

Operator Training Requirements – Paratransit

These items are taken from the entirety of the request for proposals, line by line, as they reflect the overall submissions to the City in regards to operator training. Items marked in italics are updated from previous request for proposals. Submissions are reviewed for compliance and quality.

Required Submissions for Proposal:

1. Provide job descriptions (including qualifications) and descriptions of the selection process used for drivers and mechanics.
2. Provide a detailed description of sensitivity training for employees and especially Operators (drivers); this includes understanding and awareness of the requirements of the Americans with Disabilities Act, interacting with seniors and interacting with people with disabilities. *Description should include any re-current training, follow up sessions, or remedial training.*
3. Provide two copies of the operating and maintenance policies, including procedures to follow in case of vehicle breakdowns, accidents, driver emergencies (e.g., illness while on duty, failure to report for work), the preventive maintenance program, and the like.

Contracted Responsibilities

1. CONTRACTOR will recruit, hire, train, and supervise the drivers who are to operate this service.
2. Notwithstanding any efforts City may engage in under paragraph H below, *CONTRACTOR'S responsibility for operator suitability is absolute.* No driver for this service may remain on duty more than twelve (12) continuous hours.
3. 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. Locally Sponsored Sensitivity Training in accordance with Madison General Ordinances 11.06. Training materials are recommended from Easter Seals Project Action; 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, is the responsibility of CONTRACTOR.

4. CONTRACTOR shall also be responsible for providing and conducting new employee and supervisory training necessary to ensure AODA compliance.
5. CONTRACTOR shall be responsible for re-training, suspension, or removal of any CONTRACTOR employee from CITY service if the employee's performance, in CONTRACTOR'S opinion, is detracting from the quality or efficiency of the service.