

EXHIBIT A

SCOPE OF WORK

1. **SCOPE OF WORK.** Consultant will provide a safe, efficient, and reliable recreation shuttle service during the high-visitation season between El Molino High School parking lot, Steelhead Beach (9000 River Road, Forestville, CA 95436), Sunset Beach (11403 River Road, Forestville, CA 95436) River Parks, with additional trips to Guerneville River Park (13811 State Highway 116, Guerneville, CA 95436) and the Airport SMART station (1130 Airport Blvd, Santa Rosa, CA 95403), meeting the following operational needs:
 1. **Shuttle Service Operations.** The shuttle system will operate annually on weekends and holidays, starting on Memorial Day Weekend in May and continuing through the beginning of September. It will service El Molino School Parking Lot, Steelhead Beach, and Sunset Beach regularly, and Guerneville River Park, and the Airport SMART station upon County's request. Additional stops may be added during the contract term, as needed.
 2. **Service Days and Hours.** Consultant will provide service on Saturdays, Sundays, and holidays between 9 AM to 7 PM. Consultant may be asked to operate on additional days and hours with a prior written approval from Regional Parks to accommodate increased or unanticipated demand.

Shuttle Fare Structure and Purchase. Code 3 Transportation will work with the County to determine passenger fares to ensure maximum ridership. Riders aged 18 and under will ride free of charge.

Consultant will utilize TRAKK reservation system to accept rider fares in the following manner:

- a. Riders purchase a round-trip ticket for the intended day by paying with a credit card at a website link provided on the County's site. Each transaction will incur a payment-processing fee of 2.9%. A \$5.00 fare will incur a processing fee of \$0.30.
- b. Riders will receive a text message and email containing a QR code boarding pass. The QR code will be scanned when boarding the shuttle.
- c. Printed QR codes will also be available at the embarkation points and on the shuttles. Riders can scan the printed QR codes with their phones and taken to the fare-purchasing website purchase their passes.
- d. Cash sales of shuttle tickets will also be available at the embarkation points.

- e. Riders and the County will be able to access the real-time location of the shuttles on their devices. The real-time shuttle tracking map can be made available through the County website, if desired.
 - f. Detailed real-time reports on ridership and fares purchased will be available to the County. Frequency of reports will be negotiated and may change over time.
 - g. The collected shuttle fare will be remitted to Regional Parks, accompanied by supporting reports that include both electronic and cash payments.
3. **Vehicles and Route.** Consultant will provide multiple 39-passenger, ADA accessible vehicles that can accommodate multiple passengers, every 30 minutes between El Molino High School parking lot, Steelhead Beach Regional Park and Sunset Beach Regional Park. Parking lot location may be subject to change to accommodate the best possible route. All transport vehicles shall be in good repair and free from mechanical defects and significant body/visual damage. Vehicles will be outfitted with small trailers for additional storage to transport kayaks and other oversize gear. One vehicle will be dedicated and available as a backup vehicle. Should a transport vehicle break down, the backup vehicle must be on site within 2 hours.

All vehicles will undergo regular safety and preventative maintenance to ensure compliance with applicable safety standards, regulatory requirements, and operational guidelines, with maintenance performed on a set schedule or as needed.

4. **Security Systems.** All vehicles will be equipped with on-board camera security systems utilizing Azuga dashcams that provide real-time viewing capabilities. The system will provide Code 3 team with visibility into driver activity and enable the Operations team to coach drivers that might need personalized training. The Azuga system provided the following capabilities:
- a. Events are recorded when there is a hard break, high acceleration, or distracted driver situation.
 - b. A panic button provides the driver the capability to manually record any unusual situation that might occur inside or outside the vehicle.
 - c. 48-70 hours of data storage.
 - d. On-demand video retrieval.
 - e. Distracted driver detection.
 - f. Built-in microphone and visual display.

5. **Shuttle Delays.** In the event of a shuttle delay due to a driver error or mechanical issues, Consultant will immediately send out a delay notification to Park Rangers via TRAKK alert system.

6. **Vehicle Breakdown.** In case of a breakdown of a vehicle, Consultant is prepared to provide a replacement vehicle in less than 2 hours. The drivers will follow breakdown procedures as described below:
 - a. If the vehicle is at the first or last stop without passengers, the driver of the disabled vehicle will immediately call or radio dispatch to report a breakdown and have another vehicle dispatched to the site.
 - b. If the vehicle is on route, the driver will safely pull off the road. Once the vehicle is in park, the driver will call or radio the manager to report a breakdown and give the manager his/her location.
 - c. The substitute vehicle should stop as close as possible & be in line behind the disabled vehicle.
 - d. Both drivers will activate the red loading lights prior to transferring passengers from one vehicle to the other.
 - e. The driver of the substitute vehicle will open the passenger loading door, get out of the vehicle and stand to the right of the passenger door of the relief vehicle.
 - f. The driver of the disabled vehicle will instruct the passengers to change vehicles in an orderly manner.
 - g. Once all passengers have been transferred and the driver of the disabled vehicle has performed his/her inspection of the vehicle to ensure it is empty, both drivers will deactivate the red loading lights.
 - h. The driver of the disabled vehicle will then continue his/her route in the substitute vehicle.
 - i. The driver of the relief vehicle will stay with the disabled vehicle until it is either transported or towed.

7. **Compliance with Laws.** Consultant shall operate in accordance with:
 - a. All applicable federal, state, and local laws and regulations.
 - b. Consultant shall ensure that all drivers shall meet appropriate state drivers licensing requirements and received proper training to maintain the proper service levels.
 - c. Equipment operating instructions issued by the OEM (original equipment manufacturer).
 - d. Compliance with FTA Drug and Alcohol testing requirements.

- e. ADA requirements for public transit service. All vehicles used for shuttle service must be wheelchair accessible and must be configured to transport at least two (2) wheelchair passengers at any one time.
 - f. Maintain proper cleaning and disinfection procedures.
 - g. Strict no transportation of alcohol policy. Alcohol ban in effect at Steelhead Beach and Sunset Beach from Memorial Day Weekend through Labor Day.
 - h. State of California Covid-19 guidelines for the current tier of Sonoma County and identified in the blueprint to reopening guidance.
8. **Shuttle schedule.** Shuttle schedule is subject to change at the discretion of Regional Parks to accommodate fluctuations in visitor numbers or other operational requirements. Guerneville River Park and SMART airport destinations timetables and operations will be coordinated between consultant and Regional Park Staff.

Russian River Timetable Schedule - 2 Shuttles			
	El Molino High School PL	Steelhead Beach	Sunset Beach
Shuttle 1	9:00 am	9:20 am	9:40 am
Shuttle 2	9:20 am	9:40 am	10:00 am
Shuttle 1	10:00 am	10:20 am	10:40 am
Shuttle 2	10:20 am	10:40 am	11:00 am
Shuttle 1	11:00 am	11:15 am	11:20 am
Shuttle 2	11:30 am	11:45 am	11:30 am
Shuttle 1	12:00 pm	12:15 pm	12:00 pm
Shuttle 2	12:30 pm	12:45 pm	1:00 pm
Shuttle 1	Break 1:00 – 1:30		
Shuttle 2	Break 1:30 – 2:00		
Shuttle 1	1:30 pm	1:45 pm	2:00 pm
*Shuttle 2	2:00 pm	2:15 pm	2:30 pm
Shuttle 1	2:30 pm	2:45 pm	3:00 pm
Shuttle 2	3:00 pm	3:15 pm	3:30 pm
Shuttle 1	3:30 pm	3:45 pm	4:00 pm
Shuttle 2	4:00 pm	4:15 pm	4:30 pm
Shuttle 1	4:30 pm	4:45 pm	5:00 pm
Shuttle 2	5:00 pm	5:15 pm	5:30 pm
Shuttle 1	5:30 pm	5:45 pm	6:00 pm
Shuttle 2	6:00 pm	6:00 pm	6:30 pm
Shuttle 1	6:30 pm		
Shuttle 2	7:00 pm		
*Last Pickup at El Molino High School			

Russian River Timetable Schedule - 3 Shuttles			
	El Molino High School PL	Steelhead Beach	Sunset Beach
Shuttle 1	9:00 am	9:20 am	9:40 am
Shuttle 2	9:20 am	9:40 am	10:00 am
Shuttle 3	9:40 am	10:00 am	10:20 am
Shuttle 1	10:00 am	10:20 am	10:40 am
Shuttle 2	10:20 am	10:40 am	11:00 am
Shuttle 3	10:40 am	11:00 am	11:20 am
Shuttle 1	11:00 am	11:20 am	11:40 am
Shuttle 2	11:20 am	11:40 am	12:00 pm
Shuttle 3	11:40 am	12:00 pm	12:20 pm
Shuttle 1	12:00 pm	12:20 pm	12:40 pm
Shuttle 2	12:20 pm	12:40 pm	1:00 pm
Shuttle 3	12:40 pm	1:00 pm	1:20 pm
Shuttle 1	Break 12:30 – 1:00		
Shuttle 2	Break 1:00 – 1:30		
Shuttle 3	Break 1:30 – 2:00		
Shuttle 1	1:00 pm	1:20 pm	1:40 pm
Shuttle 2	1:20 pm	1:40 pm	2:00 pm
Shuttle 3	1:40 pm	2:00 pm	2:20 pm
*Shuttle 1	2:00 pm	2:20 pm	3:00 pm
Shuttle 2	2:20 pm	2:40 pm	3:20 pm
Shuttle 3	2:40 pm	3:00 pm	3:40 pm
Shuttle 1	3:00 pm	3:20 pm	4:00 pm
Shuttle 2	3:20 pm	3:40 pm	4:20 pm
Shuttle 3	3:40 pm	4:00 pm	4:40 pm
Shuttle 1	4:00 pm	4:20 pm	5:00 pm
Shuttle 2	4:20 pm	4:40 pm	5:20 pm
Shuttle 3	4:40 pm	5:00 pm	5:40 pm
Shuttle 1	5:00 pm	5:20 pm	6:00 pm
Shuttle 2	5:20 pm	5:40 pm	6:20 pm
Shuttle 3	5:40 pm	6:00 pm	
Shuttle 1	6:00 pm	6:20 pm	
Shuttle 2	6:20 pm		
Shuttle 3	6:40 pm		
Shuttle 1	7:00 pm		
*Last Pickup at El Molino High School			

2. COST OF SERVICE

The pricing for the shuttle services is all inclusive and includes all vehicle costs, labor, technology, fuel, cleaning, and management.

5 Year Budget Summary						
Year	Daily Rate	2-Shuttle Days (Sundays & Holidays)	Cost	3-Shuttle Days (Saturdays)	Cost	Total Yearly
2025	\$1,125	21	\$47,250	16	\$54,000	\$101,250
2026	\$1,148	20	\$45,950	16	\$55,104	\$101,054
2027	\$1,170	18	\$42,120	15	\$52,650	\$94,770
2028	\$1,194	20	\$47,760	15	\$53,730	\$101,490
2029	\$1,218	21	\$51,156	15	\$54,810	\$105,966
Total Program						\$504,530

Additional Shuttle Costs: Any additional shuttle services requested outside of the standard schedule will be provided at the corresponding daily rate for the applicable year, as detailed in the table above.

Lump Sum Breakdown:

The lump sum for shuttle services includes the following components:

1. **Driver Compensation:** The daily rate includes competitive driver compensation exceeding the Living Wage Ordinance, with a base hourly rate of \$28.00 per hour.
2. **Holiday Compensation:** Holiday pay is based on the Regional Parks Department’s holiday calendar.
3. **Health Insurance:** Health insurance is included in the driver compensation package.
4. **Technology:** The cost for TRAKK technology, enabling real-time shuttle tracking and ticket booking, is included in the budget.
5. **Vehicles:** Vehicle expenses covered include lease cost, maintenance, fuel, insurance, washing, storage fees, tire replacement, registration, and camera system.
6. **Overhead and Profit:** A nominal overhead and profit line-item accounts for program management, safety, human resources, and other overhead costs.

Code 3 Transportation will invoice Sonoma County for the cost of the services less the fees collected and 10% operational fee for kayak and tube rental on a bi-weekly basis. Should the revenues collected exceed the daily rate, Code 3 Transportation will issue a credit for the following week’s services or provide the County with a check for the difference, less a 3% administrative fee.

Code 3 Transportation will work with the County to determine passenger fares to ensure maximum ridership.

3. TUBE AND KAYAK RENTAL SERVICE

As part of the shuttle program, Consultant will partner with Russian River Tubes & Kayaks: Steelhead Tube Rentals (the “Rental Partner”) to provide tube and kayak rentals service.

Code 3 Transportation will contract directly with the company and will provide a weekly report included in the shuttle program report.

Russian River Tubes and Kayaks provides single person tubes and floating coolers for customers at Steelhead Beach from a collapsible booth from 9am-2pm Saturdays, Sundays, and Holidays. Single person tubes are \$30 each and the coolers are \$15 each. A paddle is also included.

In the coming seasons, the company will offer waterproof phone cases that can hold a phone, keys, and money or a card for sale at the booth for customers. They will offer inflation for a small fee.

Customers can reserve online or in person. Customers are also directed to the River Shuttle website to book as well through their website and confirmation page.

Once customers arrive at Steelhead Beach, staff will check them in or set their day up if they are a walk-up customer, making sure they have signed their waiver and get their inflated rentals and paddles. Once the customer arrives at Sunset Beach, they will have staff members there from 1pm to 7pm to deflate, organize, and pack up rentals for that day.

The operational fee of ten percent of gross revenue received will be remitted to Regional Parks. The 2024 pilot program had an average of 200 rentals on Saturdays and 100 rentals on Sundays. The 2025 season is expected to increase to 300 on Saturdays and 150-200 on Sundays.

With respect to performance of work under this Agreement, Consultant shall require all of its subcontractors, consultants, and other agents to maintain, insurance as described in **Exhibit C**, which is attached hereto and incorporated herein by this reference. Consultant shall provide the copy of the Russian River Tubes & Kayaks: Steelhead Tube Rentals insurance certificate to Regional Parks.

4. ADMINISTRATIVE SUPPORT

To ensure the continued effective and reliable operation of the Shuttle Program, Consultant agrees to provide administrative support in the following areas:

1. Participate in meetings with the Regional Parks Operations team to address any operational, logistical, or customers service matters related to the River Shuttle program.

2. Assist in the coordination and execution of tasks necessary for the smooth operation of the shuttle service, including but not limited to scheduling, staffing, and reporting.
3. Offer recommendations for optimizing service delivery and ensuring compliance with program standards and Regional Parks guidelines.