

NORTH BAY REGIONAL CENTER (NBRC)

NBRC TRANSPORTATION VENDORIZATION ORIENTATION CONFERENCE

Presented by: June Ursini NBRC
Presented to: Potential 875 Transportation Service Providers

Contact Information for NBRC Transportation Vendorization Process

R&D Transportation Services, Inc.

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Monce Martinez, Vendor Compliance Coordinator
Contracts Department | 9:00am – 6:00pm

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Phone Number: 1 (888) 413 – 3432 x 222

Presentation Agenda

Welcome and Introductions

NBRC Service Provider Qualifications

Insurance, Vehicle, Driver & Staff Requirements

Required Documentation for Vendorization

Next Steps and Q&A

About North Bay Regional Center (NBRC)

▶ Mission Statement

- ▶ To assist people with developmental disabilities or at risk for developmental disabilities in the North Bay to obtain services and supports they need to live like other people live in the community.

▶ Vision

- ▶ Individuals with developmental disabilities are afforded equal opportunities for living independently, working productively, and living joyfully, accepted as equal members of our society.

▶ Values

- ▶ Quality Services
- ▶ Health, Safety and Well-Being
- ▶ Individual Rights, Dignity and Respect
- ▶ Access to Life Activities and Experiences
- ▶ Lifestyle – Inclusion in Community Life
- ▶ Choice and Self-Determination

About R&D Transportation Services, Inc.

- ▶ Since 1991, R&D has provided transportation management services that produce safe, reliable and efficient transportation systems.
- ▶ NBRC contracts with R&D for the following services:
 - ▶ Vendor Contracts and Administration
 - ▶ Quality Assurance
 - ▶ Route Design and Scheduling
 - ▶ Customer Service
 - ▶ Vendor Billing Reconciliation



Section I: Qualifications & Scope of Work

Transportation Service Provider Qualifications

- 1 Company has experience in providing transportation services for 1 year minimum, with two (2) reference letters
- 2 Experience working with individuals who have developmental disabilities
- 3 Must have a business location within NBRC catchment area
- 4 Ability to pass background check and require that all drivers pass DOJ level background check and obtain a Vehicle for Developmentally Disabled Persons (VDDP) Certificate
- 5 Must be able to demonstrate insurance coverage that complies with NBRC's service provider insurance policy and contractual requirements
- 6 Possess a current business license as a transportation company
- 7 Must maintain a fleet of at minimum two (2) working vehicles. Each must have ability to transport both ambulatory and non-ambulatory individuals. At the time of vendorization, proposed vehicles cannot be more than 3 years of age and cannot have more than 55,000 miles. (No salvaged titles permitted).
- 8 No Subcontracting - In accordance with Title 17, Sections 58524(c)(4) (Transportation Service Contracts), CONTRACTOR shall not subcontract any part of the services to be provided.
- 9 Be eligible for vendorization. More Information about vendorization may be found on DDS's website at <https://www.dds.ca.gov/rc/vendor-provider/vendorization-process/> under "Vendorization Process" or under California Code of Regulations, Title 17, and Sections 54310 through 54390, vendor application requirements; Sections 58500 to 58570, Transportation Services; and Sections 54342(a)(81) and (84).

Scope of Work

Services to Be Provided. The CONTRACTOR shall, at the times and locations specified by the CENTER, furnish vehicles, drivers and Attendants, administrative and support staff, special equipment as specified herein, facilities and other equipment and supplies as required, to provide safe, reliable and efficient Transportation Services to program sites designated by the CENTER for authorized individuals who reside in the CENTER's service area.



Section II: Insurance Requirements

Insurance Requirements

- ▶ **Business Associate Agreement:** Contractor shall obtain insurance not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) annual aggregate of Commercial General Liability Insurance and One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) annual aggregate of Errors and Omissions insurance.
- ▶ **Public Liability, Property Damage, and Other Insurance** Contractor shall at all times during the term of this Agreement maintain public liability and property damage insurance, with endorsements satisfactory to the CENTER and in the amount of Five Million Dollars (\$5,000,000.00) combined single limit, which shall be primary and exclusive over any and all valid and collectable insurance which may be available to the CENTER.
- ▶ **Certificates of Insurance** shall name the Regional Center and R&D as an additional insured. In addition, said certificate shall state the extent of insurance, the locations and operation to which the insurance applies and the expiration date of the insurance. [Reg. §58510(c)(1)]
- ▶ **Workers' Compensation Insurance** Contractor shall obtain and maintain such workers' compensation protection as is required by this Agreement and applicable state law. Contractor shall bear the sole responsibility and liability for furnishing workers' compensation benefits to any person for injuries arising from or connected with the Services provided pursuant to this Agreement.



Section III: Vehicle Requirements

NBRC Vehicle Requirements

Personnel and Vehicle Requirements. The CONTRACTOR shall maintain a standby work force, including back-up drivers and spare vehicles equal to at least 10 percent of the CONTRACTOR's total driver work force and total fleet, as well as back-up Attendants as may be required, to assure that individuals served by the CENTER are transported as scheduled during the entire term of this Agreement.

New Vehicles. Vehicles presented for consideration to be added to service must be no more than 3 years of age and cannot have more than 55,000 miles. Vehicles with salvaged titles will not be permitted

Wheelchair Vehicles. Contractor shall provide and assign wheelchair accessible vehicles, with appropriate tie-downs, as required to transport the Regional Center's Consumers.

Mechanical Condition. All vehicles and equipment, including wheelchair lifts, used by Contractor to provide Transportation Service for Consumers, shall be in good mechanical and safe operating condition.

Appearance. All vehicles used by Contractor shall be clean and sanitary and shall have a good exterior and interior appearance. All vehicles, including spare vehicles, shall be clearly marked, and labeled with the CONTRACTOR's name, contract number and route number.

Communications. Two-way communications equipment shall be installed and maintained in working order on all in-service vehicles utilized in the provision of services.

Air Conditioning. All vehicles, including spare vehicles, shall be equipped with heat and air-conditioning in good working order.

NBRC Vehicle Requirements

- ▶ **New Vehicles:** Vehicles presented for consideration to be added to service must be no more than 3 years of age and cannot have more than 55,000 miles. Vehicles with salvaged titles will not be permitted.
- ▶ **Usage and age of vehicle during the term of the agreement:**
 - ▶ **Commercial Vehicles:** (1) no individual vehicle assigned to a route shall exceed 300,000 miles of usage; and (2) no individual vehicle assigned to a route shall be more than 10 years of age.
 - ▶ **Non-Commercial Vehicles:** (1) no individual vehicle assigned to a route shall exceed 200,000 miles of usage; and (2) no individual vehicle assigned to a route shall be more than 7 years of age.

R&D will require the following vehicle specifications along with photographs of each vehicle that will be utilized for transportation prior to service implementation.

Please note that vehicles with capacity for 10+ passengers (includes the driver) require a Class B Commercial Driver License.

<input type="checkbox"/> Vehicle Make	<input type="checkbox"/> Vehicle Model / Year	<input type="checkbox"/> Vehicle Miles	<input type="checkbox"/> Vehicle License Plate #:
<input type="checkbox"/> Vehicle Registration (Attach Copy)	<input type="checkbox"/> Vehicle Registration Expiration Date	<input type="checkbox"/> Vehicle Identification Number (VIN) #:	<input type="checkbox"/> Passenger Seat Configurations # of Ambulatory Seats: # of Wheelchair Spaces:

What is a Commercial Vehicle

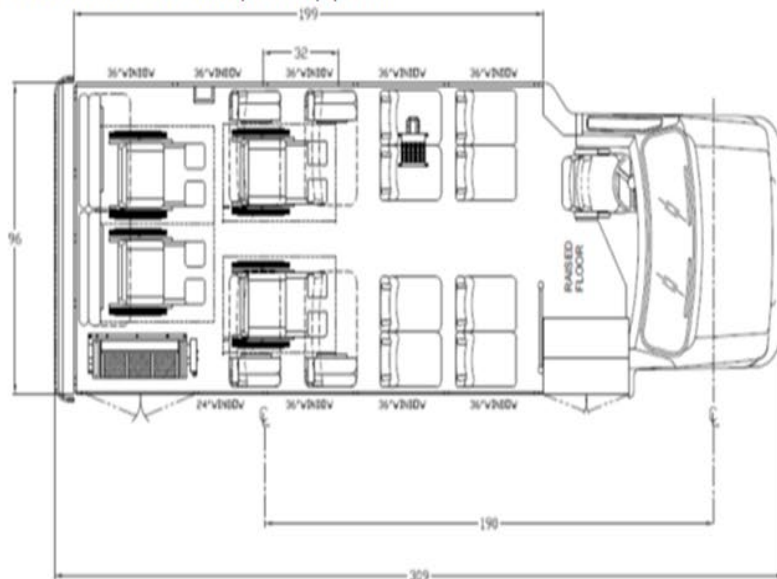
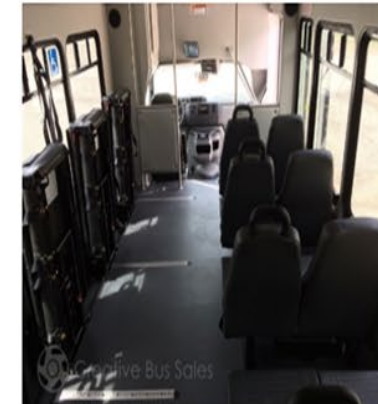
- ▶ Vehicles must be ADA wheelchair accessible commercial-type vehicles.
- ▶ Vehicle must be equipped with wheelchair lift.
- ▶ Vehicles must be equipped with collapsible seat configurations to accommodate the following seat configurations with a minimum of 4 wheelchair spaces that may also be converted at any given time to
 - i. 8 ambulatory/4 wheelchairs, or
 - ii. 12 ambulatory/2 wheelchairs, or
 - iii. 16 ambulatory/1 wheelchair, or
 - iv. 20 ambulatory.
- ▶ Satisfactory CHP Terminal Inspection is required
- ▶ Commercial Driver License with Passenger Endorsement as applicable

Commercial Vehicle Example

Vehicle Stats: 2021 STARCRAFT ALLSTAR 25 FLAT FLOOR ADA SHUTTLE BUS

- 20 SEATED PASSENGERS OR
- 18 SEATED PASSENGERS + 1 WHEELCHAIR
- 16 SEATED PASSENGERS + 2 WHEELCHAIRS OR
- 12 SEATED PASSENGERS + 3 WHEELCHAIRS OR
- 8 SEATED PASSENGERS + 4 WHEELCHAIRS

*Photos of similar bus with optional equipment.



What is a Non - Commercial Vehicle

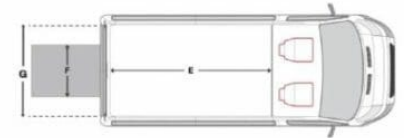
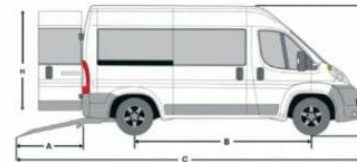
- ▶ Vehicles must be ADA wheelchair accessible commercial-type vehicles.
- ▶ Vehicle must be equipped with wheelchair lift.
- ▶ May have collapsible seat configurations to accommodate alternate seat configurations
 - a. 4 ambulatory/2 wheelchairs, or
 - b. 6 ambulatory/1 wheelchair, or
 - c. 8 ambulatory.
- ▶ Class C Driver License is required

Non-Commercial Vehicle Examples

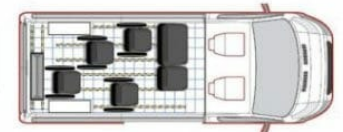
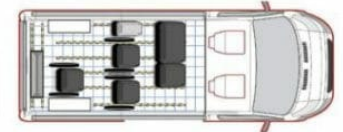
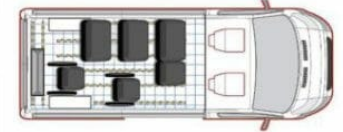
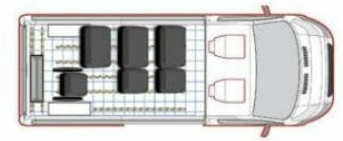
- ▶ Ford Transit
- ▶ Mercedes Sprinter



KEY DIMENSIONS



	ProMaster 2500
A Ramp Length	84"
B Wheel Base	159"
C Overall Length with Ramp Extended	322"
D Vehicle Height	101"
E Interior Length	147"
F Ramp Width	36"
G Rear Door Opening Width	62"
H Rear Door Opening Height	70.5"



* Overall height and ground clearance vary based on tire size.
* Additional floor plans available.



Section IV: Standards for Drivers and Attendants

Standards for Personnel and Training Requirements

Driver and Attendant Requirements

- ▶ At least 21 Years of Age
- ▶ DOJ Background Clearance (fingerprinting)
- ▶ Special Driver Certificate - VDDP Vehicle for Developmentally Disabled Persons
- ▶ DMV Driving Record H-6
- ▶ DMV Pull Notice
- ▶ Valid Driver License, class B if applicable
- ▶ Passenger Endorsement
- ▶ CPR/First Aid
- ▶ Medical Clearance
- ▶ Wear Contractor Provided Identifying Apparel

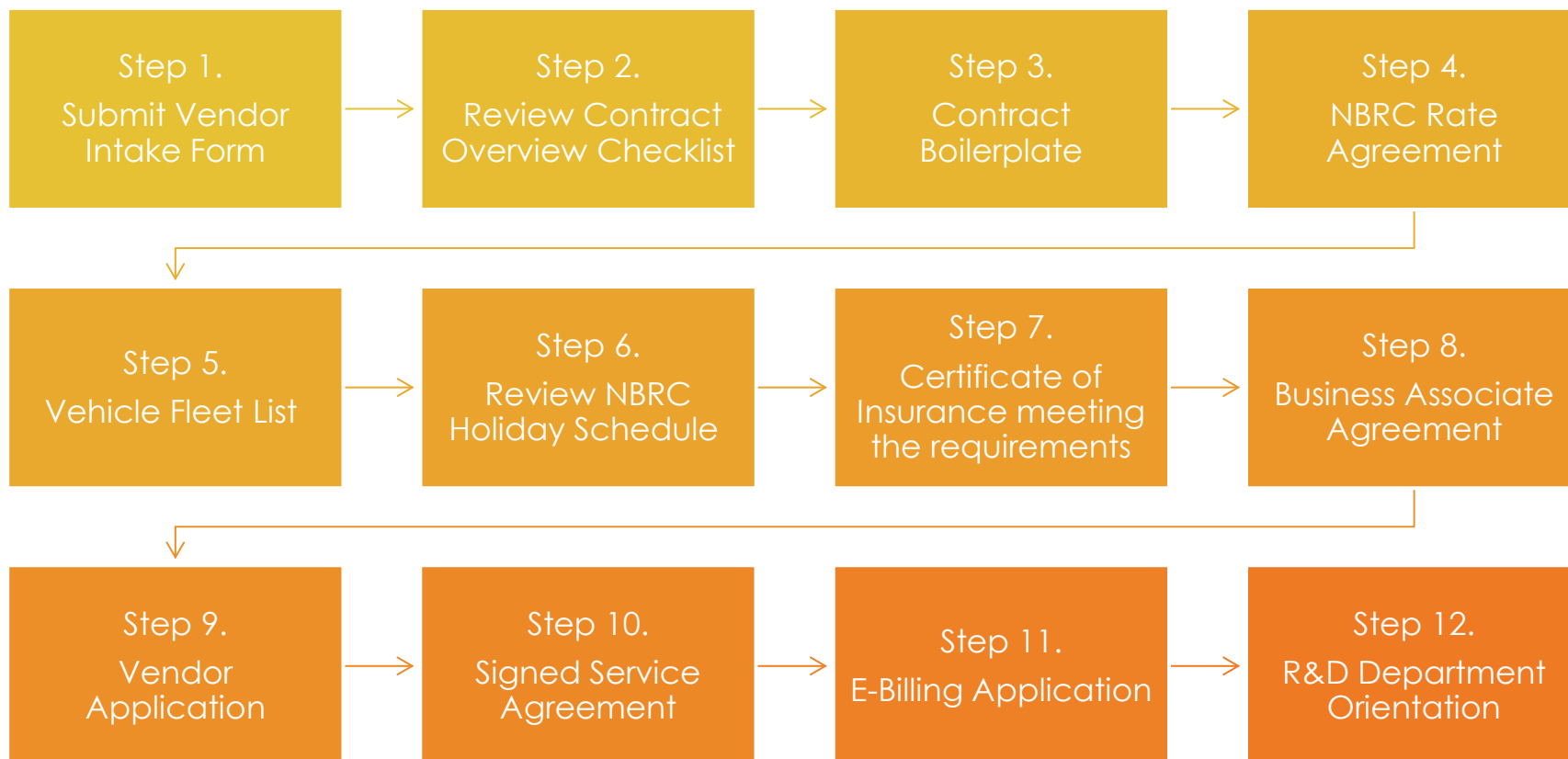
Driver and Attendant Training

- ▶ Mandated Reporting
- ▶ SIR Training
- ▶ Abuse Reporting
- ▶ Emergency/Accident Procedures
- ▶ Wheelchair Securement
- ▶ Sensitivity Training
- ▶ Route Orientation
- ▶ Behavioral Redirection or Intervention
- ▶ Defensive Driving Practices
- ▶ Passenger Assistance Techniques

Section V: Required Documentation and Next Steps



Transportation Service Provider Vendorization Required Documentation





FAQs & Answers Session

Frequently Asked Questions

1. Does my experience as a driver for another transportation company count towards the 1-year experience providing transportation requirement?

- No, you are required to have 1-year experience providing transportation through your own transportation company.

2. Do I have to get insurance now or can I wait until I become a vendor?

- You will need insurance coverage that complies with the contract limits at the time of the vendorization process.

3. What if I don't meet the requirements now but want to try again in the future?

- If you decide you do not want to move forward with vendorization at present, we will close out your vendorization process. Should you want to become vendored in the future, you will be required to start the vendorization request process over and will need to adhere to the vendorization policies and procedures in effect at that time.

4. Can I use a vehicle that does not have a wheelchair lift?

- No, all vehicle must be ADA compliant and have wheelchair lifts.

5. Can I use my personal vehicle?

- No, all vehicles must be company owned.