

## **Amended Paratransit Contractor Qualifications**

Next year, the City of Madison, Metro Transit, will request proposals (RFP) to select contractors for ADA Complementary Paratransit Services as the current contracts will expire. In preparation for the selection process, it is timely to review and update the current qualifications for potential proposers. The current contractor qualifications are listed below. Please review for discussion.

(UPDATED - Note that the State Medicaid Certification for transportation providers ~~no longer exists~~ no longer have State Patrol vehicle inspections. Company and driver qualifications are still in place. ~~Medicaid transportation providers now have their vehicle examined by the private Medicaid transportation broker, MTM, Inc.~~)

Amended Requirements are as follows:

### **Administration**

CONTRACTOR will be responsible for obtaining and maintaining in effect licenses issued in accordance with Section 11.06, Madison General Ordinances, or equivalent State Medicaid Certification, and any other licenses as required by the City of Madison, the State of Wisconsin, and any other body with licensing jurisdiction over the service to be provided.

### **OPERATIONS**

A CONTRACTOR qualifying by obtaining a Wisconsin Medicaid Provider Certification shall submit, prior to commencing work under this contract and annually thereafter, a copy of its current State of Wisconsin Department of Health Services Wisconsin Medicaid Program Provider Agreement for Specialized Medical Vehicle Providers. CONTRACTOR shall verify and confirm in writing, prior to commencing work under this contract and annually thereafter, that all driver background checks and vehicle standards are compliant with the standards set forth in Sections 2.2 "Vehicles" and 2.3 "Operators" herein. In addition, supplemental written verification must be submitted when drivers and vehicles added to the service.

### **Operators**

1. Operators engaged in commercial driving, as defined in the Commercial Motor Vehicle Safety Act of 1986, will be required to possess a valid Commercial Driver's License from the Wisconsin Department of Transportation. In addition, all operators that perform this service will be individually qualified by either:

- a. A License by CITY of Madison through the Madison Police department in accordance with Section 11.06 of the Madison General Ordinances to perform public passenger paratransit services; or
- b. A documented satisfactory State of Wisconsin Department of Justice and national, criminal background check, a satisfactory driving abstract from the Wisconsin Department of Transportation, and sensitivity training as coordinated by local transportation companies. By "satisfactory" is meant that the documentation in question shows that the operator meets the requirements set forth in Scope of Work.

2. CITY retains the right, in consultation with CONTRACTOR, to prescribe driver training procedures for participation in this service to ensure that personnel are trained in accordance with 49 CFR §37.173. At a minimum, such training shall include:

- a. Sensitivity Training, designated by CITY under Sec. 11.06, MGO supplemental training materials from Easter Seals Project Action are recommended for any additional training which CONTRACTOR may voluntarily provide; and,
- b. Tornado Awareness and Preparedness.

Such training shall be conducted in such a manner as not to disrupt CONTRACTOR's normal operations; however, the costs of such training, including associated employee time, are the responsibility of CONTRACTOR.

## **Vehicles**

### **2.2 Vehicles**

A. CONTRACTOR shall provide enough revenue vehicles to operate the service herein described, including sufficient spare vehicles to maintain service in case of vehicle breakdowns. Revenue vehicles are vehicles that are equipped, maintained, and used to provide passenger transportation services under this request for proposals. All vehicles shall have either:

1. A vehicle permit issued in accordance with the provisions of Section 11.06 of the Madison General Ordinances (MGO), or

2. A current Certification of Inspection ~~by the State Patrol~~ by an independent automotive service station stating compliance with vehicle requirements within State of Wisconsin Department of Transportation Administrative Rule Chapter TRANS 301. Such automotive service station shall be mutually agreed upon by the CONTRACTOR and CITY. Subsequently, four (4) vehicle inspections selected at the discretion of the Metro contract manager shall be due annually to said manager.

2. Use of vehicles marked as yellow school buses shall not be permitted for this service.

3. Use of mini vans, custom vans, cutaways, or vehicles without lifts may be used to provide service to ambulatory passengers only to the extent that the Customer is able to board and alight safely and is able to step up into the vehicle. Assistance shall be offered to Customers each time in boarding and alighting. In circumstances where assistance does not permit the Customer to board or alight the vehicle, an alternate vehicle type with a lift shall be made available by CONTRACTOR to complete the trip.