

2019 BID SPECIFICATION

STANDARD PROGRAM: <u>My Ride Volunteer Driver Program</u> <u>Specialized Transportation Non-ADA</u>	PROGRAM #: <u>411</u>
	TARGET POP: <u>Transportation -</u> <u>Disadvantaged</u> <u>and Seniors</u>

YEAR: <u>2019</u>	UNITS: <u>N/A</u>	ALLOCATION: <u>TBD</u>
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UNIT DEFINITION: N/A

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HOURS OF SERVICE AVAILABILITY: Monday – Friday, 8:00am – 5:00pm

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

**MyRide Volunteer Driver Program
Specialized Transportation Service**

Administer a community based volunteer driving program to respond to the transportation needs of Racine County seniors. The program design will replicate the comfort and convenience of private automobile ownership. The level of service will be curb-to-curb. The service will be for seniors and disabled residents who are ambulatory. The provider will be responsible for volunteer and rider recruitment, coordinating rides, and maintaining rider data.

1. The geographic service area will be Racine County with provision of transportation service to Milwaukee, and Surrounding Counties.
2. Service hours: Monday through Friday, 8:00 am – 5:00 pm
3. Trips will be provided for: medical, employment, nutrition, education, social, recreational, person business, and adult day care
4. Service will be demand responsive curb-to-curb.

Waiting Time

Drivers shall wait ten (10) minutes for riders after the scheduled pickup time.

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.

PROGRAM REQUIREMENTS

1. Provider must meet all requirements of volunteer driver programs including comprehensive insurance of drivers.
2. 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.
3. Provider shall establish a system to collect rider donations. RCHSD must receive a copy of any published information regarding rider donations. RCHSD must be aware of any changes to published material regarding donations.
4. 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.
5. Copies of Insurance Liability Coverage and Inspection Certification vehicles must be attached to proposal. Racine County will not accept liability for riders transported through provider.
6. Provider will meet all requirements of the State Department of Health and Social Services and the State Department of Transportation.
7. The Provider agrees to the provision of transportation in compliance with the routes, passenger lists, time schedules, and days of operation specified by HSD.
8. All vehicles utilized in the provision of HSD contract services will have a mechanism, approved by HSD for the collection of donations.
9. 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

10. 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.
11. The Provider agrees to comply with all applicable State, County and City laws and regulations governing the conduct of company business.
12. 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.
13. Provider shall maintain a detailed description of current volunteer drivers and their requirements.
14. Provider shall provide a copy of any volunteer driver orientation materials and make available to all volunteers performing services under contract to Racine County.
15. Provider must complete a Program Application and respond to specific criteria for Specialized Transportation included in Program Specification and Program Description.
16. Provider shall describe method available for handling cancelations of volunteer drivers. It is expected that the Provider will provide a quick and efficient response to ensure riders arrive at their scheduled destination on time.
17. The Provider agrees that services shall be provided on a door-to-door basis. Assistance with coats and packages shall not apply. 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.