. Conversation on the radio must be kept at a professional level. If a communication problem occurs, contact base by telephone or in person to resolve it. Do not pursue an argument over the radio.
17. Any unsafe situation or problem with a client must be reported to base which includes inappropriate behavior, inability to get client into their home, etc. Base is here as a back-up for you. Use it for that purpose.
18. On a daily basis, drivers who have completed center routes and do not have a center trip are to report to base for further assignment. If help is not needed, the driver will be given the direction to clock out for lunch.
19. Do not arrive at the center for the afternoon pick-up any earlier than 15 minutes prior to departure unless otherwise directed. Early arrivals disrupt the center.
20. Do not block fire lanes.
21. Do not idle vehicles for long periods of time. This causes pollution and wastes fuel.

- During warm temperatures, open the windows when vehicle is parked; only use the air conditioning when the vehicle is occupied. Emergency brakes must be set when loading and unloading clients.
22. No smoking on vehicle at any time.
 23. Clients are only authorized one round trip per day on demand response.
No additional stops are to be done unless authorized by base.
 24. If your vehicle is equipped with overdrive transmission, select “drive” position and be sure overdrive is off by pushing in the button on the end of the transmission selector. Overdrive is only for highway driving. Using overdrive causes undue strain on the transmission and may cause premature failure.
 25. When parking for the day, fuel your vehicle. Turn off all electrical power switches, heater, air conditioning, lights and CB radios.
 26. If you are assigned to drive for a recreational trip for the centers, Contact base to let them know you are in route for your destination and also when you on the return trip. Sometimes meals and passes are provided for the drivers; however, check with the center manager prior to the trip. Drivers are there to assist the center managers as needed.
 27. Only clients seated in wheelchairs will be put on the vehicle lifts. No one can stand on a lift to be loaded into a vehicle.
 28. While waiting for your next assignment at the base, do not disturb other employees in the office.
 29. Clock in daily using both the time clock and by contacting base by radio. Both procedures are extremely important. If base/time do not reflect you hours worked, your pay could be affected. When calling base, remember that the office staff may be on the phone or tied up; give them a moment to respond and do not exit vehicles until you do receive a response.
 30. You will be monitored and evaluated on your performance annually.

604.5.1 DHR Driver Qualifications

- Copy of drivers license
- Routine checks noted on original copy of drivers license
- Motor vehicle report [required annually]
- Pre-employment health screening
- Copy of CPR training certificate [required every 2 years]
- Copy of First Aid [required every 3 years]
- Copy of defensive driver training [required every 3 years]
- Documentation of any accident [vehicle / client]

605 Services

605.1 Eligibility

The provision of adequate transportation allows seniors to live more independently in their communities and assists in the prevention of isolation and premature institutionalization. Basic eligibility:

- Cobb County Resident
- Aged 60+
- Lacks the necessary support to get from one destination to another.

605.2 Demand Response

Clients schedule appointments and are transported to various locations. Assessments for demand response are completed by the case managers in Care Support. An average of 35 new assessments are completed each month. Once a client is certified for the service, appointments are pre-scheduled on a first-call, first-serve basis to destinations such as medical facilities, social service agencies, pharmacies, etc. Clients are requested to make appointments at least 10 working days in advance; medical transportation is given the first priority. Computer-generated route sheets are produced daily. Service is provided door-to-door.

605.3 Fixed Route

Clients are picked up and transported to three [3] Neighborhood Centers and to the Senior Day Center. For the locations of each of these facilities, see the section on Nutrition Services. Assessments for fixed routes are completed by each center program leader and the RN at SDC. Each center has a designated service area and routes are set up based on these areas. A client's address determines which center is in their area. This service is pre-scheduled and provided door-to-door. Computer-generated route sheets are produced daily based on the monthly calendar submitted by each client.

605.4 Group Charter

These trips are provided to the three [3] Neighborhood Centers and the Senior Day Center for group shopping, recreation trips and special events. The program leaders at the centers and at SDC schedule the group Charter trips. A calendar is sent to transportation monthly showing all scheduled center trips/activities.

605.5 Transportation Voucher Program (TVP)

605.5.1 Procedures

Cobb Senior Services used grant funds to integrate a transportation voucher program within already existing supportive service programs. Basically, clients who are currently on the waiting list for Demand/Response Transportation services are provided vouchers to purchase the alternative mode of transportation which best meets their needs. Transportation is for medical visits, doctor's appointments, grocery shopping and other necessary appointments and visitations. The Voucher Specialist devotes half her time to the Share The Care (STC) and TVP

programs. STC is supervised by the Care Support Coordinator, but TVP is supervised by the Transportation Coordinator.

605.6 Cobb Freedom Disabled Senior Transportation Voucher Program (CF)

605.6.1 Program Summary

Cobb Senior Services will work in partnership with Cobb DOT to provide qualified disabled senior citizens residing in Cobb County the ability to access transportation services that are beyond what is currently available through CCT and CSS.

DOT is using grant funds received under the New Freedom portion of the SAFETEA-LU funding. No funding on the part of CSS is necessary for operation. It is expected that the program has enough funds to operate for three (3) years. Seniors will be provided vouchers to purchase the alternative mode of transportation which best meets their needs. Transportation can be for medical visits, doctor's appointments, grocery shopping and any other necessary appointments and visitations. The program will be supervised by the CSS Transportation Coordinator. Part-time support for the program will be provided by a 29 hour Program Assistant, who will be housed at the main office in the Transportation Unit.

605.6.2 Target Population

Patrons targeted for the program are seniors who qualify for CCT Paratransit services but live outside of the CCT Paratransit and are currently not served by CSS due to lack of resources. Program participants will be provided additional transportation options which they currently do not have through public sources.

605.6.3 Eligibility

For the purposes of this program, eligible applicants must be age 60 or older and must qualify for CCT Paratransit Services. Applicants will be required to complete the CCT eligibility process.

605.6.4 Responsible Parties

Cobb DOT will be responsible for financial grants management and reporting, CCT will be responsible for determining ADA eligibility and CSS will be responsible for day to day operations and direct program implementation.

605.6.5 Background (Taken directly from the DOT Scope of Service)

In response to the growth in the senior population in Cobb County, the Cobb County Department of Transportation in coordination with Cobb Senior Services and Cobb Community Transit (CCT) is prepared to implement a Voucher Program for disabled senior citizens who qualify for Complementary Paratransit Services, but live outside the current CCT Complementary Paratransit Service area.

According to the data from the National Household Travel Survey approximately 21 percent (6.8 million) of seniors ages 65 and older do not drive. The percentages are higher among minority populations aged 65 and older; seniors with poor health or a disability face even more difficulty finding and accessing transportation.

According to the Cobb County Senior Services Ten Year Master Plan, Cobb County's resident population, 60 years of age and older, is expected to increase by 30% from 607,751 in the year

2000, to 872,310 by the year 2015. The senior resident population is approximately 10% of the 2000 population total. The senior population in Cobb County is expected to double by 2015.

605.6.6 Program Operation

I. Referrals:

From CCT:

Client makes application to CCT Para-Transit Program. If found ADA eligible, but not in service area, client is notified by letter and referred to CSS for Cobb Freedom Program. A yellow notice will be inserted in envelope giving them CSS telephone number. A copy of the notification letter is also sent to CSS to alert of client's eligibility for Cobb Freedom Program. The Program Assistant (PA) completes a full assessment in Servtracker, the computerized client tracking system, explains the program and disburses vouchers.

From CSS:

- Those calling I&R line to request transportation:
 1. Pre-screened by I&R staff
 2. Informed that a new program is in place in partnership with DOT and that in order to determine eligibility, a CCT Para transit application must be completed.
 3. Assigned to caseworker who completes a full assessment.
 4. Send email notification to PA. Mail CCT application to client, along with an information letter, inform them to fill out form and return to Senior Services. If they need help filling it out they may call back to speak with the (PA).
- Client is assigned to the PA, put name in case manager field and open Transportation module using Cobb Freedom information.

All case notes for Cobb Freedom will be entered in the Voucher Service Module. Case Management will not be opened.

General Procedures:

1. PA follows up by contacting client by telephone.
2. Determines outcome of CCT application suggested at pre-screening. If they completed CCT application and are eligible, case is closed and they are urged to use CCT.
3. If they did not complete CCT application, client is sent another application, and assisted with completing. **CLIENTS MUST SIGN THE FORM.** Clients are told to return the application to CSS, we then will make a copy and forward it on to CCT. CCT will send Part B to our nurse.
4. Completed applications submitted to CCT:
 - a. *If ADA eligible and in service area*-they use CCT and case is closed at CSS.
 - b. *If ADA eligible, not in service area*-CCT sends a notification to client and refers them back to CSS for New Freedom Program.
 - c. *If determined not ADA eligible*-then client is referred to Jeannine Redden and placed on Demand Response.

5. Transportation Vendors are recruited on an on-going basis, each vendor signs the *Service Provider Intake Form*, *Service Provider Agreement*, and completes the Cobb County Vendor Application process. (Attachments 1 &2). Vendors already participating in the CSS TVP will be sent a letter announcing new program. (Attachment 3).
6. Approved vendor list created. (Attachment 4)
7. Client is contacted to come in to office for intake. Clients who are unable to get to office are seen by home visit. Assessment is completed or updated and the client signs the *Cobb Freedom Client Agreement Form*. (Attachment 5)
8. Client is given one voucher book at a time, valued at \$100. Each book contains pre-numbered vouchers in the following denominations: 2-\$20, 3-\$10, 4-\$5, 10-\$1. Each voucher book is stamped with an expiration date. Additional voucher books can be disbursed as needed up to nine (9) books per year. (Attachment 6)
9. In the instance that vouchers are lost or stolen, the client must report the missing vouchers to the CSS office. Lost vouchers will be designated as void and replacement vouchers issued. If a participant loses vouchers more than once, they may be terminated from the program.
10. Clients use voucher books to purchase transportation from a list of approved vendors that is supplied to them by Senior Services. They may schedule service at any time, but only up to the amount of the vouchers received.
11. Client selects vendor from list and schedules pick-up.
12. Client fills out the appropriate number of vouchers, keeps the pink copy and gives the white and yellow copies to the vendor.

Assessment

Many of the assessments for this program have already been completed by a case manager prior to placing on the Demand Response waiting list. The Voucher Specialist will update the assessment information, if necessary and have the client complete all other program forms. This can be done in the office or in the client's home. All information must be entered into the Servtracker computer system. Cases received directly from CCT must have the full assessment completed by the PA.

* See Servtracker notes for complete assessment procedures, and new voucher module procedures.

Cost

Clients must pay a flat rate of \$10 for each voucher book received. This fee must be paid **prior** to receiving a voucher book. If the family is assessed to receive 2 voucher books (the maximum), they must pay the required amount for each book received.

Cash Handling: (Attachment 7)

- When intakes are scheduled, the needed numbers of vouchers are removed from the locked file cabinet and safe area. **Section 1 "OUT"** is completed. Vouchers are placed in locked cash bag for transport. Remember to re-secure area before leaving.
- **Section 2** is completed for each voucher book disbursed.
- A receipt must be given **each time** any money is collected.
- Upon return, any unused vouchers are returned and noted in the **"IN"** box in **Section 1**.

- All client cost share amounts collected for the day must equal **Section 3: Revenue Collected**. All revenue must be turned in to the accountant, **each** day.
 - a. Complete **Section 3**.
 - b. Sign and date bottom of form.
 - c. Turn in to CSS finance office, who will verify, sign and date.
 - d. Keep one copy so that the voucher log can be started.

Staff in CSS finance office will make deposits according to cash handling procedures and complete a Cash Receipt (CR) expending the collected funds to the DOT account. Fund 210, Agency 050, Unit 4803, Revenue Account 4597.

Invoices

Vendor sends the white copy to CSS attached to a pre-printed, pre-numbered invoice and keeps the yellow copy for his record. Vendors are notified that invoices must contain all information included on *Sample Invoice*. (Attachment 8).

- PA receives all invoices for the Cobb Freedom program.
- Verifies that the vouchers were spent appropriately, that the attached vouchers match the amount of the invoice and records the transactions in the new Servtracker module and in the service unit section.
- Copy is made of invoice and attached to vouchers for internal filing. Vouchers do not need to be sent to DOT. The original invoice is then forwarded to DOT to complete vendor reimbursement. Invoices should be forwarded as they are received.

Monitoring

The Program Assistant keeps track of all clients referred through the use of an EXCEL Spreadsheet (Attachment 9) and the computerized client tracking system, SERVtracker).

A Voucher Log is created (referred to in Cash Handling section) to monitor each voucher book disbursed. This was formerly handled through the use of an EXCEL Spreadsheet (Attachment 10), but is now computerized in SERVtracker. (Attachment 11).

Reports:

Monthly reports will be provided to DOT by CSS, by the 5th day of the new month, which will include:

1. Total number of active clients broken down by applications mailed to clients, applications mailed to CCT, total clients issued vouchers, total number of clients currently using vouchers with attached demographic breakdown, and total number of clients not using vouchers yet.
2. Total number of clients terminated with attached service end report
3. Total number of vouchers issued with a breakdown of total spent and balance to be spent
4. Service end report to include specific reasons service was discontinued.
5. Vendor mileage report
6. Other reports as requested.

605.5.2 Background

The need for senior transportation continues to grow in Cobb County with each coming year. A report processed by ARC indicates that 19.1% of all seniors 65 and over in Cobb County have mobility and/or self-care limitations. In 2002, the CSS Transportation unit provided 58,201 one-way trips. Even given self-imposed waiting lists and other agency strategies, that figure had grown to 74,727 trips in 2005. Demand/Response appointments must now be scheduled 3 weeks in advance and a waiting list was put into effect in April 2005. The Demand/Response waiting list now has over 100 clients, several of which are dialysis patients. On a daily basis, an average of 15-20 clients, who have already been assessed for service, will call to schedule appointments, but can't be scheduled because the requested date is already filled to capacity.

605.5.3 Program Operation

Clients use the books to purchase transportation from a list of approved vendors that is supplied to them by Senior Services. They may schedule service at any time, but only up to the amount of the vouchers received.

- Transportation Vendors recruited, sign the *Service Provider Intake Form, Service Provider Agreement* and complete the Cobb County Vendor Application process.
- Approved vendor list created and provided to clients.
- Client given vouchers.
- Client selects vendor from list and schedules pick-up.
- Client fills out appropriate voucher, gives the white and yellow copy to the vendor and records the transaction on the log provided.
- Vendor sends the white copy to CSS and keeps the yellow copy for his record. The white copy can be used as the invoice* or can be attached to a pre-printed, pre-numbered company invoice, if they desire.
- CSS processes invoice in the County's Financial System and a reimbursement check is mailed to the vendor.
- The part-time Fiscal Tech is responsible for maintaining the Voucher Log, which is used to record for each client, the number of vouchers disbursed and what they were redeemed for.

* **New voucher forms** are being used beginning with the 2008 grant year. Each voucher is now filled out for the entire amount of the cost for each one-way trip. The voucher can then be mailed in by the company as the actual invoice, which will cut down on required paperwork. The new voucher also contains needed information on trip types and mileage. Please see section on FORMS for a copy of the TVP Voucher. The back of each voucher contains the following instructions:

***Dear Client:** Each of these vouchers may be used (just like a check) to pay for a ONE-WAY transportation trip of your choice. You must choose a transportation provider from the list that we gave to you. You cannot exceed the amount of money that has been given to you regardless of the number of vouchers you have remaining. Please complete, sign and give both copies to driver. Record the information in the register that we gave you.*

***Dear Transportation Vendor/Driver:** You have agreed to accept this voucher from our client for payment for this ONE-WAY trip. If you wait for or come back to take her/him home, you must get another voucher. Please complete your sections and sign. You must take both copies. Keep 2nd copy for your record. Send white copy to Cobb Senior Services.*

HOW TO FILL OUT VOUCHER FORM

- 1) Date: Fill in the date of your trip
- 2) Client Name: Please print the name of the client who took the trip.
- 3) Vendor Name, Contact Person, Address, Zip: Completed by vendor, can be printed, typed or stamped. This is who the check will be issued to. All information must be correct.
- 4) Destination: Fill in "From, which is where you started and "To" which is where you went. Remember to fill out another voucher for each 1-way trip.
- 5) Type of Trip: Check off what the purpose of the trip was. If the category you need is not listed, please write a brief description next to "Other".
- 6) Time Customer Was Picked Up: Driver completes. Enter the exact time you picked up client.
- 7) Time Customer Arrived at Destination: Driver completes. Enter the exact time client arrived at destination.
- 8) Total Miles: Driver completes. This is the total number of miles that you traveled for the 1-way trip.
- 9) Amount Due: Driver completes based on agreed upon rate of pay. Must match what is on record with Cobb County.
- 10) Minus Discount If Any: Driver fills out any senior citizen or other discounts or credits.
- 11) Additional Fee: Driver to include any additional fee like escort fee, waiting time etc.
- 12) Total Due: Total Amount to be reimbursed.
- 13) This Section For the Use of Cobb County Senior Services Only
- 14) Client Signature: Client must sign this form-do not print.
- 15) Vendor/Driver: Must sign form-do not print.
- 16) Operator Permit Number: If Taxi, must write permit number.
- 17) Instructions-Basic instructions to client and vendor on how to process voucher.

605.5. 4 Assessment

Assessments for this program have already been completed by a case manager prior to placing on the Demand Response waiting list. The Voucher Specialist will update the assessment information, if necessary and have client complete all other program forms. This can be done in the office or in the client's home. All information must be entered into the Servtracker computer system.

A copy of Intake sections A (pages 1, 2, 3, 9&10) & B (pages 1, 2, 3,4,5,12&13, must be forwarded to the data entry staff at the main office for entry into the State computer system. Any forms that are not in the computer system (such as release forms, income forms, etc) must be placed in a hard file and readily available for monitoring purposes. All follow-up, reassessments, notes and updates are to be maintained **in the computer system.**

605.5.5 Cost

The value of each voucher allotment is based on the amount of grant funds available. The cost for **each** \$500.00 allotment ranges from \$1.00 to \$100.00, for \$250.00 from \$1.00 to \$50.00. The amount that each caregiver must pay is determined by applying the total household income to the CBS scale. (See scale in STC section). This fee must be paid **prior** to receiving a voucher book. If the family is assessed to receive 2 voucher books (the maximum), they must pay the required amount for each book received.

605.5.6 Voucher Log (Internal EXCEL Spreadsheet)

Once an assessment is completed and voucher books dispensed, the voucher specialist must then create a voucher log for the new client. Open EXCEL and go to the “L” drive on the computer network by going to “open”, and clicking on “senior on srs1 (L:)”

- Open the file titled “TRANSPORTATION VOUCHER PROGRAM”
- Go to the appropriate grant year folder and open that workbook. (The grant year runs from July 1st to June 30th and the year that the grant ends in June is always used) Go to appropriate sub folder for client sheets.
- This workbook is to record all client expenditures of dispensed voucher books. It is to contain all names in alphabetical order. It also has a line for each voucher disbursed. **There are a number of important calculations in this workbook. Be very careful not to overwrite any of these calculations.**
- With the workbook open, go to the very 1st sheet, named “*Master*”. Go to “*Edit*” at top of tool bar and click on “*move or copy sheet*” A box will open and “*Master*” should be highlighted in dark blue. Click on the box at the bottom which says “create a copy”. This will put another copy in the workbook that looks just like the “*Master*” and will be called “*Master (2)*”.
- With “*Master (2)*” open, first change *Master (2)* to the last name of the client. It should look like this: Smith. If this is the 2nd or 3rd allotment given it should be Smith 2 or Smith 3. Now move the new client sheet that you created to the proper place so that it is in alphabetical order with the other client sheets. Go to “*Edit*” at top of tool bar and click on “*move or copy sheet*” A box will open and the newly named file that you created should be highlighted in dark blue. Scroll down until you find the file to insert your file in front of. Click OK. **** All client sheets must go between AA and ZZ only.**
- Go to the top of the form and fill in client name in yellow space. Also fill in green spaces: Date Given Out, Expires and Issues (this will be \$250 or \$500).
- Enter the red number of each voucher issued to the client. Zeroes before the number are not necessary. Example: if the number is 0029, just enter 29.
- You are now finished with creating the spreadsheet. Save and close. You won’t need to do anything else to the log unless you are entering a new client. If the same client receives another book, you must enter a separate sheet. You are to check periodically to see who is spending their voucher money.
- The part-time Fiscal Tech is responsible for maintaining the Voucher Log. Each time vouchers are spent and received for processing, he will enter the information according to the denominations spent.

606 General Operating Procedures

606.1 General Daily Tasks and Responsibilities:

1. Coordinator, Program Leader and one Dispatcher arrive at 7 A.M. One part-time Dispatcher works form 8:00 A.M. – 12:00 P.M. The other part-time Dispatcher works from 1:00 P.M. – 5:00 P.M. Each of these staff members swipes in on the KRONOS system.

2. Check voice mail for messages and then record message for day.

3. Get the cancellation notebook and note the cancellations on the route sheets for that day by writing “10-66” next to the “PB” area of route sheet.

4. Answer phone calls as necessary and document the calls on the notebook.
5. Run the following days fixed route sheets. [See attached "Transportation Schedules"]
6. Check each route against the Nutrition Center calendars for each client to note any changes that may have occurred. Document any cancellations on the sheet next to the client name by writing "10-66" next to the "PB" area on route sheet.
7. The Drivers arrive at 7:30 A.M. Each driver swipes in on the Kronos system at the Water Department and then radios base with their clock-in time.
8. Drivers and office staff use radio code when transmitting. The code is as follows:
 - 10-8 = driver and vehicle are in service
 - 10-9 = repeat transmission, message was not understood
 - 10-4 = message is understood
 - 10-66 = cancelled
 - 10-36 = time of day
 - 10-20 = location
 - 10-7 = driver and vehicle are out of service
9. At 7:30 A.M., answer the radio as drivers are clocking in for the day and note the times on the master sheet attached to the demand response routes. As the day progresses, any driver activity is noted on the master sheet [lunch times, route changes, clock-out time, etc.]
10. Give drivers the cancellations/changes for their route and cross this information off notebook once it has been dispatched to the appropriate driver.
11. Answer the phone and make appointments noting the pick-up time, actual appointment time, destination, address and when it is a medical appointment, the doctor's name. Repeat all this information to the caller so that it is confirmed.
12. Transfer all information from appointment card to yellow Transportation Referral cards. Use these cards to lay out schedules [3-4 schedules] based on client location, destination and time of pick-up/appointment.
13. Enter this information in the computer under the Transportation Scheduler. [See attached "Servtracker Route Sheets"]
14. Check each schedule in the computer and then print.
15. Check each demand response schedule against the appointment card and document any changes in information such as cancellations or destinations.
16. Dispatch drivers as necessary to get demand response clients home and document this information on the master schedule by writing down the number of the vehicle handling the trip. Radio the originally assigned driver and provide the information so that it is noted on his schedule.

17. Document any changes on the notebook/calendar/route sheets/appointment sheet as received during the day.

606.2 Fixed Route Clients

1. Center Program Leaders give transportation a copy of the center's calendar showing the days that each client wants to attend. The days of attendance for each client are entered in the computer. Route sheets are generated daily using this information.
2. Clients are assessed to attend the center that is in the area of their residence. A client may attend any other center they choose **if** they provide their own transportation.
3. Client contributions for transportation to the centers are given to the center managers who then turn it in to administration. The suggested contribution is \$1.00 per one-way trip. Any additional trips require an additional contribution based on trip destination.

It is the responsibility of the client to cancel their center transportation if they have scheduled an appointment on demand response **or** if they are unable to attend the center. Calls to cancel transportation must be made *prior* to the vehicle arriving at a client's home. Clients may call their Center or the Transportation Department. Transportation staff takes calls Monday through Friday from 7:00 A.M. to 5:00 P.M. Any pattern of canceling trips at the door could result in further action. It is the responsibility of the Transportation Coordinator to ensure that the new Cancellation Policy at the Senior Centers is enforced. [See Section 606 General Operating Procedures for staff's tasks.]

Transportation Cancellation Policy (Effective 1/1/06)

Scheduling a ride and then failing to use the service without canceling causes serious problems for all of our Transportation clients.

You must notify Senior Services when you change your plans!

Calls to cancel service must be made *as soon as possible* or at least no later than 8:30am on the day you are scheduled to be picked up. You must speak to someone in Transportation at 770-528-5380 or call the Program Leader at your Center.

If you don't cancel within the allowed time *or* you cancel at your door when the van arrives, you will be considered a NO SHOW. All NO SHOWS will be noted in your file with the following results:

Within a 6-month period:

- 1st time-Written notice
- 2nd time-Written notice
- 3rd time-Suspension from Transportation for 10 days
- 4th time-Suspension from Transportation for 20 days

If the pattern continues, a suspension of 60 days can be given. Reassessment of your continued need for transportation will be made at the end of the 60 days.

While on suspension, you are still welcome to come to the senior center, but you will be responsible for your own transportation.

Special consideration for emergency situations will be made on a case-by-case basis.

Client Signature / Date

Program Leader Signature / Date

5. If a client has not signed up for transportation on any given day and arranges for a ride to the center, then it is the client's responsibility to also arrange a ride home.

6. A Client who has a demand response appointment will be taken home when the appointment is finished, not to the center.

7. Clients are asked to be ready by 8:00 A.M. Routes vary based on the number of clients signed up for any given day so no set time can be given for pickup. The driver is required to wait five minutes. This wait does not include the time needed to get from the door to the vehicle. If a client is not ready or if there has been no response to a honk, a knock at the door and a phone call, the driver will be instructed to leave. No return trip will be made.

8. For safety, assistance may be given to clients as they get on and off the vehicle and to and from their door. Drivers may not enter the home unless instructed to do so by the Transportation Department.

9. Clients are required to wear seatbelts during the entire length of the route. **This is a state law.** If unable to secure the seatbelt, clients are to inform the driver. All clients must remain seated with seatbelt secured at all times while the vehicle is in motion.

10. Clients should allow the driver to concentrate on providing a safe trip, and refrain from loud conversations with each other and/or the driver.

11. Pick-up times vary. Clients should be considerate of delays beyond the agency's control such as weather, traffic, breakdowns, etc. Our concern is your safety.

12. For special events, the number of clients signed up to attend may increase dramatically. Our vehicles carry a maximum of 13 passengers, so for these events, the driver may need to make two trips. This means that some clients may have to wait longer to be picked up and to go back home. Please be patient.

13. If a medical emergency occurs while on a vehicle, a call will be made to 911. Emergency transportation is not provided.

14. Clients should have emergency contact names and phone numbers with them at all times.

15. Clients should always carry an extra house/apartment key.

16. In the event of inclement weather, no transportation is provided if Cobb County schools are closed.

17. Clients requesting wheelchair transportation should inform their center manager of this situation. The center manager will then work with the Transportation Department. Wheelchair transportation is scheduled on demand response for set days and times and will be based on availability.

606.3 Demand Response Clients:

1. Transportation is provided only to destinations in Cobb County.
2. No emergency transportation is provided. if you have an emergency situation, call 911.
3. In the event of inclement weather, transportation is not provided if Cobb county schools are closed.
4. The suggested contribution for this service is \$1.00 per one-way trip. Contributions may be put in the locked money boxes on the vehicles or sent to:

Cobb Senior Services
32 N. Fairground St.
Marietta, Ga. 30060

5. No transportation is provided to pay utilities or rent.
6. No transportation is provided to visit at nursing homes, personal care homes or hospitals.
7. Transportation is provided for certification for housing.
8. Schedule appointments at least 10 working days in advance. Appointments are made on a first call/ first serve basis.
9. When an appointment is made with a doctor or facility, call transportation as soon as it is made. Appointments can be made as much as 6 [six] months in advance.
10. Priorities for appointments are in the following order:
Medical appointments
Picking up prescriptions
Social service agencies
11. The earliest pick-up time for appointments are 8:30 a.m. Clients must be finished and ready to return home by 3:30p.m.
12. Appointments are scheduled in hour or half hour increments. Please be ready 30 minutes prior to your pick-up time.
13. When scheduling a medical appointment, the following information is required:

a. doctor's name and address

b. appointment time and date

14. Any changes in destinations for a scheduled appointment must be done in advance.
15. Lift-equipped vehicles are used to transport clients in wheelchairs only. The wheelchair lifts **cannot** be used for clients with canes or walkers or for any client who is having difficulty boarding the vehicle.
16. Clients will be scheduled for only 1 [one] round trip per day.
17. Escorts can go with clients if this need is identified during the assessment or if the client's condition warrants an escort after the initial assessment. No one under 18 years of age is allowed on the vehicles.
18. Therapy/ dialysis appointments are provided on a limited basis; options: 1 day per week both ways or 2 days per week one way. These appointments will be schedule based on availability.
19. Drivers are not allowed to go into clients' homes; this is a door-to-door service.
20. Requirements for those clients needing wheelchair transportation:
 - a. Clients are to be in the wheelchair; the driver is not responsible for entering the house to assist in any way.
 - b. Ramp must be available or other form of accessibility which allows client to safely exit and enter their residence. If there are steps with no ramp, then client must be able to walk down the steps with assistance then use the wheelchair to be loaded in the vehicle.**
 - c. No obstacles blocking the driveway or access to the client, i.e. cars, garbage cans, basketball goals.
 - d. Must be a flat area that is wide enough to provide space for the lift to come out of the vehicle and be level on the ground; lift won't operate properly if it is not level.
 - e. Access to and from the client's residence *without crossing a lawn or other unsafe areas* which may cause wheelchair to turn over.
21. As a general rule, drivers' schedules do not permit them time to wait for a client once they are at their appointment. **Clients are to call transportation at 770-528-5380 when they are ready.** At that time, the driver will be notified by radio.
22. Pick-up time for a trip home should occur within an hour of this call. Clients are picked up to go home on a first call/ first serve basis. Clients being transported to appointments are always given first priority over clients returning home.
23. If it is identified that conditions are unsafe to transport a client, that client will be contacted

and a reassessment of the situation will be done.

24. Cobb Senior Services is closed each year in observance of the following holidays:
 - a. New Years Day
 - b. Martin Luther King Day
 - c. Easter Holiday [Good Friday]
 - d. Memorial Day
 - e. Independence Day
 - f. Labor Day
 - g. Thanksgiving Holiday [Thursday and Friday]
 - h. Christmas Holiday [2 days]

25. Client eligibility for D/R transportation is checked every six [6] months. If service is being used by the client, eligibility automatically continues. If the client has not used transportation service at all within 6 months, the service will be terminated. A terminated client must complete a new assessment in order to re-qualify.

606.4 Taking Client Appointments

1. At initial call, determine if caller is a certified client. If not, give the I & R phone number and briefly explain the assessment process.
2. If the client is certified, go to appointment book to date requested.
3. Look at documented maximum number of appointments scheduled for that date.
4. If a particular date is booked up, inform client of the next date available that appointments can be scheduled.
5. If appointment slots are still available, get the following information from the client: date, name, time of appointment, destination [if doctor's appointment, get name of doctor and address].
6. Write this information down next to the time when client will be picked up. Appointments are scheduled on the hour and half hour.
7. Repeat all information to the client for verification and inform them of the pick-up time.
8. Schedule medical appointments 30 – 60 minutes prior to actual appointment time. Alert client that they should be ready 30 minutes prior to pick-up time.
9. Obtain all necessary information from client pertaining to their destination.
10. Schedule grocery shopping appointments during the hours of 10:00 A.M. – 12:30 P.M. Inform the client that a grocery shopping appointment will be delayed if it is in conflict with a medial appointment and that a call will be made to alert them of the change in pick-up time.

11. If a medical appointment and a grocery shopping appointment are at the same time and in the same area, delay or reassign the grocery shopping appointment to accommodate the medical appointment.

12. Center clients requiring wheelchair transportation are scheduled for set times and days. If a medical appointment and a center client's appointment are at the same time and in the same area, the center client's pick-up time will be changed to accommodate the medical appointment. A call will be made to alert the client of the change.

13. Dialysis/therapy appointments are limited to one round trip or two one-way trips per week. Schedules for these clients are pre-arranged and remain at set times and days. Restrictions for this type of appointment are necessary in order to provide service to as many different clients as possible.

14. Transportation policies and procedures are sent out to each client. Medical appointments are listed as the first priority.

606.5 Assessing for Wheelchair Transportation

An assessment of a client requesting wheelchair transportation must have the following areas addressed:

1. Is there access to the house? Is there a ramp?
2. Can you use the driveway? Is there a level place on the driveway for the lift? [lift won't operate properly if not level] Is there a wide enough area on the driveway for the vehicle and the lift? [There has to be room for the width of the vehicle, the length of the lift itself and enough space at the end of the lift for the wheelchair to be pushed onto the lift.]
3. Is there a sidewalk or access from the house to the driveway?
4. Are there any barriers such as vehicles, trash cans, basketball goals in the driveway?
5. If the driveway can't be used, is there safe access to the street that doesn't require pushing wheelchair across a lawn?
6. Will the client be in the wheelchair at the door and ready for transport? [Driver is not allowed in the house and can't assist in getting client in wheelchair.]
7. What kind of wheelchair does client have [example – motorized]? Does the wheelchair have a seatbelt? If the client is large either in height, weight or both, how large is the wheelchair? What is the width from the outer edge of one outside wheel to the outer edge of the other outside wheel? The outside wheel dimensions cannot exceed 27" [maximum width that will fit on lift].
8. Is the wheelchair in good condition [examples; brakes/tires in good shape; chair stable]?
9. Is there an escort for the client? If so, are they able to assist with the wheelchair?

**Note: Any information should be entered in the “comment” section for Transportation so that it will be pulled into the scheduler.*

607 Using SERVtracker

607.1 Activating A Client

1. Go to client screen.
2. Click on “transportation” at the left of screen. When screen appears, go to “add schedule”. When screen appears, enter the start date, funding, trip type, route group, route ID, pick-up sequence [enter 0], units, frequency [demand response] and to the right of screen, click on “fixed route, demand response or dual”. Click on save and then exit. When screen appears, go to the directions section in the center of the page and enter the map page and grid number, gender and written directions. This area can also be used to document detailed instructions that may be needed for a particular client.
3. When the information is complete, return to the client screen.

607.2 Using the Scheduler for Fixed Route and Demand Response

1. The transportation scheduler can be reached in two ways: Click on “transportation” to the left of client screen. When screen appears, click on schedule on upper right side of screen or go to main menu and select “schedules”.
2. Click on box that says “client name”
3. Click on empty box and then type in client name
4. Do drop down to client name and click on the name
5. Click on box “new schedule”.
6. Be sure “route group” and “route id” are correct for the client; for example, if “dual” client, have this information correct for this particular schedule indicating if it is demand response or a fixed route schedule.
7. Enter information on the schedule:
 - a. trip date*
 - b. pick-up time
 - c. client appointment time
 - d. pick-up sequence
 - e. type of trip*
 - f. destination

*Indicates the information needed for fixed route schedules; all the information above is needed for demand response schedules.

8. Each date a client is transported requires a schedule.
9. Clients’ schedules can be viewed by clicking on the box at the right, “calendar preview”.
10. Demand response routes and fixed routes can be viewed by clicking on the box on the right, “scheduler preview”. Enter information on “route group” and “route”. When calendar appears, click on the date to be viewed.
11. To print schedules or routes, click on “select reports” and do drop-down to “summary by route”. Click on print icon. A screen will appear. Fill in areas for “route group” and item “from route” and “to route”. Fill in “from date” and “to date”. Indicate the primary sort; “pick-up time” [will print in order by time] or “client name” [will print alphabetically]. Click on print icon.
12. Schedule will appear. At bottom left, view all the pages of the schedule by clicking on the arrows. Schedules [routes] can be viewed on page at

- a time if needed or can use the arrow to go to last page of schedule.
13. If schedule is correct, do “ctrl/print” at the same time. A box will appear. Indicate the pages to be printed by entering a number next to “from” and then “to”. On the left, indicate if more than one copy is needed. Click “ok”. Schedules [routes] will print.

607.3 Importing/Editing Service Record Schedules:

1. Go to main client screen; select a client record.
2. Do the drop-down to transportation.
3. Click on “transportation”, then on “unit entry” on the upper right of screen.
4. On the bottom of Service screen, click on the arrow next to “import schedules through this date”. A calendar will appear. Click on the date for the schedules to be imported. Then click on “import”. Schedules that are imported can no longer be printed.
5. To edit a client’s record, click on box next to client’s name; click on “edit”.
6. On “no service”, do drop-down to “per base” and “at door”. Click on appropriate box.
7. If click on “at base”, change units form “2” to “0”.
8. If click on “at door”, units are to remain at “2”

608 Center Trip Procedures

1. Limit all out-of-county trips to no more than 26 clients
2. Use the transportation trip form. Fill this form out completely and turn it in 2 days in advance of the trip.
3. Trip rates:
 - Area of Center - \$1.00
 - Metro area - \$2.00
 - Outside metro area - \$3.00
1. Keep all emergency contact names and phone numbers current.
2. All clients should have an extra house key with them at all times

TRANSPORTATION DEPARTMENT – TRIP INFORMATION FORM

PLEASE SUBMIT THIS FORM TO THE TRANSPORTATION DEPARTMENT 2 WORK DAYS IN ADVANCE OF TRIP.

CENTER _____

DATE OF TRIP: _____

DESTINATION: #1: _____

ADDRESS _____ PHONE#: _____

#2 _____

[GIVE ADDRESSES AND DIRECTIONS IF NECESSARY. GIVE PHONE # FOR EMERGENCIES.]

TIME: 1ST DESTINATION 2ND DESTINATION

START: _____

START: _____

END: _____

END: _____

[PICK-UP TIME TO TAKE ROUTE HOME]

CHECK ONE OF THE FOLLOWING:

CENTER FIRST ____

DIRECTLY TO DESTINATION ____

- INDICATE IF THERE ARE ANY RESTRICTIONS ON ARRIVAL TIME AT DESTINATIONS [RESERVATION TIMES, ETC.]

LIST NAMES OF DRIVE-INS & TIME AT CENTER FOR PICK-UP:

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

DETAILS _____

SEE REVERSE SIDE AND FILL OUT IF APPLICABLE.

NAMES:

[PLEASE FILL OUT THIS LIST WHEN THE CENTER IS STILL OPEN AND ONLY SOME OF THE CLIENTS ARE GOING ON A CENTER TRIP. THIS FORM IS NOT NEEDED IF CENTER IS CLOSED.]

_____	_____
_____	_____
_____	_____

609 Emergency Procedures

609.1 Vehicle Breakdown:

1. Find out the problem and extent of breakdown.
2. Determine if it is possible to get the vehicle safely to Fleet or to the lot.
3. Find out if any clients are on board and if another vehicle needs to be dispatched.
4. If vehicle is to be towed, get exact location.
5. Call for a tow; give the towing company complete information including 4-digit county number, size of vehicle, vehicle location, and that vehicle is to be towed to Fleet.
6. Instruct driver to leave keys in vehicle.
7. Make arrangements for driver/ clients to be picked up.

609.2 Vehicle Accident

1. Obtain complete information from the driver: location, presence or absence of injuries, and extent of damage.
2. Call 911. Relay all information.
3. Inform the Coordinator/supervisor.
4. If the above personnel are not available, notify the Division Manager.
5. Dispatch a driver if necessary to get clients.
6. In the event of a serious accident with injuries, the Director is to be notified as soon as possible.
7. The driver is required to complete the Risk Management Auto & General Liability Loss Form which the Coordinator reviews, then submits to the Director. The Administrative Specialist forwards the form to Risk Management.

609.3 Client fall or other injury [not related to vehicle accident]

In the event a client falls or is injured getting on or off a vehicle or sustains an injury inside the vehicle, the driver must call base. Staff at base (mainly the Coordinator) will tell the driver whether it is serious enough to call 911. In some serious instances, it may be necessary for the driver to call 911 right away. The driver is required to complete the Risk Management Auto & General Liability Loss Form which the Coordinator reviews, then submits to the Director. The Administrative Specialist forwards the form to Risk Management.

609.4 Client Locked Out of Home

1. Inform driver that base will call emergency contacts.
Determine if driver has other clients on the vehicle. If so, have the driver take this client along to take these clients home and then make a return trip. If not, then have the driver wait with the client until the emergency contact has been called.
2. Have the driver check with the client as to alternatives – example – spare key at the residence, staying at neighbor's home.
3. Call all emergency contacts and allow them time to respond.
4. If no assistance or alternative is available, call the Center Manager and inform him or her that the client is being brought back to the center.
5. If the Center Manager is not at the center, then contact the Nutrition Coordinator.
6. If the Nutrition Coordinator is not available, contact the Division Manager for Social Services.
7. The last step is to take the client to 32 N. Fairground St. If this happens, call the emergency contact and inform them of the client's location and that they will need to

pick them up there. If the client has not been picked up by 4:40 P.M., contact the Transportation Coordinator.

610 Cash Handling

- Each lift-equipped vehicle has a locked money box bolted to the vehicle. There is no master key for these boxes but rather each box has a separate key.
- Clients put their contributions directly into the locked money box.
- The locked money boxes are emptied weekly and the money is turned into the Administration Office.
- Contributions for fixed route are handled by the center managers.

611 Client Re-Evaluation Criteria

Any of the following situations will be handled by Transportation or brought to the attention of the appropriate program leader/case manager or Coordinator, to be addressed as quickly as possible. Transportation could be suspended or terminated based on a case-by-case determination.

Drivers have permission to make a judgment call on conditions that appear unsafe **but base must be notified immediately**. At that time, a decision will be made on how to handle the situation.

611.1 Dangerous Driveways

This includes, but is not limited to bad access to residence, steep; winding; high traffic area. Factors to consider:

- Safety of individual client as well as clients who are on the vehicle
- Physical condition of client if unable to go in driveway
- Risk in backing in and out of driveway in high traffic area
- Risk because of rain, ice, leaves on driveway which make it slick

611.2 Wheelchair Clients

Access to the residence which can pose problems even when ramp is available. It is the responsibility of the client/ family to provide reasonable and safe access. Factors to consider:

- Driveways that are not level; lift has to be on somewhat level ground to operate
- Having to push wheelchair across a yard or up/ down driveway
- Uneven pavement or access [roots, etc.] which causes unsafe, bumpy ride with the potential to dump over the wheelchair either when pushing wheelchair or when driving across
- Anything blocking the driveway such as cars, basketball goals, trash cans, etc.
- Wheelchairs are required to be in good working order:
 1. Brakes working properly
 2. Good tires
 3. All parts tightened so wheelchair is stable

611.3 Behavior

- Inappropriate behavior on vehicle which could endanger other clients and driver.
 1. excessive cursing
 2. violence
 3. won't sit down or strap seatbelt
 4. abusive and complaining to driver

611.4 Medical Conditions

1. Signs of a contagious disease [runny nose, cough, red eyes]
2. Significant weakness/ too weak to safely board vehicle
3. Visible injury that appears to require medical attention
4. Signs of intoxication
5. Incontinence without appropriate apparel

611.5 Residence

- No access to residence because no key available or persons not at home when resident arrives.
- Aggressive pets which prevent access to the client.

612 VEHICLES

612.1 Fleet

The agency normally maintains a fleet of 39 vehicles.

- 2 Meals on Wheels
- 1 Maintenance
- 3 Staff use

Demand Response and Fixed Routes Vans

- 13 Passenger with wheelchair lift
- 20 13-Passenger

612.2 Procurement

- Funds to purchase vehicles are requested through an application process from the CDBG [Community Development Block Grant] Program Office.
- The amount of funds requested is based on replacement criteria for Cobb County. The criteria for vehicle replacement are found in the Cobb County Safety Manual.
 1. An examination of the Senior Services fleet is completed.
 2. The number of vehicles meeting the county's replacement criteria are noted.
 3. A dollar amount is set based on the number and types of vehicles needing replacement. The calculated cost is based on specifications from the vendor for the state contract.
 4. An application is completed according to CDBG procedures and annual deadlines.
- If funds are awarded, an agenda item is generated from the CDBG office documenting the amount of funds awarded.
- A second agenda item is done by CDBG once the funds are physically in their office which transfers the funds awarded to Senior Services. The funds are not actually placed in the Senior Services budget, but are placed in the CDBG budget and designated for Senior Services.

- CDBG generates a contract and a “Notice to Proceed” document which are signed. The contract goes through the Cobb County Legal Department for review. When the review is complete, a copy of both documents is provided for Senior Services. These documents are filed with Administration.
- CDBG orders vehicles and radios through the Cobb County Purchasing Department. Separate purchase requisitions are generated for the radios and vehicles.
- Specifications for the vehicles are provided by the current vendor for the state contract. Senior Services obtains these specifications and provides them to the CDBG office. A state contract number should appear on the specifications.
- The vendor notifies CSS when the vehicles arrive. CSS notifies fleet maintenance. Paperwork is completed and signed at the vendor. The vehicles are taken to fleet maintenance for inspection. CSS provides a copy of the specifications to fleet for the inspections.
- When the vehicles are accepted, CSS provides the title and related paperwork to Fleet Maintenance. Using these documents, fleet adds these vehicles to the county system by assigning county numbers. The vehicles are also added to the county insurance at this time.
- Fleet maintenance applies for tags.
- CSS begins using new vehicles.

612.3 Maintenance

Cobb County Fleet Management is responsible for all maintenance and repairs on vehicles. Fleet Management schedules maintenance based on mileage. Any repair requests have to be entered in the Fleet software. The Coordinator and/or Program Leader are responsible for entering any repair/maintenance requests in the Fleet software. This is done by:

- a. Entering vehicle information [county #, year of vehicle, mileage]
- b. Completing a work order specifying the vehicle problems or maintenance that needs to be done
- c. Submitting the work order to Fleet Maintenance

612.4 Cleaning

Cleaning schedules for all vehicles are maintained by the Program Leader who directs drivers when they must wash their assigned vehicle. A written schedule is kept which lists cleaning tasks performed by the drivers. Vehicles are swept out daily. The vehicles are washed by the drivers at a designated place at the Water Depts. and CCT. The Program Leader advises each driver how to accomplish these tasks.

612.5 Equipment

Each vehicle is equipped with the following:

- d. First aid kit
- e. Fire extinguisher

f. Cleaning Supplies

Additional specialized equipment includes an 800 MHz radio, back-up camera and back-up beeper.

The back-up camera is attached at the top on the rear of the vehicle. The camera only operates when the vehicle is put into reverse. A screen is in the cab of the vehicle and allows the driver to see what is at the rear of the vehicle. This camera acts as an aid to the rear view mirrors to allow for safe backing.

612.6 Surplus

The fleet consists of both state-owned and county-owned vehicles. Each entity has surplussing procedures.

County-owned vehicles:

Vehicles selected by the county for replacement must have met or exceeded one of the minimum criteria as described below. However, the Department Manager shall have authority to prioritize according to operational needs.

1. Miles and vehicle year: vehicles with GVW [gross vehicle weight] between 10,000 and 25,000 must have a minimum of 120,000 miles and be at least 8 years old.

2. Major repair/percentages of wholesale value

A vehicle may be considered for replacement regardless of the scheduled minimum replacement interval, if it is determined that the vehicle has been wrecked, damaged [including wear caused by abnormal operating conditions] or is otherwise unsafe, inoperable beyond economical repair. Vehicle repairs [one time or cumulative over a period of one year] exceeding 30% of wholesale value may be justification to discontinue vehicle use and schedule replacement.

State-owned vehicles:

The state-owned vehicles are surplussed to the state following the procedures outlined in the Department of Human Resources Transportation Manual. Basically, contact is to be made with the state regarding the intent to surplus a vehicle. An Equipment Status Change Form has to be completed. The state will then provide the information needed to complete the process.

EXHIBIT 7

Cobb Senior Services Transportation Service History

Year	2005		2006		2007		2008		2009		2010	
	Trips*	Clients										
Demand Response	12,589	516	13,890	423	17,453	425	15,819	425	10,040	369	7,884	375
Fixed Route	62,002	267	54,875	228	52,467	283	50,881	277	51,003	226	43,123	221
Total	74,591	783	68,765	651	69,920	708	66,700	702	61,043	595	51,007	596

*One-Way

ATTACHMENT 1

DISADVANTAGED BUSINESS ENTERPRISE PROGRAM 49 CFR PART 26

The following bid conditions apply to this United States Department of Transportation assisted contract. Submission of a proposal by a prospective Contractor shall constitute full acceptance of these bid conditions.

REQUIRED CONTRACT CLAUSES (49 CFR 26.13) UTILIZATION OF DISADVANTAGED BUSINESS ENTERPRISES

The Cobb Community Transit will ensure that the following clauses are included in each DOT assisted contract and subcontract:

I. Policy - It is the policy of the Cobb Community Transit that Disadvantaged Business Enterprises shall have the maximum practicable opportunity to participate in the performance of contracts. Consequently, the DBE requirements of 49 CFR Part 26, do apply to this agreement. Bidders shall use sufficient and reasonably good faith efforts to carry out this policy in the award of their subcontracts to the fullest extent, consistent with the efficient performance of this contract.

II. DBE Obligation - The contractor agrees to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, Subpart D, have the maximum opportunity to participate in the performance of contracts and subcontracts. In this regard, all contractors shall take necessary and reasonable steps in accordance with 49 CFR Part 26 to ensure that Disadvantaged Business Enterprises have the maximum opportunity to compete for and perform contracts. Contractors shall not discriminate on the basis of race, color, national origin or sex.

III. Compliance - All bidders, potential contractors, or sub-contractors for this contract are hereby notified that failure to carry out the policy and the DBE obligation, as set forth above, shall constitute a breach of contract which may result in non-selection; termination of the contract; or such other remedy as deemed appropriate by Cobb Community Transit. Agreements between a bidder/proposer and a DBE, in which the DBE promises not to provide sub-contracting quotations to other BIDDERS/PROPOSERS, are prohibited.

IV. Sub-contract Clauses - All bidders and potential contractors hereby assure that they will include the above clauses in all sub-contracts which offer further sub-contracting opportunities.

V. Additional Terms And Conditions

(A) DBE Goal:

An Overall Annual Goal has been established at 4% in which any DBE participation on this contract will count toward meeting that goal.

All bidders and proposers hereby assure that they will make sufficient reasonable good faith efforts to meet the above stated goals. Moreover such bidders or proposers hereby assure that they will meet the DBE participation percentages submitted in their respective bids or proposals.

BIDDERS/PROPOSERS, also agree to provide any additional information requested by Cobb Community Transit to substantiate DBE participation, including but not limited to, the written subcontract agreement between prime bidder and each subcontractor for the work relative to this project.

(B) DBE Substitutions:

All bidders and proposers shall make a good faith effort to replace a DBE sub-contractor who is unable to perform successfully, with another DBE sub-contractor. The Cobb Community Transit Division Manager or Disadvantaged Business Enterprise Liaison Officer must approve all substitutions. There shall be no substitutions or additions during the time period between the bid opening date and the bid award date.

Bidders or proposers may not make substitutions of DBE subcontractors after bid award on the grounds that they have solicited a response from another contractor whose price is more reasonable than the DBE submitted at bid opening.

(C) Contract Award Criteria:

The award selection procedure for this solicitation will ensure that prime contracts are awarded only to competitors who make a good faith effort to meet the established Disadvantaged Business Enterprise (DBE) goal.

1. Subject to other applicable provisions herein, bids or proposals will be considered incomplete, and ineligible to receive a contract award unless the following forms (copies are a part of the bid documents) are completed and submitted with the bid:

- (a) DBE Form 1 – Schedule of DBE Participation Form
- (b) DBE Form 2 – DBE Contractor Affidavit Identification
- (c) DBE Form 3 – Letter of Intent to perform as a Disadvantaged Business Enterprise Subcontractor. One form for each DBE subcontractor listed on DBE Form 1 must be completely filled out and executed by the proposed subcontractor. Failure to submit this with the bid may preclude the bidder from award. Forms are supplied with the contract documents.
- (d) **DBE Form 4 - DBE Unavailability Certification must be submitted with the bid proposal, if the DBE goal is not met.**

2. Cobb Community Transit will count toward the established DBE project goal only those firms which are certified as a DBE at bid opening. For information regarding the DBE certification process, please contact the Georgia Department of Transportation.

(D) Reporting Requirements:

The awardee shall establish, maintain and submit regular reports, as required, which will identify and assess progress in achieving DBE sub-contract goals and other affirmative action efforts.

Progress reports shall be submitted with each periodic pay request, or application for payment. Payments will not be approved without current, completed progress reports.

The awardee is required to submit invoices each month for portions of work completed during the month, including all DBE monies due for that period. The awardee is also required to submit a DBE Utilization Form with each monthly invoice.

Failure to comply with this requirement may constitute breach of contract and may result in the termination of this contract or such other remedy as Cobb Community Transit may deem appropriate.

VI. Acceptable Good Faith Efforts - If any bidder fails to meet the DBE goals for this solicitation, the bidder shall submit, with the bid, proof of good faith efforts, using the guideline listed in Appendix A to 49 CFR 26, along with a written statement of efforts made and reasons for not meeting said goals. (See DBE Form 4 which must be submitted with bid)

A list of the efforts that a bidder should make, and Cobb Community Transit may use in making a determination as to the acceptability of the bidder, are as follows:

- (1) Whether the bidder attended any pre-solicitation or pre-bid meetings which were scheduled by Cobb Community Transit to inform DBEs of contracting and subcontracting opportunities;
- (2) Whether the bidder advertised in general circulation, trade association, and minority-focus media concerning the sub-contracting opportunities;
- (3) Whether the bidder provided written notice to a reasonable number of specific DBEs that their interest in the contract was being solicited, in sufficient time to allow the DBEs to participate effectively;
- (4) Whether the bidder followed up initial solicitations of interest by contracting DBEs to determine, with certainty, whether the DBEs were interested;
- (5) **Whether the bidder selected portions of work to be performed by DBEs in order to increase his/her chances of meeting the DBE goal (including, where appropriate, breaking down contracts into economically feasible units to facilitate DBE participation);**
- (6) Whether the bidder provided interested DBEs with adequate information about the plans, specifications and requirements of the contract;
- (7) Whether the bidder negotiated in good faith with interested DBEs, not rejecting DBEs as unqualified without sound reasons based on a thorough investigation of their capabilities.
- (8) Whether the bidder made efforts to assist interested DBEs in obtaining bonding, lines of credit, or insurance required by Cobb Community Transit or contractor, and
- (9) Whether the bidder effectively used the services of available minority and women community organizations; minority and women contractors' groups; local, state and Federal minority business assistance offices; and other organizations that provide assistance in the recruitment and placement of socially and economically individuals.

NOTE: The nine (9) items set forth above are not the exclusive criteria, and Cobb Community Transit may specify that you submit information on certain other actions which were taken to secure DBE participation in an effort to meet the goal. A bidder may also submit, to the owner, other information on efforts he/she made to meet the goal.

VII. Contractor Assurance - The bidder assures that he/she will make a good faith effort to meet the DBE participation goal as established in Paragraph V, Section A.

General Instructions

1. Contract Goal - Bidders who fail to achieve the contract goal(s) stated in the bid document must provide (with the bid) an explanation as to why the goal was not achieved and documentation demonstrating that a "Good Faith Effort" was made by the bidder as outlined in DBE Form 4.
- *2. DBE Forms 1 & 2- All bidders/contractors shall complete and submit, with their bids, DBE Forms 1 & 2.
- *3. Letter of Intent to Perform as a DBE Subcontractor - Each subcontractor listed on DBE Form 1 shall complete and sign a Letter of Intent to Perform as a DBE Subcontractor.

4. Certification - **BUSINESS/CONTRACTORS seeking to participate as DBEs must be certified at the time of bid submittal. Check the DBE Directory. The Directory is available on line at <http://www.dot.state.ga.us>**, or by contacting:

Georgia Department of Transportation
2 Capitol Square, S.W.
Room 262
Atlanta, Georgia 30334
(404)656-5323 (phone)
(404 656-5509 (fax)

5. Copies of Forms - Contractors may duplicate as many forms as needed. All DBE Program questions should be directed to the Cobb Community Transit Division Manager or the DBE Liaison Officer.

***ITEMS 2 & 3 ABOVE MUST BE SUBMITTED WITH THE BID IN ORDER TO BE ELIGIBLE TO RECEIVE A CONTRACT AWARD.**

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

**DBE FORM 1 (Reproduce as necessary)
SCHEDULE OF DBE PARTICIPATION**

Name of Bidder: _____
 Project: _____
 Project No.: _____
 Bid No: _____
 Total Bid Amount: _____

NAME OF DBE SUBCONTRACTOR	ADDRESS (COUNTY, STATE)	TYPE OF WORK SUBCONTRACTED	DBE	SUBCONTRACT VALUE
				\$
				\$
				\$
				\$
				\$
				\$
				\$

DBE PARTICIPATION TOTAL VALUE _____ \$

The attainment of DBE participation goals for this contract will be measured as a percentage of the total dollar value of the contract.

The undersigned will enter into a formal agreement with the DBE Subcontractors identified herein for work listed in this schedule conditioned upon execution of a contract with

Sworn to and subscribe before me, this ____ day of _____, 20____.

_____ (SEAL) Name (Typed) _____

NOTARY PUBLIC

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

DBE FORM 2 (Reproduce as necessary)
DBE SUBCONTRACTOR IDENTIFICATION AFFIDAVIT

STATE OF _____ COUNTY OF _____

I HEREBY DECLARE AND AFFIRM THAT I AM THE _____
(Title - Owner, President, Co-Venturer, etc.)

and duly authorized representative of _____
(Name of Firm)

whose address is _____

*** I hereby declare and affirm that I am a certified DBE.**

This firm is interested in quoting/bidding on the following categories of work being procured for _____

This firm has current DBE certification from the following agencies:

A copy of the current certification letter notifying the firm that it has been DBE certified by the Georgia Department of Transportation must be attached to this form.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THE FOREGOING DOCUMENT ARE TRUE AND CORRECT, AND THAT I AM AUTHORIZED ON BEHALF OF THE FIRM TO MAKE THIS AFFIDAVIT.

(Date) (Affiant)
STATE OF _____ COUNTY OF _____

On this _____ day of _____, 20 ____, before me, _____, the above signed officer, personally appeared, known to me to be the person described in the foregoing affidavit and acknowledged that he/she executed the same in the capacity therein stated and for the purposes therein contained.

In witness thereof, I hereunto set my hand and official seal.

(SEAL)

My Commission Expires _____

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

DBE FORM 3 (Reproduce as necessary)
LETTER OF INTENT TO PERFORM AS A SUBCONTRACTOR

TO: _____
(Name of General Contractor Proposing)

PROJECT: _____

The undersigned intends to perform work in connection with the above project.

The status of the undersigned is confirmed on the attached DBE Contractor Identification Affidavit (DBE FORM 2).

The undersigned is prepared to perform the following described work in connection with the above project:

(Specify in detail, work items or parts thereof to be performed)

at the following price: \$ _____.

The undersigned agrees to enter into a contract with you to perform the above work, if you are awarded the prime contract.

(Date) (Telephone No.) (Name of DBE Subcontractor)

(Firm Address) By: _____
(Signature)

(City and State) Name: _____
(Typed)

Title: _____

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive.

DBE FORM 4 (Reproduce as necessary)

If you have sought DBE subcontractors for this project, please complete

DBE UNAVAILABILITY CERTIFICATION

I, _____,

of _____, certify that on the dates below,

I invited the following DBE Subcontractor(s) to bid work items to be performed on _____

<u>DATE OF REQUEST</u>	<u>DBE</u>	<u>NAME OF SUBCONTRACTOR</u>	<u>WORK ITEMS SOUGHT</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

The following Subcontractors submitted bids, which were not the low responsible bid:

_____ \$ _____
_____ \$ _____
_____ \$ _____
_____ \$ _____

GOOD FAITH EFFORT REQUIREMENT

The use of a DBE firm is not a requirement for this contract; however, by signing this form, you acknowledge the federal requirement to show **good faith effort** towards obtaining and utilizing a DBE to perform work on this project.

Signature

date

End of Section

ATTACHMENT 2

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive.

NON-COLLUSION BIDDING CERTIFICATE

By submission of this certificate, each Proposer and each person signing on behalf of any Proposer certifies under penalty of perjury, that to the best of its knowledge and belief:

1. The cost or prices to be negotiated shall have been arrived at independently without collusion, consultation, communication or agreement, for any purpose of restricting competition as to any matter relating to such costs or prices with any other Proposer or with any competitor.
2. Unless otherwise required by law, the cost or prices to be negotiated have not been knowingly disclosed by the firm prior to the opening of price negotiations, directly or indirectly to any other Proposer or to any competitor; and,
3. No attempt has been made or will be made by the Proposer to induce any person, partnership or corporation to submit or not submit a Statement of Qualifications for the purpose of restricting competition.

Date: _____ By: _____

Proposer: _____

ATTACHMENT 3

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS; PRIMARY COVERED TRANSACTIONS

The Proposer, _____, certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Have not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or Contract under a public transaction; violation of Federal or State antitrust statues or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with the commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/Proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Where the Contractor is unable to certify to any of the statements in this certification, such participant shall attach an explanation to this Proposal.

THE CONTRACTOR, _____, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Signature of Authorized Official

Witness

Title of Authorized Official

Date

ATTACHMENT 4

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

INELIGIBILITY CERTIFICATE

_____ certifies that neither it nor any of its consultants to be used in performing this Contract are listed on the list of Ineligible Contractors maintained by the Comptroller General of the United States.

Date: _____

Signature of Authorized Official: _____

Name/Title of Authorized Official: _____

ATTACHMENT 5

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

CERTIFICATION OF CONSULTANT DRUG-FREE WORKPLACE

I hereby certify that I am a principal and duly authorized agent of _____ whose address is _____, and it is also certified that:

1. The provisions of Section 50-24-1 through 50-24-6 of the Official Code of Georgia Annotated, relating to the “Drug-Free Workplace Act” have been complied in full; and
2. A drug-free workplace will be provided for the consultant’s employees during the performance of the Contract; and
3. Each subcontractor hired by the consultant shall be required to ensure that the subcontractor’s employees are provided a drug-free workplace. The Consultant shall secure from that subcontractor the following written certification: “As part of the subcontracting agreement with the Consultant, certifies to the Consultant that a drug-free workplace will be provided for the subcontractor’s employees during the performance of this Contract pursuant to paragraph (7) of subsection (b) of the Official Code of Georgia Annotated Section 50-24-3”; and
4. It is certified that the undersigned will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Contract.

Date

Signature

ATTACHMENT 6

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

**COBB COUNTY CONFLICT OF INTEREST AND PROHIBITION AGAINST
CONTINGENT FEES CERTIFICATION**

_____ certifies that to the best of its knowledge there are no circumstances which shall cause a Conflict of Interest in performing services for Cobb County.

Date: _____

Signature of Authorized Agent

Name/Title of Authorized Agent

ATTACHMENT 7

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

CERTIFICATION REGARDING NON-SEGREGATED FACILITIES

The Bidder certified that he does not, and will not, provide and maintain segregated facilities for his employees at his establishments and, further that he does not, and will not, permit his employees to perform their services at those locations, under his control, where segregated facilities are provided and maintained. Segregated facilities include, but are not necessarily limited to, drinking fountains, transportation, parking, entertainment, recreation, and housing facilities; waiting, rest, wash, dressing, and locker rooms, and time clock, work, storage, restaurant, and other eating areas which are set apart in fact, or by explicit directive, habit, local custom, or otherwise, on the basis of color, creed, national origin, and race. The Bidder agrees that, except where he has obtained identical certifications from proposed Contractors for specific time periods, he will obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding \$10,000.00 which are not exempt from the provisions of the Equal Opportunity clause, and that he will retain such certifications in his files.

The Bidder agrees that a breach of this certification is in violations of the Equal Opportunity clause in this Contract. The penalty for making false statements is prescribed in 18 U.S.C. 1001.

Contractor

Signature

Name and Title of Signer

Date

ATTACHMENT 8

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

BUY AMERICA CERTIFICATION

The Buy America requirements apply to the following types of contracts: Construction contracts, and acquisition of goods and rolling stock (valued at more than \$100,000).

Certificate of Compliance

The bidder or offeror hereby certifies that it will meet the requirements of 49 U.S.C. 5323 (j)(i) and the applicable regulations in 49 CFR Part 661.

Date: _____
Signature: _____
Company Name: _____
Title: _____

Certificate of Non-Compliance

The bidder or offeror hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323 (j)(k), but it may qualify for an exception pursuant to 49 U.S.C. 5323 (j)(2)(b) or (j)(2)(d) and the regulations in 49CFR 661.7

Date: _____
Signature: _____
Company Name: _____
Title: _____

Note:

ATTACHMENT 9

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive.

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contracts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form –LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions [as amended by “Government wide Guidance for New Restrictions on Lobbying,” 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C 1601, *et seq.*)]
3. The undersigned shall require that the language of this certification be included in the award documentations for subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure. [Note: Pursuant to 31 U.S.C. 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Consultant, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Consultant understands and agrees that the provisions of 31 U.S.C. 3801, *et seq.*, apply to this certification and disclosure, if any.

Signature of Consultant’s Authorized Agent: _____

Name and Title of Consultants Authorized Agent: _____

Date: _____ Telephone #: _____

Firm of Company Name: _____

Address: _____

ATTACHMENT 10

CONTRACTORS QUALIFICATION STATEMENT

1. CONTRACTOR

Name of Contractor:

Address of Contractor:

Primary Contact Person:

Telephone & Fax Number:

Email:

2. BANK REFERENCE

Primary Bank:

Relationship office responsible for account:

Telephone & Fax Number:

Email:

3. BACKGROUND

Has Contractor ever done business under a different name? _____

If so, provide name (s):

Prior Projects with Cobb County:

4. SIMILAR PROJECT EXPERIENCE

A. Name of project:

Address of project:

Contact person or Owner:

Telephone & Fax Number:

Email:

B. Name of project:

Address of project:

Contact person or Owner:

Telephone & Fax Number:

Email:

C. Name of project:

Address of project:

Contact person or Owner:

Telephone & Fax Number:

Email:

Name of Bidder: _____

Signature: _____

Title: _____

Address: _____

License #: _____

Bond Company: _____

Agent: _____

Type of Business Entity:

(Corporation, Sole Proprietorship, Partnership, P.C.)

My being duly sworn deposes and says that the information provided herein is true and sufficiently complete so as not to be misleading.

ATTACHMENT 11

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

PROPOSAL SUBMITTAL LETTER

The undersigned, _____, hereby submits its bid proposal to furnish all labor, materials, and equipment _____, delivered to the undersigned by Cobb County, Georgia.

The undersigned acknowledges and agrees that the Proposal submitted by the undersigned shall be binding upon the undersigned and that if Cobb County, Georgia awards the Contract to the undersigned, the Proposal made by the undersigned and delivered to Cobb County, Georgia herewith, together with such award, will constitute a legal, valid and binding Contract between the undersigned and Cobb County, Georgia. The Contract created pursuant to the previous sentence shall incorporated the terms and conditions of the bid including, but not limited to, the bid Scope of Work, Solicitation instructions and Conditions, the Contract Provisions and the Contractor's Cost Proposal, all as described in the bid.

IN WITNESS WHEREOF, the undersigned has duly executed and delivered this Bid Transmittal Letter this _____ day of _____, 201_____.

By

Title

Sworn to and subscribed before me the _____ day of _____, 201_____.

Notary Public

My Commission Expires:

Date

ATTACHMENT 12

Compliance with Georgia Security and Immigration Compliance Act PROCEDURES & REQUIREMENTS

(Effective 10-28-2010 - Supersedes All Previous Versions)

BACKGROUND

Pursuant to the “Georgia Security and Immigration Compliance Act,” Cobb County cannot enter into a contract for the physical performance of services unless the contractor registers and participates in the federal work authorization program to verify information of all newly hired employees or subcontractors. Neither may any contractor or subcontractor enter a contract with the county in connection with the physical performance of services unless the contractor and/or subcontractor registers and participates in the federal work authorization program to verify information of all new employees. O.C.G.A. § 13-10-91.

Before any bid for the physical performance of services is considered, the bid must include a signed, notarized affidavit from the contractor attesting to the following: (1) the affiant has registered with and is authorized to use the federal work authorization program; (2) the user ID number and date of authorization for the affiant; and (3) the affiant is using and will continue to use the federal work authorization program throughout the contract period. O.C.G.A. § 13-10-91 (b) (1). Affidavits shall be maintained for five years from the date of receipt. O.C.G.A. § 13-10-91 (b) (1).

Upon contracting with a new subcontractor, a contractor or subcontractor shall, as a condition of the contract or subcontract, provide Cobb County with notice of the identity of any and all subsequent subcontractors hired or contracted by that contractor or subcontractor within five (5) business days of entering into a contract or agreement for hire with any subcontractor. Such notice shall include an affidavit including the subcontractor’s name, address, user ID number, and date of authorization to use the federal work authorization program. O.C.G.A. § 13-10-91 (b) (3).

Based upon the County’s experience and desire for full compliance, no work may be commenced by any subsequent subcontractor prior to notice being received by the County that the subcontractor (regardless of tier) is in compliance with the law and the attached Procedures & Requirements, including the preparation and submission of the Contractor (or Subcontractor) Affidavit & Agreement AND the Immigration Compliance Certificate PRIOR to the commencement of any work.

DEFINITIONS

Affidavit – a written statement made or taken under oath before an officer of the court or a notary public or other person who duly has been authorized so to act.

Affiant – the person who makes and subscribes to a statement made under oath (affidavit).

Physical Performance of Services – the building, altering, repairing, improving, or demolishing of any public structure or building or other public improvements of any kind to public real property, including the construction, reconstruction, or maintenance of all or part of a public road; or any other performance of labor for a public employer under a contract or other bidding process.

PROCEDURES & REQUIREMENTS

1. Bid Documents: Bid documents should contain information regarding the contract language and contractual requirements described below.
2. Responsive Bid Documents: Responsive bid documents **MUST INCLUDE** a signed, notarized affidavit from the contractor in the form attached as EXHIBIT A (CONTRACTOR AFFIDAVIT & AGREEMENT). **If the affidavit is not submitted at the time of the bid, the applicant will be disqualified.**

THIS AFFIDAVIT MUST BE SIGNED, NOTARIZED AND SUBMITTED WITH ANY BID REQUIRING THE PERFORMANCE OF PHYSICAL SERVICES. IF THE AFFIDAVIT IS NOT SUBMITTED AT THE TIME OF THE BID, THE BID WILL BE DETERMINED TO BE NON-RESPONSIVE AND WILL BE DISQUALIFIED.

3. Contract Language & Contractual Requirements: Affirmative language shall be contained in agreements for the performance of services to cover all statutory and County requirements; such language shall require:
 - (a) That affidavits in the form attached to these “Procedures & Requirements” be executed from a contractor (and any subcontractors, regardless of tier) and notarized, showing compliance with the requirements of O.C.G.A. § 13-10-91 and that such be made part of the contract and/or subcontracts;
 - (b) That the contractor (and any subcontractors, regardless of tier) fully comply with the requirements for completing and submitting the “Immigration Compliance Certification” and that such certification be received by the County prior to the commencement of any work under the contract or subcontract;
 - (c) That the contractor (or any subcontractor, regardless of tier) notify the County within five (5) business days of entering into a contract or other agreement for hire with any subcontractor(s), regardless of tier;
 - (d) That the contractor be responsible for obtaining and providing to the County the “Subcontractor Affidavit & Agreement” and “Immigration Compliance Certification” attached to and required under these “Procedures & Requirements” from each subcontractor, regardless of tier, employed or retained for work under the contract prior to the commencement of any work under the contract or any subcontract;
 - (e) That Cobb County, Georgia, reserves the right to dismiss, or require the dismissal of, any contractor or subcontractor for failing to provide the required affidavit or certification and/or for failure to comply with the statutory requirements of O.C.G.A. § 13-10-91 and/or for providing false or misleading information upon the required affidavit(s) or certification(s);
 - (f) That any contractor and/or subcontractor retaining any other subcontractor to perform services under the contract provide legal notice to any subcontractor of the requirements of Cobb County for immigration compliance and further provide notice that Cobb County, Georgia, reserves the right to dismiss, or require the dismissal of,

any contractor or subcontractor for failing to provide the required affidavit or certification and/or for failure to comply with the statutory requirements of O.C.G.A. § 13-10-91 and/or for providing false or misleading information upon the required affidavit(s) or certification(s);

- (g) That failure to comply with any of the requirements and procedures of the County (i.e., failure to timely supply required affidavits or compliance certification documents; failure to utilize federal work authorization procedures; failure to permit or facilitate audits or reviews of records by County or State officials upon request; and/or failure to continue to meet any of the statutory or County obligations during the life of the contract) shall constitute a material breach of the agreement and shall entitle the County to dismiss any general contractor or to require the dismissal of any subcontractor or sub/subcontractor (irrespective of tier) for failing to fully comply with these requirements;
- (h) That upon notice of a material breach of these provisions, the contractor (or subcontractor, regardless of tier) shall be entitled to cure the breach within ten (10) days and provide evidence of such cure. Should the breach not be cured, the County shall be entitled to all available remedies, including termination of the contract, the requirement that a subcontractor be dismissed from performing work under the contract, and any and all damages permissible by law.

- 4. Immigration Compliance Certification: Prior to commencing work under any contract for the physical performance of services, the contractor shall complete the “IMMIGRATION COMPLIANCE CERTIFICATION” form attached to these “Procedures & Requirements” and submit the same to the County.

Prior to allowing any other subcontractor to perform work under the contract, the contractor shall obtain a completed “IMMIGRATION COMPLIANCE CERTIFICATION” from each subcontractor (regardless of tier) and submit the same to the County.

FORM ATTACHMENTS:

- 1. CONTRACTOR AFFIDAVIT & AGREEMENT (EXHIBIT A);
- 2. SUBCONTRACTOR AFFIDAVIT & AGREEMENT (EXHIBIT A-1);
- 3. IMMIGRATION COMPLIANCE CERTIFICATION (EXHIBIT A-2).

**CONTRACTOR AFFIDAVIT & AGREEMENT
(EXHIBIT A)**

This affidavit must be signed, notarized and submitted with any bid requiring the performance of physical services. If the affidavit is not submitted at the time of the bid, the bid will be determined non-responsive and will be disqualified.

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is contracting with Cobb County, Georgia, has registered with, is authorized to use, and is participating in a federal work authorization program (an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA)). The undersigned contractor further attests that it will continue to use the federal Employment Eligibility Verification (EEV) work authorization program throughout the contract period.

The undersigned further agrees that should it employ or contract with any subcontractor(s) or should its subcontractor(s) employ other subcontractor(s) for the physical performance of services pursuant to the contract with Cobb County, Georgia, the contractor or subcontractor will:

- (1) Notify the County within five business days of entering into a contract or agreement for hire with any subcontractor(s);
- (2) Secure from any subcontractor(s) and/or their subcontractor(s) verification of compliance with O.C.G.A. § 13-10-91 on the attached Subcontractor Affidavit (EXHIBIT A-1) prior to the commencement of any work under the contract/agreement;
- (3) Secure from any subcontractor(s) and/or their subcontractor(s) a completed Immigration Compliance Certification (EXHIBIT A-2) prior to the commencement of any work under the contract/agreement;
- (4) Provide the subcontractor(s) with legal notice that Cobb County, Georgia, reserves the right to dismiss, or require the dismissal of, any contractor or subcontractor for failing to provide the affidavit and/or for failure to comply with the requirements referenced in the affidavit;
- (5) Maintain records of such compliance and provide a copy of each such verification to Cobb County, Georgia, at the time the subcontractor(s) is retained to perform such services or upon any request from Cobb County, Georgia; and
- (6) Maintain such records for a period of five (5) years.

EEV (E-Verify) Program User ID Number

EEV Program Date of Authorization

BY: Authorized Officer or Agent
[Contractor Name]

Contractor Business Name

Printed Name

Date

SWORN AND SUBSCRIBED BEFORE ME
ON THIS THE ____ DAY OF _____, 201__

Notary Public Commission Expires: _____

Effective 10-28-2010

**SUBCONTRACTOR AFFIDAVIT & AGREEMENT
(EXHIBIT A-1)**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Cobb County, Georgia, has registered with, is authorized to use, and is participating in a federal work authorization program (an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA)). The undersigned contractor further attests that it will continue to use the federal Employment Eligibility Verification (EEV) work authorization program throughout the contract period.

The undersigned further agrees that should it employ or contract with any subcontractor(s) or should its subcontractor(s) employ other subcontractor(s) for the physical performance of services pursuant to the contract with Cobb County, Georgia, the undersigned subcontractor will:

- (1) Notify the County within five business days of entering into a contract or agreement for hire with any subcontractor(s);
- (2) Secure from any subcontractor(s) and/or their subcontractor(s) verification of compliance with O.C.G.A. § 13-10-91 on this Subcontractor Affidavit form (EXHIBIT A-1) prior to the commencement of any work under the contract/agreement;
- (3) Secure from any subcontractor(s) and/or their subcontractor(s) a completed Immigration Compliance Certification (EXHIBIT A-2) prior to the commencement of any work under the contract/agreement;
- (4) Provide the subcontractor(s) with legal notice that Cobb County, Georgia, reserves the right to dismiss, or require the dismissal of, any contractor or subcontractor for failing to provide the affidavit and/or for failure to comply with the requirements referenced in the affidavit;
- (5) Maintain records of such compliance and provide a copy of each such verification to Cobb County, Georgia, at the time the subcontractor(s) is retained to perform such services or upon any request from Cobb County, Georgia; and
- (6) Maintain such records for a period of five (5) years.

EEV (E-Verify) Program User ID Number

EEV Program Date of Authorization

BY: Authorized Officer or Agent
[Subcontractor Name]

Subcontractor Business Name

Printed Name

Date

SWORN AND SUBSCRIBED BEFORE ME
ON THIS THE ____ DAY OF _____, 201_

Notary Public Commission Expires: _____

Effective 10-28-2010

IMMIGRATION COMPLIANCE CERTIFICATION
(Required to be completed by Contractors and all Subcontractors)

(EXHIBIT A-2)

I certify to the Cobb County Board of Commissioners that the following employees will be assigned to:

<i>(Project Name/Description)</i>		
_____	_____	_____
_____	_____	_____
_____	_____	_____

I further certify to Cobb County, Georgia the following:

- The E-Verify program was used to verify the employment eligibility of each of the above-listed employees hired after the effective date of our contract to use the program;
- We have not received a Final Nonconfirmation response from E-Verify for any of the employees listed.
- If we receive a Final Nonconfirmation response from E-Verify for any of the employees listed above, we will immediately terminate that employee's involvement with the project.
- I have confirmed that we have an I-9 on file for every employee listed above and that to the best of my knowledge all the I-9's are accurate.
- To the best of my knowledge and belief, all of the employees on the above list are legally authorized to work in the United States.
- If any other employee is assigned to this Cobb County project, a certification will be provided for said employee prior to the employee commencing work on the project.

To the best of my knowledge and belief, the above certification is true, accurate and complete.

Sworn to by:

Employer Name & Address:

Signature of Officer

Printed Name/Title

Date

SWORN AND SUBSCRIBED BEFORE ME
ON THIS THE ____ DAY OF _____, 201__

Notary Public
Commission Expires: _____

Effective 10-28-2010

ATTACHMENT 13

This Form Must Be Signed and Return with Bid or Bid will be Deemed Non-responsive

The Department of Transportation Cobb Community Transit Bid Protest Procedures

The County has established these Pre-Bid, Pre-Award and Post-Award Procurement Protest Policy and Procedures so that all procurement protests/disputes are filed, processed and resolved in a manner consistent with the requirements of the Federal Transit Administration (FTA) Circular (4220.1F) Third Party Contracting Guidance, dated November 1, 2008.

Definitions

“Contract” means any contract, agreement, purchase order or order placed by the County to receive goods or services from an external source. “Day or Days” means a working day or days of the County.

“Interested party” means a participant or prospective participant in a County procurement whose direct economic interest is affected by the award of the contract for the procurement.

“Offer” means a response to a County procurement solicitation, including but not limited to quotations, bids, proposals and expressions of interest or qualifications.

Submission of Protests

Any interested party may file a bid protest with the Cobb County Department of Transportation on the basis that the County failed to comply with a federal or state law or that the County failed to follow its own Procurement Regulations. A valid protest must include the following information:

1. Name and address of the protestor
2. Identification of the procurement action being protested
3. A statement of the reason for the protest, identifying the federal or state law or the County Procure Regulation that the protestor alleges has been violated by the County.

Types of Protests and Deadline to File

The deadline for a valid protest will be determined by the progress of the procurement.

The County will recognize three different types of protest:

1. Protest regarding solicitation

Any protest regarding solicitation must be filed in writing no later than five (5) days prior to the deadline to submit offers. This type of protest includes a claim that the solicitation contained exclusionary or discriminatory specifications, any challenge to the basis for award or any claim that the procurement documents or the procurement process violate a federal or state law or fail to follow its own procurement regulations.

2. Protest regarding offer evaluation

Any protest regarding the evaluation of offers must be filed in writing no later than five

(5) days from the day that the County's decision to award is announced. Any protest filed after such date which raises such issues will not be considered as a valid protest but may be considered to the benefit of the County. This type of protest challenges the County's determination of responsiveness of offers and responsibility of offerors, errors in calculation or that the County's evaluation of offers violated a federal or state law or its own procurement regulations.

3. Protest regarding award of contract

Any protest regarding the award of the contract must be filed in writing no later than five (5) days after the date of award of the contract. Any protest filed after such date which raises an issue regarding the award will not be considered as a valid protest but may be considered to the benefit of the County. This type of protest will only be entertained by the County if the protestor is able to demonstrate that the party awarded the contract fraudulently represented itself as a responsible bidder or that the County violated a federal or state law or its own procurement regulations in awarding the contract.

The County's Response to Protests

The County will notify a protestor upon receipt of a timely protest and may, where appropriate, request further information. The County may, at its sole discretion, meet with the protestor to review the issues raised in the protest. The County's consideration of the protest, except as otherwise provided in the following paragraph "Decisions by the County", will be in accordance with the following provisions:

Protest regarding solicitation

Upon receipt of a valid protest regarding solicitation, the County will postpone the deadline for submission of offers until resolution of the protest. If the protest regarding the solicitation includes a claim of unduly restrictive or exclusionary specifications, the County will, in considering the protest, consider both the specific needs of the County for the feature or item challenged and any effect on competition of including the specification regarding that feature or item. If the County determines that such feature or item was included in the specification in order to meet a legitimate need of the County, and was not unduly restrictive of competition or designed to exclude a particular competitor, then the County will deny the protest.

Protest regarding evaluation of offers

Upon receipt of a valid protest regarding the evaluation of offers, the County will suspend its evaluation of all offers until resolution of the protest. If the County determines that the protestor has established that there are reasonable doubts regarding the responsiveness of an offer or the responsibility of an offeror or regarding the County's compliance with federal or state law or its procurement regulations.

Protest after award

Upon receipt of a timely protest regarding the award of a contract, the County will issue a stop work order, if necessary, until the resolution of the protest. If the County determines that the protestor has established a prima facie case that the contract was awarded fraudulently or in violation of a federal or state law or the County's procurement regulations.

Protest regarding bid evaluation

Any bid protest regarding the evaluation of bids by the County must be filed in writing with the County no later than five (5) days after the opening of bids. Any protest filed after such date which raises issues regarding the bid evaluation will not be considered by the County. This type of protest would include any challenge to determinations by the County of the responsiveness of a bid or the

responsibility of a bidder, or any claim that the evaluation of bids violated federal, state or the County's procurement regulations.

Protest Regarding Award of Contract

Any protest regarding the award of the contract must be filed in writing no later than five (5) days after the date of award. Any protest regarding the award of the contract filed after that date will not be considered by the County. This type of protest will only be entertained by the County if the protestor is able to demonstrate that the party awarded the contract fraudulently represented itself as a responsible bidder or that the County violated federal, state or its own procurement regulations in the award of the contract.

Decisions by the County

As indicated above, in most instances, the County will suspend the procurement action upon receipt of a bona fide bid protest. However, the County reserves the right, notwithstanding the presence of a protest, to proceed with the appropriate action in the procurement process in the following instances:

- a. When failing to fulfill the need for the items or services would cause irreparable harm to the County or it's Service Boards;
- b. When the County determines that the protest is vexatious or frivolous; or
- c. When delivery or performance will be unduly delayed or other undue harm would occur by delaying the award of the contract.

After review of a bid protest submitted under these provisions, the County will issue a written decision on the basis of the information provided by the protestor, the result of any meetings with the protestor, and the County's own investigation of the matter. If the protest is upheld, the County will take appropriate action to correct the procurement to protect the rights of the protestor, including, but not limited to, reissuance of the procurement, revised evaluation of the offers or the County's conclusion of the evaluation of the offers, or termination of the contract. If the protest is denied, the County will terminate the suspension of the procurement that was imposed during the consideration of the protest and will proceed with the procurement.

The availability of review of bid protests by FTA is as follows:

Reviews of protests by FTA will be limited to:

- 1. A grantee's failure to have or follow its protest procedures, or its failure to review a complaint or protest; or
- 2. Violations of Federal law or regulation.

An appeal to FTA must be received by the cognizant FTA regional or Headquarters Office within five (5) working days of the date the protestor learned or should have learned of an adverse decision by the grantee or other basis of appeal to FTA.

I have received, read and understand these protest procedures.

Printed Name

Signature

Date

ATTACHMENT 14
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal - Fixed Route and Express Per Revenue Hour					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Revenue Hour Rate July 1, 2012 - June 30, 2013	Revenue Hour Rate July 1, 2013 - June 30, 2014	Revenue Hour Rate July 1, 2014 - June 30, 2015	Revenue Hour Rate July 1, 2015 - June 30, 2016	Revenue Hour Rate July 1, 2016 - June 30, 2017
Management/Administration					
Dispatching					
Road Supervision					
Vehicle Operation					
Other Costs - Specify					
Reporting					
Claims and Insurance					
Profit Percentage					
TOTAL OPERATING COSTS					

Company Name: _____

ATTACHMENT 15
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal – Paratransit Per Passenger Trip					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Passenger Trip Cost July 1, 2012 - June 30, 2013	Passenger Trip Cost July 1, 2013 - June 30, 2014	Passenger Trip Cost July 1, 2014 - June 30, 2015	Passenger Trip Cost July 1, 2015 - June 30, 2016	Passenger Trip Cost July 1, 2016 - June 30, 2017
Management/ Administration					
Dispatching					
Road Supervision					
Vehicle Operation					
Reporting					
Other Costs - Specify					
Paratransit Certifications					
Claims and Insurance					
Profit Percentage					
TOTAL OPERATING COSTS					

Company Name: _____

ATTACHMENT 16
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal - Safety & Training Per Revenue Hour					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Revenue Hour Rate July 1, 2012 - June 30, 2013	Revenue Hour Rate July 1, 2013 - June 30, 2014	Revenue Hour Rate July 1, 2014 - June 30, 2015	Revenue Hour Rate July 1, 2015 - June 30, 2016	Revenue Hour Rate July 1, 2016 - June 30, 2017
Operator Training					
Safety Reviews & Accident Prevention					
Emergency Preparation					
Accident Investigation					
Drug and Alcohol Testing					
Bus Stops					
Reporting					
Rodeo & Memberships					
Claims and Insurance					
Profit Percentage					
TOTAL OPERATING COSTS					

Company Name: _____

ATTACHMENT 17
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal – Maintenance Per Revenue Hour					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Revenue Hour Rate July 1, 2012 - June 30, 2013	Revenue Hour Rate July 1, 2013 - June 30, 2014	Revenue Hour Rate July 1, 2014 - June 30, 2015	Revenue Hour Rate July 1, 2015 - June 30, 2016	Revenue Hour Rate July 1, 2016 - June 30, 2017
Management & Administration					
Supervisory & Foreman					
Mechanics					
Other Personnel					
Fluids, Lubricants and Oil					
Vehicle Servicing					
Maintenance Software					
Farebox Probing					
Records					
Claims and Insurance					
Profit Percentage					
TOTAL OPERATING COSTS					

Company Name: _____

ATTACHMENT 18
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal - Customer Service Per Operating Hour (Currently 7AM - 7PM Monday - Friday)					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Revenue Hour Rate July 1, 2012 - June 30, 2013	Revenue Hour Rate July 1, 2013 - June 30, 2014	Revenue Hour Rate July 1, 2014 - June 30, 2015	Revenue Hour Rate July 1, 2015 - June 30, 2016	Revenue Hour Rate July 1, 2016 - June 30, 2017
Management & Administration					
Lost and Found Program					
Revenue Collection, Reconciliation and Deposit					
Claims and Insurance					
Profit Percentage					
Other Costs - Specify					
TOTAL OPERATING COSTS					

Company Name: _____

ATTACHMENT 19
RFP- TRANSIT SYSTEM SERVICE AND SUPPORT SERVICES
Sealed Bid #11-5578

Cost Proposal - Cobb Senior Services					
Per Passenger Trip for Demand Response, Per Revenue Hour for Fixed Route					
Operating Costs	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
	Passenger Trip Cost July 1, 2012 - June 30, 2013	Passenger Trip Cost July 1, 2013 - June 30, 2014	Passenger Trip Cost July 1, 2014 - June 30, 2015	Passenger Trip Cost July 1, 2015 - June 30, 2016	Passenger Trip Cost July 1, 2016 - June 30, 2017
Management & Administration					
Dispatching					
Road Supervision					
Vehicle Operation					
Reporting					
Other Costs - Specify					
Claims and Insurance					
Profit Percentage					
TOTAL OPERATING COSTS					

Company Name: _____