



CONTRACT REQUIREMENTS

A written contract, signed by the vendor, must be obtained by the agency when purchasing transportation.

Contracts must contain:

- 1. A guarantee that the contractor will meet all safety and liability requirements for its vehicles and employees as specified in MA-2910/3550, IX. B.-G. (see below);**
- 2. An obligation to maintain records documenting compliance with all vehicle and employee requirements specified in MA-2910/3550, B.-G. (see below);**
- 3. An obligation that no more than one quarter of one percent of all trips be missed by the vendor (vendor no-show) during the course of the contract year;**
- 4. An obligation to meet on-time performance standards such that no more than 5% of trips should be late for recipient drop-off to their appointment per month (past the recipient's appointment time);**
- 5. An obligation to provide names of all owners, managers, management entities and subcontractors;**
- 6. An obligation to report any changes such as insurance provider, business ownership or management or exclusion from participation in Medicare;**
- 7. An obligation to allow monitoring of records to ensure that all contract requirements are met.**
- 8. An obligation to report all no-shows on a daily basis and cancellations on a monthly basis;**
- 9. If the county agrees to pay for no-shows or driver wait time, an obligation that all charges for no-shows or driver wait time are separately invoiced from transportation reimbursable costs;**
- 10. An obligation to record all recipient complaints which deal with matters within the vendor's control, including the date of the complaint, the nature of the complaint and what steps were taken to resolve the complaint.**
- 11. An obligation to use the provided transportation billing codes on invoices to the county DSS for reimbursements.**

MA-2910/3550, IX.B.-G.

NOTE: These are excerpts from policy. See MA-2910/3550, IX. for complete information.

B. Liability Insurance

Sufficient insurance coverage is necessary to adequately protect the agency and the recipients transported. A guide for minimum coverage shall be the amount required for common carrier-passenger vehicles by the North Carolina Utilities Commission (see <http://www.ncuc.net/ncrules/chapter02.pdf>, Rule 02-36).

C. Licensed Operator

The DSS is required to ensure that all drivers (including county employees, contractors, contractor employees, and volunteers) are at least 18 years of age and properly licensed to operate the specific vehicle used to transport recipients.

D. State Inspection

The DSS is required to ensure that all vehicles used to transport recipients (whether owned by the county, county employee, contractor, contractor employees, or volunteers) have valid State registration and State inspection.

E. Alcohol and Drug Testing

DSS shall require both private and public contract transportation vendors to participate in a random alcohol and drug testing program which meets the requirements of the Federal Transit Authority (FTA) The vendors shall be contractually obligated to pay for the alcohol and drug testing program.

F. Background Checks

The county and its vendors shall perform a criminal background check on all employed or agency volunteer drivers through the North Carolina Law Enforcement Division or the National Crime Information Center (NCIC) (if not a resident of North Carolina for at least 5 consecutive years), prior to employment or volunteer enlistment and quarterly thereafter.

G. Driving Records

The county is required to have a driver screening policy. The driving records of all drivers (see below for exception), including agency employees who transport recipients and contract transportation vendors, should be reviewed every 12 months. Drivers must have no more than two chargeable accidents or moving violations in the past three years and must not have a driver's license suspension or revocation within the past five years.

Applicants for driver positions shall be required to submit a copy of their driving record for the last three years prior to the date of application. Driving records may be obtained from the Department of Motor Vehicles (DMV). Accept the DMV information provided by the applicant unless questionable.