

2019 BID SPECIFICATION

STANDARD PROGRAM: <u>Western Racine County</u> <u>Specialized Transportation Non-ADA</u>	PROGRAM #: <u>410</u>	TARGET POP: <u>Transportation -</u> <u>Disadvantaged</u> <u>and Seniors</u>
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YEAR: <u>2019</u>	UNITS: <u>7,000 and 150 inter-county (approx.) Trips</u>	ALLOCATION: <u>TBD</u>
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UNIT DEFINITION: Non-ADA Spec Trans – Per trip - Each passenger constitutes a trip from point of pickup to point of destination.

UNIT RATE 2019 Rates

GEOGRAPHICAL AREA TO BE SERVED: Areas of Eastern Racine County not served by the existing ADA transportation as well as inter-county transportation to include service to Milwaukee, Kenosha and occasionally Walworth Counties.

DAYS/HOURS OF SERVICE AVAILABILITY: Services must be available on a prior day advanced scheduled basis. Transportation hours as identified below are from first passenger pick up time to terminal return. (All hours are subject to change by Racine County.)

NON ADA Monday-Friday 6:00 a.m. - 6:00 p.m.  
Saturday Dialysis only

Provider must have vehicle capacity that at a minimum provides vehicle capacity to transport all ambulatory individuals during any one-hour period and vehicles with wheel chair capacity to transport all non-ambulatory individuals during any one-hour period. Provider may not refuse service to certified riders unless there is prior approval by Racine County.

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- Civil Rights/Affirmative Action Policies
- Fair Labor Standards Act
- Criminal background checks, drug screening, driver's license checks for all staff working within the project scope.

## **PROGRAM DESCRIPTION**

### **Western Racine County Specialized Transportation Non-ADA**

#### **Mode of Service**

Specialized Transportation shall be provided on a door-to-door basis. Assistance with coats and packages shall only apply from vehicle to building and from building to vehicle. Providers will not be responsible for lifting or handling clients in order for them to use the service. Provider may schedule block trips for riders who go from a destination to a common point or from a common point to home destination.

#### **Waiting Time**

Drivers shall wait five (5) minutes for riders after the scheduled pickup time.

#### **Attendants**

1. Attendant is defined as any person whose assistance is required by the passenger. Attendant requirement must be indicated on the physician's certification.
2. One attendant shall be permitted to accompany any passenger at no additional cost provided that they have the same points of origin and destination.
3. Attendants with different origin/destination points than certified rider will pay the full fare.

#### **Scheduling**

All reservations including attendants and other accompanying persons are to be scheduled in accordance with policies established by the Racine County Human Services Department and set forth in the User's Guide. Emergency transportation with less notification may occur based upon space availability and scheduling. Provider shall attempt to keep the number of trips per day within the limits of HSD funds. Riders are urged to notify transportation Provider when scheduled ride is not required.

The policy of advance scheduling for all transportation shall remain in effect with advance scheduled return trips also scheduled in all areas except medical. If waiting time for pickup is to be longer than 20 minutes from scheduled times, the transportation Provider shall advise the rider by phone contact and advise of the pickup time.

Persons who have scheduled rides and do not notify transportation Provider of cancellation shall receive a written warning that this is a violation of the transportation regulation.

Provider shall ensure that vehicles are available to meet demand.

## **PROGRAM REQUIREMENTS**

1. Provider must meet all requirements of TRANS 301, Human Services Vehicle (HSV) Standards and Chapter 221, Laws of 1979, Commercial Motor Vehicle Safety Act of 1986, and subsequent policies relating to TRANS 301 and Chapter 221.
2. Provider will meet all requirements of the State Department of Health and Social Services and the State Department of Transportation.
3. Service Provider must be a legally incorporated organization whose primary business is transportation services and can demonstrate at least two years experience in providing specialized transportation services to the targeted population.
4. Provider must be Title XIX certified, capable of generating third-party revenue from eligible Title XIX certified trips and billing Title XIX for reimbursable trips.
5. All riders with disabilities must file an application with a physician's certification that they are eligible for specialized transportation. Eligibility criteria will be determined by the Racine County Human Services Department. Racine County and/or Provider will process applications for eligibility and notify the applicant within 21 days of their approval or denial of the application. For all other unauthorized passengers, HSD will assume no liability.
6. Provider cannot bill Racine County for any rides provided under Title XIX covered recipients. All Title XIX covered recipients, including recipients enrolled in a Title XIX HMO, should be directed through the State's Medicaid transportation broker.

7. Provider shall establish a system to provide fee-for-service rides paid for privately by riders. This system would be for non-priority rides when space is available. The rider will pay an amount to be determined by Provider and RCHSD and may be up to the full cost of the ride.
8. Provider must have computer capability to schedule routes and provide monthly printout reports that detail required billing and program reports. A sample schedule and detail of computer capability must accompany application.
9. Provider shall provide a detailed description of current driver hiring, application and practice.
10. Provider shall provide a copy of the current driver training plan available to all drivers performing services under contract to Racine County upon request.
11. Provider must provide written description of manner in which they will receive and handle passenger revenues.
12. All vehicles utilized in the provision of HSD contract services will have a mechanism, approved by HSD for the collection of fares. Drivers will not be required to make change.
13. Rates may not exceed approved HSD gross cost per trip as determined by Program Specification. Racine County will only pay the net cost per trip. It is the Provider's responsibility to collect passenger revenues.
14. Provider will provide transportation to all persons certified by the Racine County Human Services Department as transportation disadvantaged. Racine County will not accept liability for riders transported but not certified.
15. The Provider agrees to the provision of transportation in compliance with the routes, passenger lists, time schedules, and days of operation specified by HSD.
16. Provider must complete a Program Application and respond to specific criteria for Specialized Transportation included in Program Specification and Program Description.
17. Provider will secure required licenses for the operation of the vehicles utilized as may be required by law.
18. Copies of Insurance Liability Coverage and Inspection Certification vehicles must be attached to proposal.
19. Provider must assume and pay for all maintenance and operation expenses of vehicles utilized.
20. Provider shall describe method available for handling disabled vehicles and indicate comparable backup vehicles. It is expected that the Provider should provide a quick and efficient response capability to vehicle breakdown.
21. The Provider assures that restraint devices for wheelchair-bound recipients shall consist of a separate restraint for the wheelchair and a separate restraint for the passenger. Passenger restraints are desirable but remain the responsibility of the passenger.
22. Provider must provide a user's guide that is available to all certified riders regarding activities and information about specialized transportation.
23. Provider must have computer capacity to log all trips by the following categories and to provide HSD with monthly printouts detailing the information needed.

<u>One Way Trips</u>	<u>Trip Purpose</u>
Ambulatory Elderly	Medical
Non-ambulatory elderly	Employment
Ambulatory non-elderly	Nutrition sites
Non-ambulatory non-elderly	Nutrition other
	Education / training
	Social / recreation
	Personal business
	Adult Day Care
	Other
	Cancellations
	No-Shows

24. Provider must also have capacity to generate monthly client lists that indicate the number of trips taken by each rider of specialized transportation and to make that information available to HSD monthly.
25. The Provider agrees to comply with all applicable State, County and City laws and regulations governing the conduct of company business.
26. Provider understands that the units of service provided and the contract dollars available is the maximum funding level available for Racine County and may not be exceeded. Cost for trips in excess of contract shall be responsibility of provider.

27. Provider will ensure two-way radio communication that will be adequate for the range of the vehicles utilized.
28. The Provider agrees to the provision of backup vehicles substantially equivalent carrying capacity to replace vehicles down for repairs.
29. The Provider agrees that services will not be provided nor charged to HSD for the following legal holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day. Observance shall be consistent with the bus policies.
30. The Provider agrees that services shall be provided on a door-to-door basis. Assistance with coats and packages shall only apply from vehicle to building and from building to vehicle. Providers will not be responsible for lifting or handling clients in order for them to use the service. Provider may schedule block trips for riders who go from a destination to a common point or from a common point to home destination.

**EVALUATION OUTCOMES:**

1. Riders will be picked up within 20 minutes of their scheduled pickup time.
2. Clients being transported to HSD services (work related, adult day care, and nutrition) will arrive at the agency site no earlier than 15 minutes and no later than 5 minutes prior to the start of the agency's program.
3. 95% of customers surveyed will indicate satisfaction with the service.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by the 15<sup>th</sup> of the month following the quarter.