**PROGRAM DESCRIPTION**

**Commute to Careers**

Commute to Careers provides affordable, flexible transportation to employment for eligible Racine County residents with transportation barriers. Riders will be recruited from existing programs at Racine County Workforce Solutions that include W-2, Children First, FoodShare Employment & Training (FSET) and WIOA, in addition to a broader community outreach effort. Transportation will be provided on a limited basis to directly transport low-income individuals to employers. Riders will be charged a nominal co-pay of $1 or $2 dollars per trip to help generate match for the project.

**ROUTES AND SCHEDULING:**

The routes will encompass businesses throughout all Racine County and will only include destinations and hours not currently on the Belle Urban System bus routes. Specific routes have not yet been entirely defined. Once the Provider has been awarded the contract, they will work in conjunction with Racine County Workforce Solutions to determine the best routes to meet the needs of the program, riders and businesses.

All riders must fill out an application and be referred to Provider by Racine County Workforce Solutions to be considered eligible for this program. Provider understands that charges for riders transported but have not filled out an application and referred by Racine County Workforce Solutions will not be accepted. All reservations are to be scheduled in accordance with policies established by Racine County and set forth in the User’s Guide. Provider shall keep the number of trips per day within the limits of the available funds.

Advanced scheduling of at least 3 business days will be required. Emergency transportation with less notification may occur based upon space availability and scheduling. If waiting time for pickup is to be longer than 15 minutes from scheduled times, the transportation Provider shall advise the rider by phone contact and advise of the pickup time. Riders should be ready and waiting an hour before the destination arrival time or an hour and half, if commuting from the City of Racine to an employer West of 1-94. Drivers shall wait 5 minutes for riders after the scheduled pick up time. Riders are required to notify transportation Provider of cancellation at least one business day prior to the scheduled ride. If a rider fails to give proper notice, it must be reported to Racine County Workforce Solutions within one business day so riders may receive a written warning that this is a violation of the Commute to Careers program. If a rider has 3 “no show” occurrences and/or cancellations, they will be disqualified from the program.

Provider shall ensure that vehicles are available to meet demand.

**PROGRAM REQUIREMENTS**

1. All Commute to Careers rides are expected to be shared for efficiency and cost effectiveness. Provider must schedule block trips for riders who go from a common location to a destination in close proximity. If there is only one Commute to Careers rider being transported at a specific time, a report must be submitted to Racine County Workforce Solutions within 2 business days defining pick-up time and location, drop-off destination and reason why the ride was not able to be shared.
2. 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.
3. Provider will meet all requirements of the State Department of Health and Social Services and the State Department of Transportation.
4. Service Provider must be a legally incorporated organization whose primary business is transportation services and can demonstrate at least two years experience in providing transportation services to the targeted population.
5. The Provider agrees to comply with all applicable State, County and City laws and regulations governing the conduct of company business.
6. Provider shall establish a system to collect and track the riders’ payments. Riders will be charged a nominal fee each way:

$1 for rides 10 miles or less

$2 for rides 10 miles or more

1. All vehicles utilized in the provision of this program will have a mechanism to collect revenue, approved by Racine County Workforce Solutions.
2. Provider shall submit a detailed description of current driver application, screening and hiring practices.
3. Provider shall submit a copy of the current driver training plan available to all drivers performing services.
4. Provider’s employees assigned to driving duties must at all times carry a current, valid Wisconsin driver’s license with the appropriate endorsements and must maintain a clean driving record and remain insurable under the Provider’s policy.
5. Rates may not exceed the amount approved as defined on the budget page of the contract.
6. Provider will provide transportation to all persons referred by Racine County Workforce Solutions. No referral can be denied unless a safety risk is presented, and denial is approved by Racine County Workforce Solutions.
7. The Provider agrees to the provision of transportation in compliance with the routes, passenger lists, time schedules, and days of operation specified by Racine County Workforce Solutions.
8. Provider will secure required licenses for the operation of the vehicles utilized as may be required by law.
9. Copies of Insurance Liability Coverage and Inspection Certification for vehicles must be given to Racine County.
10. Provider must assume and pay for all maintenance and operation expenses of vehicles utilized.
11. The Provider agrees to the provision of backup vehicles substantially equivalent carrying capacity to replace vehicles down for repairs.
12. 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.
13. 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.
14. Provider must have computer capability to schedule routes and provide monthly printout reports that detail required billing and program reports.
15. Provider must also have capacity to generate monthly client lists that indicate the number of trips taken by each Commute to Careers rider and to make that information available to the Workforce Solutions Supervisor
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.

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| --- | --- |
| **One Way Trip Classification** | **Purpose** |
| Employee (disability) | Name of Employer |
| Employee (with-out disability) | Name of Training |
| Student (disability) |  |
| Student (with-out disability) |  |
| Cancellations |  |
| No Shows |  |

1. Provider will ensure two-way radio communication that will be adequate for the range of the vehicles utilized.
2. The Provider agrees that services shall be provided on a door-to-door basis. Providers will not be responsible for lifting or handling clients in order for them to use the service.
3. Provider must comply with the requirements and provisions of the Grant funding this contract. This specifically includes provisions for modifying or terminating this contract must be consistent with the modifications/termination provisions of the Grant.
4. All informational materials and grant-funded vehicles must identify it as Commute to Careers program through the use of their logo.
5. The program must be identified as a Commute to Careers program in all public presentations and media contacts/interviews.

**EVALUATION OUTCOMES:**

* 1. Riders will be picked up within 15 minutes of their scheduled pickup time.
	2. Clients being transported will arrive at the agency site no earlier than 30 minutes and no later than 15 minutes prior to the start of their shift or training.
	3. 95% of customers surveyed will indicate satisfaction with the service.
	4. 100% of riders becoming ineligible, due to exceeding the No Show and cancellation policy, will be reported to Racine County Workforce Solutions within one business day.

**PROGRAM REPORTING:**

The Provider will be required to track data and submit reports by the 15th of every subsequent month.

1. Monthly reports detailing required billing.
2. Monthly Program report to include the client names with number of rides, pick-up and drop off address with dates and times, miles transported, ride classification with purpose, and fee collected.
3. Evaluation Outcome reports are required quarterly. Provider will need to track all necessary information to include client schedules with actual drop off and pick up times and client satisfaction survey results.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor and Racine County HSD Program Manager on a monthly basis, with an annual report due by 2/1/23.