

## **MEMORANDUM OF UNDERSTANDING Group Van Services**

It is the understanding of Veolia Transportation Services, Inc., also doing business as the Broker (hereinafter Broker), the Health and Social Service Agency, {INSERT Name of Agency} (hereinafter the "Agency"), and the Provider, {INSERT Name of Provider} (hereinafter the "Provider"), as parties to this Memorandum Of Understanding (MOU), that the responsibilities described therein are agreeable to all parties as conditions for the provisions of the Paratransit Group Van Service to ADA qualified disabled persons traveling in the San Francisco Municipal Transportation Agency (MUNI) on a contractual basis, sponsored by the San Francisco Municipal Transportation Agency (MUNI).

This MOU includes this MOU signature sheet, together with the following Attachments and any Exhibits thereto, all of which are incorporated into the MOU and shall be construed together to form the agreement between the Parties:

- I. Responsibilities of the Health and Social Services Agencies
- II. Responsibilities of Group Van Provider
- III. Responsibilities of the Paratransit Broker
- IV. Definition of Terms
- V. Scheduling Procedures for Group Van Services
- VI. Unloading of Passengers
- VII. Appendices

The terms of this Group Van MOU may be revised at any time, if agreed upon by all the parties.

This Group Van MOU expires on said date of June 30, {INSERT Year}.

All parties shall make a good faith effort to carry out the terms of this MOU during the time that Paratransit Group Van Services are provided.

This MOU is based on the contractual agreement between the Broker and the Provider. This MOU shall not supersede any contractual agreements between the Broker and the Provider.

{INSERT Agency POC} shall serve as the paratransit liaison for the Agency and shall be responsible for the implementation of Agency responsibilities as stated in this MOU.

{INSERT Provider POC} shall serve as the representative for the Provider and shall be responsible for the implementation of the Provider responsibilities as stated in this MOU.

{INSERT Broker POC} shall serve as the representative for the Broker and shall be responsible for the implementation of Broker's responsibilities as stated in this MOU.

Should the designated party representatives be replaced, it is the responsibility of that party to inform all other parties to this MOU of the change in their representation within five (5) working days.

**Agreed and entered into** this \_\_\_\_\_ day of \_\_\_\_\_, {Year}.

**Broker**

**Group Van Provider**

\_\_\_\_\_  
by: Marc Soto, General Manager  
Representative}  
Veolia Transportation Services, Inc.

\_\_\_\_\_  
by: {INSERT Authorized  
{INSERT Provider}

**Health or Social Service Agency**

\_\_\_\_\_  
by: {INSERT Agency Authorized Representative}  
{INSERT Agency}

## I. Responsibilities of the Health & Social Services Agencies

1. Agency shall make sure that prior to requesting service for an individual Paratransit passenger for group van service, that passenger has applied and been approved as ADA eligible through the Bay Area Regional Eligibility Process.

In most cases, eligibility is effective for three (3) years. Agency shall follow established procedures for adding and replacing participants in the group van service. (Section V, "Scheduling Procedures for Group Van Services").

2. Each agency shall have an average of no fewer than seven (7) passengers traveling per day of service to and from the agency.
3. The geographic area to be served under this contract shall be all of or portions of the City and County of San Francisco, northern Daly City within 3/4 mile from the City and County of San Francisco city limits and Muni fixed routes, in California (USA), as prescribed by Veolia.
4. Agency shall communicate with individual clients to inform each person of the pick-up/drop-off windows and locations.
5. Agency shall provide the Provider with a complete written list of passengers, addresses, telephone numbers, and emergency contact information and special needs where applicable. Agency shall inform the Provider with updates of the list of passenger's address, telephone number or special needs (section V, "Scheduling Procedures for Group Van Services").
6. An agency with a no show rate of 3.5% or higher, must keep a logbook recording all information communicated to the Provider. For example, the agency should record the times and dates when cancellations and additions were called in to the Provider or when there are any problems with the Group Van service. The purpose of a logbook is to help resolve issues and problems that may occur, to document incidents and to provide evidence of complaints and compliments. If agency's no show rate is lower than 3.5% the logbook is not required but recommended.
7. Agency shall arrange a regular pick-up and drop-off schedule with the Provider (Section III, "Responsibilities of the Paratransit Broker"). Agency and Provider shall contact the Broker within forty-eight (48) hours if there is an agreed upon change of schedule of service with the Provider. Agency shall submit to the Provider the agency's operating calendar for the fiscal year on the effective date of this agreement and July 1st of each year thereafter and any time the agency changes Group Van providers. This operating calendar includes all the days on which the agency shall be closed.
8. Agency shall:
  - a. Provide prompt payment (within 30 days) of the Broker fare box billing to the agency.

- b. Document time of van arrival and sign off promptly (completed within five minutes of van arrival) on the driver's daily trip sheet. This mandatory sign off, stating the arrival time of the van, shall be used for calculating the reliability of service and verifying the number of "no shows". The agency may indicate on the driver's trip sheet acknowledgement of legitimate problems causing too late/early pick-ups and drop-offs.

Failure to comply may result in reduction or cancellation of group van service.

9. The agency understands that the Provider may not receive payment for trips provided if the daily driver's trip sheet has not been signed off, stating the arrival time of the van by a member of agency staff.
10. Agency is required to document and report to the Broker complete information (date, time, place, van number, driver, passenger name, etc.) when reporting a complaint, compliment, or breach of MOU issues to Broker, (for which the provider can be penalized. See paragraph 40 of the Section II, "Responsibilities of the Provider" for details.)

Complaints or compliments may be reported to Broker during its business hours. It is suggested that all complaints and compliments also be reported directly to the provider.

Severe problems must be communicated immediately by telephone and followed up in writing to both the Broker and the provider. It is recommended that complaints be submitted within a week of occurrence to ensure that Broker and Provider can respond appropriately.

11. Agency shall inform all passengers that they are required to use seat belts while riding paratransit vehicles and to follow other safety precautions as requested by the driver. Passengers who refuse to wear seat belts shall not be allowed to ride.
12. Agency shall assign a minimum of one staff person per van to assist escorting passengers between the vehicle unloading point and the agency facility entrance. Those persons or person must be readily available to provide assistance within the agreed upon window of arrival and departure. Van driver shall not start unloading or loading passengers at agency site until agency staff is present and ready to assist. (Exempt if checked and initialed: \_\_\_\_\_)
13. Agency shall identify a staff member to serve as paratransit liaison to communicate with the Provider and Broker as needed.
14. Providers shall not be reimbursed for "no shows". Agency shall cooperate with the provider and Broker to maintain as low a "no show" rate as possible with a maximum of 3.5 percent of total rides per month being no shows. Agencies shall cross check trip sheets daily to confirm that the no shows reported by the provider were not actually cancelled in a timely way by agency or its passenger. If there is a discrepancy, agency should promptly report to the Broker's office. Agencies with

consistently high “no show” rates shall have their use of group van evaluated for cost effectiveness and may risk losing services or reduction of service.

15. Agency may request to have a meeting on a monthly basis with the Provider to review service. Agency also agrees to meet with Provider as requested by Provider or Broker.
16. Any expansion of service including the number of days or passengers must be approved in advance by the Broker.
17. Following Broker approval, an agency must notify the designated provider 48 hours in advance of the client’s first trip; this will allow time for the provider to incorporate the passenger’s trip into an existing route(s).
18. Agency shall be responsible for ensuring agreed upon appropriate client behavior and ensuring passenger follow instructions (i.e., wearing seat belts, etc.). Provider can refuse to carry a passenger who does not comply with provider’s safety rules.
19. Agency is responsible for accepting clients back in case the guardian is not at residence (Section VI).
20. Agency is responsible for providing either a twenty-four (24) hour phone number or name of person of responsibility who can be contacted in case of emergency or emergency information for each client.
21. Agency shall provide reasonable special needs information for each passenger to the provider.
22. Agency shall inform their clients and/or caregivers of any changes in service (i.e., driver, vehicles), as needed.
23. The Agency shall be available to participate in driver or provider representative orientation and training, preferably prior to starting agency route.
24. Agency agrees that there shall be no new stair assist trips or lift van trips available under group van services.
25. The Agency shall provide emergency phone numbers for at least three staff persons in case there is not a guardian available at the residence of a rider when one is required. (Language capability in languages predominately spoken by clients at the center would be preferred.)(See Appendix I on page 18.)
26. Agency will submit signed release form for any client where the agency would like to be notified by the Broker when that client’s eligibility is due to expire.
27. Agency certifies that agency’s program is not a public or private school or school activity within the context of California Vehicle Code Section 336, General Public Paratransit Vehicle.

## II. Responsibilities of Group Van Provider

1. Provider shall transport Paratransit ADA certified passengers to/from group center or other approved location (by Broker) and assigned to it by Broker in a routing fashion which has been reviewed by Agency.
2. Provider shall follow established procedures in accordance with the Broker specified guidelines to pre-schedule or preplan routine agency routes for each agency. Pre-scheduled routes should assure effective and efficient service. Provider must inform agency of any major and/or permanent routing changes one day in advance. Permanent routing changes may be defined as a change in any of the following:
  - a. pick-up or drop-off order of passenger
  - b. change of van used for passenger or agency
  - c. over fifteen (15) minute change in pick up time of passenger
3. To provide the most efficient service, Provider shall accept cancellations of scheduled trips by the agencies at any time, but shall establish an agreed upon optimum time, daily or weekly, with each agency when cancellations, additions, deletions, and special needs shall be called in to the Provider representative (Section V, "Scheduling Procedures for Group Van Services") at the designated phone number or website. Provider is responsible for accurate tabulations of cancellations, when made in the prescribed time, and no shows reported to them. If an agency or rider calls in a cancellation and the driver still attempts to pick-up the rider, the Provider is responsible for counting the occurrence as a cancellation
4. Any changes to the agreed upon times, phone number, or websites to call in post cancellations, additions, deletions, and special needs must be mutually agreed upon by both the Provider and the agency involved. All permanent changes must be communicated in writing to the Broker within forty-eight (48) hours of said agreement.
5. Except for unanticipated events beyond the Provider's control, Provider shall assure that all scheduled trips are completed on time unless cancelled by passenger, agency, or guardian of passenger.
6. Provider shall be held accountable for any cancellations or communications regarding trip schedule received through its Group Van driver.
7. Paratransit Group Van service shall be available Monday through Friday, from 7 a.m. to 6 p.m., unless otherwise approved by Broker.
8. Provider may request consideration from the Broker and the Agency, for trip changes to improve cost-effectiveness and or safety, such as two runs for each van, wider drop-off/pick-up window, and more agency staff to assist driver in escorting the passengers. The Provider, agency and Broker must agree upon all requests/changes in advance. The objective of such changes would also be to minimize the travel time to and from the agency.

9. Group Van service is door-to-door service. Door-to-door service is defined as performing the following duties:
- a. Loading and unloading passengers from vehicle.
  - b. Escorting passengers to and from the front door of the main entrance of the primary building upon arrival at both origin and destination.
  - c. Assisting in carrying a reasonable number of passenger's packages or personal belongings. Passenger is limited to a maximum of two packages of reasonable size or a total of twenty-five pounds of packages per passenger. Drivers may elect not to carry packages that exceed this twenty-five pound weight limit. Drivers shall not knowingly assist passengers with packages that include prescription drugs, alcohol, or cash. Packages must be stowed under seat or otherwise secured by the passenger.
  - d. Ensuring passenger is inside building of destination prior to leaving passenger.
  - e. When required by Broker and Agency, deliver passenger to designated care attendant.
  - f. When required by Broker and Agency, receiving written receipt from designated care attendant upon delivery of passenger.
  - g. Passengers shall be allowed 5 minutes to report for boarding. If rider fails to acknowledge the vehicle's presence and report for boarding within 5 minutes, driver shall report the trip as a no show and obtain instructions from the dispatcher. In the event that driver arrives at the address more than 5 minutes before the scheduled pick-up time and has advised passenger, customer shall have until the scheduled time to report for boarding..
  - h. If van arrives at the Agency after scheduled pick-up time, the maximum wait time to begin passenger boarding is 5 minutes. If the van arrives at the agency before the scheduled pick-up time, the maximum wait time is 5 minutes past the scheduled pick-up time.
  - i. Driver shall not no-show any passenger without first communicating with and receiving approval from the dispatcher.
  - j. Driver shall ensure that passenger is properly secured with safety belt at all times prior to transporting.
  - k. Unless operating the lift, any time driver exits the van when a passenger is on board vehicle, driver must turn off engine and take van keys but may never lose sight of the vehicle.

Provider shall orally notify Agency upon arrival at the center if a passenger's wait and boarding time is over 5 minutes. Notification to Broker shall occur if problem continues.

10. Driver shall not leave passengers requiring supervision at their residence unless there is a caregiver readily available to receive them. If no caregiver is present, driver shall return passenger to agency site. If there are no staff personnel at agency, provider shall contact agency's emergency number (Section VII).
11. Van driver shall not start unloading or loading passengers at agency site until agency staff is present and ready to assist.

12. Provider shall assign a primary driver per route per agency. Group Van driver or Provider representative shall receive orientation and training from agency preferably prior to starting a new agency route. Provider shall inform agency by start of route if a change in driver shall be made. Provider representative shall assure that substitute driver is properly trained on route prior to taking route.

All provider drivers shall receive a minimum of 12 hours of Group Van on-the-job training as part of their initial training. New hires shall receive this training within the first 10 days of hire during their normal initial training. Training will include, but not be limited to, sensitivity training for interacting with aging adults that have the following conditions: frailty, mental and physical disabilities, dementia, seizure disorder, Alzheimer's disease, and diabetes.

Two experienced drivers shall be designated as Primary Backup Drivers (PBD). These PBD's shall be called on first if a regular Group Van Driver is not available. In the event that a PBD is not available, an experienced substitute driver shall be called on.

13. Provider shall maintain a minimum of service reliability under which vans shall arrive for each agency's scheduled drop-off/pick-up within window of scheduled time 90% of the time per contract.

Provider shall notify agency as soon as it is apparent that the van shall arrive after the agency's acceptable arrival window.

14. Where appropriate, Provider shall coordinate with other Providers in training of drivers and personnel, back up capacity for vehicle maintenance and bodywork, and emergency back-up passenger service.

15. Provider agrees to participate in the Muni Paratransit Grievance Resolution process if asked.

16. Provider agrees to meet with agency to review service on a monthly basis if requested by Agency or Broker, or if Provider makes such request, agency will meet with Provider.

17. Provider shall ensure that all employees and contracted personnel engaged in service delivery are properly trained in accordance with this the service contract.

All Paratransit drivers must be able at minimum to communicate to Paratransit passengers all transportation safety requirements so Paratransit passengers can comply with standard driver instructions and comprehend driver's actions.

Provider shall ensure that all drivers employed under this contract have the opportunity to receive driver training and retraining on a regular basis as outlined in contract with Broker.

18. Provider shall maintain all vehicles in safe operating condition, according to CHP standards. Complete maintenance servicing shall occur every three thousand (3,000) miles or every forty-five (45) days, whichever comes first. All records shall be available to the Broker upon request.

19. All vehicles shall be fitted with working seat belts for every passenger seat. Provider shall develop a procedure, with all agencies receiving service, to report and deny service to any passenger who refuses to use seat belts or follow other safety procedure as stated in this MOU.

Provider shall provide extended or long seat belts (minimum of sixty 60 inches in length) for one out of every three passenger seating positions on each vehicle.

Van drivers are required to use proper securement for wheelchair users. Provider shall provide and use an additional safety lap belt for each Paratransit rider using a wheelchair securement position.

20. No passenger shall remain in transit longer than ninety (90) minutes with an overall goal of sixty (60) minutes, and a requirement of sixty (60) minutes for ADHC trips.

21. Provider shall utilize a daily driver trip sheet which records the following information:

- a. The routing order of the pick-up/drop-off of passengers \*
- b. The agreed upon arrival/departure times at the agency
- c. An area for comments about special passenger needs
- d. The actual time of pick-ups/drop-offs of each passenger to/from their residence
- e. The actual time of pick-ups/drop-offs at agency
- f. Vehicle mileage
- g. Agency signature and stated arrival time of van
- h. Name of driver
- i. Vehicle number

\*Please note that some providers have their routing order on a separate sheet accompanying the driver trip sheet.

22. Provider shall maintain emergency information in the office and special needs per passenger should be communicated to driver.

23. Provider must inform agency paratransit liaison and Broker when a serious or unusual problem or incident with passengers or agency occurs. The provider may follow up any verbal information in written form.

24. Provider shall inform the agency in advance, when:

- a. A substitute driver is to be used, at least eight (8) hours in advance or as soon as possible;
- b. A different type (e.g., capacity and size) of vehicle is to be used, at least eight (8) hours in advance or as soon as possible; or

- c. There is a permanent change of dispatcher and/or provider liaison person.
25. Two-way radio communication or cellular phone is required on all vehicles.
26. Driver shall wear a uniform in compliance with Contract at all times.
27. Provider shall require all vehicle operators and drivers to refrain from wearing or using scented personal care products when transporting paratransit passengers.
28. Providers shall require all drivers to keep all radios at generally acceptable volume levels.
29. Provider shall provide a Group Van service manager or assigned officer of the day to be available for all Group Van agencies and the Broker during weekday administration business hours.
30. Provider is not responsible for personal items left on van by passenger or agency. Personal items can be returned by the next service day to the agency or picked up by the agency at provider's site by 6:00 PM of the same day.
31. The Provider may refuse to transport any person or persons who are a threat to the health, safety, or welfare of the Provider's employees or other passengers due to consumer's violent, seriously disruptive or illegal conduct. The Provider must consult with Veolia prior to any refusal of service to any consumer. A safety risk is defined as a passenger who causes physical or verbal abuse to the vehicle, operator, or other passengers, whose behavior creates unsafe driving conditions, including distracting the vehicle operator from performing her/his duties, agitating other passengers, causing passengers to become unseated or unsecured while vehicle is in transit, or threatens the physical health and safety of the driver and other passenger's as determined by both the driver and provider's Safety Officer. Provider, Broker, and agency must review passenger's file to determine whether the denial of service is temporary or permanent. Determination shall consider whether or not agency can assure that passenger can modify her/his behavior for future Group Van service.
32. There shall be no smoking, eating, or drinking in the van by either driver or passenger.
33. Provider shall allow one non-reimbursable escort per van, as assigned by the agency, receiving Group Van service. Any additional escorts must have prior approval by Broker. Escort shall embark and disembark with escorted passenger.
34. Provider shall gather and provide service information on forms prescribed by Broker. Data shall be reported on a monthly basis, by the 10<sup>th</sup> business day after the end of each month.

35. Provider shall pay all operators or drivers performing work provided for herein not less than the wage of \$12.97 per hour (as of 7/01/10) after completion of training but no later than ninety (90) days of the date of hire. These required wage rates at minimum should increase on an annual basis based on the cost of living adjustments (Bay Area Consumer Price Index) received by the provider agency personnel policies. Fringe benefits shall include full medical benefits, holidays, vacation; and other employee benefits as standard per provider's personnel policies.

All paratransit personnel including driver will be covered by employer benefits including medical, dental and vision as established by the Paratransit Contract signed by the Provider and the Broker no later than ninety (90) days of the date of hire.

36. The provider acknowledges that all vehicles providing service shall meet the vehicle standards and contract specifications as stated in the provider's agreement with the Broker.

37. Provider shall be responsible for complying with all requirements of the Federal Transit Administration regarding the testing of safety sensitive employees for drug and alcohol use. Providers attention is directed to 49 CFR Part 655 (Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations), and 49 CFR Part 40 (Procedures for Transportation Workplace Drug and Alcohol Testing Programs). All future procedures and reporting requirements shall be issued by the Broker to maintain compliance with controlled substances testing policy developed and implemented by the San Francisco Municipal Railway.

38. Alternative Transportation:

If a scheduled van is expected to be thirty minutes late or more, provider shall notify agency by phone and shall offer alternative transportation.

If agency finds, upon arrival of the van, that a scheduled passenger has not been picked up, at the fault of the provider, driver shall contact provider dispatcher, and shall return to get passenger or shall arrange alternative transportation for that passenger with dispatcher.

Provider may arrange for any approved paratransit provider to provide alternative transportation. They can arrange for another of their own group or lift vans, a group or lift van of another provider, or a cab. In any case, the alternate provider cannot bill the Broker for the trip.

The approved paratransit service providers available to provide alternate transportation include {INSERT Designated Taxi And Van Providers}.

39. Incidents and Accidents:

Incidents and accidents must be reported to Broker and agency immediately by telephone by driver or dispatcher but always within 24 hours in writing by provider.

Incident is defined as an occurrence or event that interrupts the normal procedure of delivery of a paratransit passenger or precipitates a complaint or concern regarding decrease or loss of service quality standards.

Accident is defined as an unexpected event that disrupts the normal procedure of delivery of a paratransit passenger, resulting in physical injury or emotional trauma to any paratransit passenger, vehicle operator, provider employees, or third party, and/or physical or property damage to property in possession of paratransit passenger, vehicle operator, provider, or third party.

40. (FOR ADHC ONLY): Provider shall furnish agency with copies of finalized driver trip sheets at minimum monthly basis.

41. Provider and agency shall establish Emergency contact procedures that shall be adhered to at all times. A copy of the agreed to procedures shall be furnished to Broker and kept current at all times.

### III. Responsibilities of the Paratransit Broker

1. Broker shall provide ADA certification forms and other program information to designated health and social service agencies.
2. Broker, with help of agency shall verify monthly and as needed driver trip sheets submitted by Providers, including agency signatures and stated times of arrival and monthly billings for the fare box fee.
3. Broker may assess liquidated damages in accordance with its paratransit group van contract with Provider. Any damages assessed shall be reported to MUNI.
4. Broker shall maintain program statistics in accordance with Muni's requirements.
5. Broker shall monitor Providers' service to all health and social service agencies. Monitoring of services includes but is not limited to on-time reliability, passenger and vehicle safety, vehicle maintenance, sensitivity training and accuracy of scheduling.
6. Copies of complaints will be furnished to Provider by Broker and a response to them is expected with seven (7) business days from receipt by Provider, except for complaints identified by Veolia as urgent. Urgent complaints shall be responded to by Provider immediately (within 24 hours) upon receipt of complaint or notification unless otherwise noted. Such response shall include an investigation by Provider, a recommendation of corrective action and time frame for implementing such corrective action. Liquidated damages may be assessed against Provider for late, incomplete or unacceptable responses. Individual follow-up to facilitate timely resolution of service, billing problems, and safety problems, including any problems reported by driver, agency or provider by phone fax or e-mail. Broker shall notify agency and provider of action taken by Broker regarding the complaint.
7. Broker may attend scheduled meetings between service providers and health and social service agencies, and provide coordination of service as requested and when necessary.
8. Broker shall maintain monthly reports on complaints and compliments regarding Group Van service and shall report to MUNI.
9. Broker, with the cooperation of the Providers and agencies, shall monitor, assure, and maintain an acceptable level (maximum of 3% of trips provided) of no shows in the paratransit group van program.
10. Broker must give approval by e-mail or fax prior to any addition of any new passenger or expansion of Group Van services for agency. Written approval shall be sent to the agency and their Provider.

11. Broker shall have the right to recommend the removal of a driver from paratransit service based on documented complaints and warnings received by the Broker regarding provider's Paratransit service.
12. Broker reserves the right to request that the vehicle removed from service when any vehicle is deemed unsafe, unsanitary, or inappropriate for provision of contracted services.
13. Broker reserves the right to change, amend, add, and delete any of the required reporting forms from the Agency and Provider. Agency and Provider shall be provided reasonable, advance notice and training as necessary of all changes, amendments, additions, and deletions of required reports.
14. Broker shall supply MUNI with paratransit service reports as requested.
15. Upon receipt of signed release form, Broker will notify agency when client's eligibility is due to expire.
16. Broker will notify agency when there is a pending change in paratransit service providers.

#### IV. Definition of Terms:

CANCELLATIONS:	Any trip cancelled 30 minutes prior to beginning of the scheduled route of which the cancelled trip is a part. There shall be no charge for a cancellation.
LATE ARRIVAL:	Van arrives sixteen or more minutes after scheduled time at the agency site.
EARLY ARRIVAL:	Van arrives sixteen or more minutes before scheduled time at the agency site. If agency has agreed to an earlier arrival time than the 15-minute window, then an early arrival is anytime before this agreed upon time.
15-MINUTE WINDOW:	An acceptable period of time for the van to arrive at agency site. Example: if scheduled arrival time for agency is 3:00 PM, the window is 2:45 PM to 3:15 PM.
BEGINNING ROUTE TIME:	The time of the first pick-up by the Provider. If the route were bringing passengers to the agency site, the beginning route time would be at the departure of the first passenger at her/his residence. If the route is taking the passengers home, the beginning route time is the departure of the passengers at the agency site.
DROP-OFF TIME:	The arrival time of the van at the destination point.
PICK-UP TIME:	When passenger boards the vehicle.
ARRIVAL TIME:	The arrival time of the van at the pick-up site.
SCHEDULED TIME:	Scheduled arrival time of the van at the pick-up site.
WAIT TIME:	The time that the driver waits at the front door of the primary building to greet Group Van passenger.
BOARDING TIME:	The time required for the driver to escort the passenger from the front door of the primary building to the van, board passenger into the van, and secure passenger in her/his seat.
BUILDING GATE:	The entry to an open yard, space or outdoor staircase not considered as the front door of the primary building. Contractor can request case-by-case review for exceptions.
PASSENGER REQUIRING SUPERVISION:	A passenger, without an attendant, who is unable to be responsible for her/his health and/or welfare due to his/her disability as determined by the agency.

## V. Scheduling Procedures for Group Van Services

1. Agency shall provide the Provider with a complete written list of passengers, addresses, and telephone numbers. Agency shall not add passengers to service without prior written approval of Broker. Agency shall inform Provider with updates of the list of passengers on a \_\_\_\_\_ basis. Updates include cancellations, additions, deletions, and changes in the passenger's address, telephone number or special needs.
2. Agency shall submit to the Provider the agency's operating calendar for the fiscal year by July 1<sup>st</sup> of each year and any time the agency changes Providers. This operating calendar includes all the days on which the agency shall be closed.
3. Passenger's additions must be faxed or e-mailed into Provider by noon of the day prior to service.
4. Passenger's cancellations must be faxed or phoned into contractor no later than one and a half (1.5) hour prior to start of agency's site drop-off route.
5. Temporary changes in agency's site drop-off or pick-up times must be requested 2 working days prior to requested date.
6. Agency request for special trips must be faxed or mailed to Broker and received by 5 working days prior to date requested, special trips will be approved or denied based on availability of funding.
7. PROCEDURE to **add** a passenger to paratransit group van is as follows:

Before a passenger may enroll in group transportation with the SF Paratransit program, a rider must first be certified as ADA paratransit eligible. Such eligibility shall be maintained as current at all times. To enroll, a passenger must certify in accordance with established procedures. (See Policies of the SF Paratransit Program which describe timelines and process for registering for the SF Paratransit Program.)

- a. Once a rider is certified, an agency may request to add an ADA certified rider to the respective agency's group transportation program. Such a request may be faxed to the SF Paratransit Broker. Agency may not add passengers for transport with the service provider. If agency request is approved, the Broker will notify the agency by mail/fax.
- b. Agency may also request the addition by phone, fax or e-mail. Agency should provide the Broker's office with the passenger's
  - Name
  - Address
  - Days per week she/he would use the service
  - The start date
  - If passenger is a wheelchair user

- Paratransit ID number
- c. Within 48 hours, the Broker's Office determines if request is approved or denied. The decision is based on current budgetary constraints and approved ride levels.

Concurrently, Broker notifies provider of possible new passenger, noting whether the passenger is ambulatory or in a wheelchair. Within 48 hours, provider contacts Broker to confirm service to new passenger.

#### VI. Unloading of Passengers:

If a passenger requires supervision, Driver may not leave rider at his/her residence unless there is a caregiver or guardian present.

#### Procedure in case caregiver or guardian is not present:

1. Driver returns passenger to van and informs dispatcher of the situation.
2. Driver proceeds on with the remaining drop-offs while dispatcher attempts to reach guardian and agency staff. If agency staff is not readily available, the dispatcher will try to reach the one of the three emergency staff contacts that the agency has provided.
3. In situations where dispatcher is able to reach guardian or agency's staff while driver is still on route, dispatcher directs driver to drop off passenger at either passenger's home or agency's site.

In situations where dispatcher is unable to reach guardian or agency staff before driver finishes route, provider can:

- Call the three emergency staff contacts
- Make another attempt to drop off passenger at home
- Make an attempt to drop off passenger at agency's site
- Drop off passenger at local police station and leave message for both guardian and agency

Please note that for both situations in 3, the above stated premise is still in effect.

Provider has the right to suspend or deny service to any passenger that causes the Provider to use these stated procedures.

**Appendix A**

**Social Service Agency Key Contacts For Emergencies and After Hours**

**Agency Name:**

**Key Contacts**

Name
Language
Office Phone
Home Phone
Cell Phone
Email

Name
Language
Office Phone
Home Phone
Cell Phone
Email

Name
Language
Office Phone
Home Phone
Cell Phone
Email