

2019 BID SPECIFICATION

PROGRAM #: 403

STANDARD PROGRAM: Senior Shuttle

TARGET POP: Seniors (60+)

YEAR: 2019

UNITS: 2,456

CLIENTS: Target Seniors (60+)
General Population

ALLOCATION: TBD

UNIT DEFINITION:

1 Hour

UNIT RATE

\$39.01

GEOGRAPHICAL AREA TO BE SERVED:

Western Racine County, Wisconsin

DAYS/HOURS OF SERVICE AVAILABILITY:

Monday-Saturday 8am-4pm

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

Senior Shuttle Program

1. The geographic service area will be along a flexible route with designated stops throughout Western Racine County, connecting residences with needed social and medical services, major retail centers and community attractions.
2. The shuttles will operate according to the published days and hours scheduled for each route.
3. The service priority is ambulatory seniors over (60) years of age, as well as adults with disabilities, but others may ride the shuttle on a space available basis.
4. No advance reservation will be necessary to ride the shuttle.
5. In order to maintain timeliness along the route, the driver will not wait at any stop longer than necessary to insure that all passengers are safely boarded and seated.
6. Service is designed as curb to curb. Provider will not be responsible for packages or groceries brought on board by riders and will limit assistance to navigating the stairs of the vehicle.
7. Provider will purchase any necessary signage for shuttle vehicles.

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 will provide transportation to all ambulatory persons; targeting individuals over (60) years of age, as well as individuals with disabilities.
5. 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.
6. Provider must provide written description of manner in which they will receive and handle passenger revenues.
7. 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.
8. 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.
9. The Provider agrees to the provision of transportation in compliance with the routes, passenger lists, time schedules, and days of operation specified by HSD.
10. Provider must complete a Program Application and respond to specific criteria for Specialized Transportation included in Program Specification and Program Description.
11. Provider shall complete monthly reports that detail required program specifications, including total ridership, trip origin and destination, and fares collected.
12. Provider will secure required licenses for the operation of the vehicles utilized as may be required by law.
13. Copies of Insurance Liability Coverage and Inspection Certification vehicles must be attached to proposal.
14. Provider must assume and pay for all maintenance and operation expenses of vehicles utilized.

15. 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.
16. 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
Ambulatory non-elderly	Employment
	Nutrition sites
	Nutrition other
	Education / training
	Social / recreation
	Personal business
	Adult Day Care
	Other
	Cancellations
	No-Shows

17. 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.
18. The Provider agrees to comply with all applicable State, County and City laws and regulations governing the conduct of company business.
19. 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.
20. Provider will ensure two-way radio communication that will be adequate for the range of the vehicles utilized.
21. The Provider agrees to the provision of backup vehicles substantially equivalent carrying capacity to replace vehicles down for repairs.
22. 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.
23. 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 15th of the month following the quarter.