

RESOLUTION NO.: 105 – 2012 (As Amended 1/8/13)  
INTRODUCED BY: Roche

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO A  
CONTRACT WITH SENIOR TRANSPORTATION CONNECTION TO  
PROVIDE SENIOR CITIZEN AND DISABLED PERSON  
TRANSPORTATION IN THE CITY.

WHEREAS, on December 9, 2008, this Council adopted Resolution No. 104-2008, which authorized the Mayor to enter into an agreement with Senior Transportation Connection ("STC"), a non-profit corporation in Ohio, for a transportation van for senior citizens and disabled persons and to coordinate and schedule such transportation; and

WHEREAS, the City has been providing transportation for senior citizens and disabled persons since 2007 and wishes to continue its cooperative services relationship with STC for January 1, 2013 through June 30, 2013, and on a month-to-month basis after June 30, 2013, for the provision of transportation to senior citizens and disabled persons and related services;

NOW, THEREFORE, Be It Resolved by the Council of the City of Richmond Heights, State of Ohio, that:

Section 1: The Mayor is authorized to enter into the Transportation Services Contract with Senior Transportation Connection substantially in a form as set forth in Exhibit 1 to this Resolution, attached hereto and incorporated herein, for certain services related to the provision of transportation for senior citizens and disabled persons and that the cost to the City shall be as set forth in this Contract.

Section 2: The Director of Finance is authorized and directed to appropriate to a proper account the sum sufficient to cover the costs of the Contract authorized in Section 1 of this Resolution.

Section 3: It is found and determined that all formal actions of this Council concerning and relating to the adoption of this Resolution were adopted in an open meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section 4: This Resolution shall take effect and be in force from and after the earliest period allowed by law.

PASSED: \_\_\_\_\_

\_\_\_\_\_  
Daniel J. Ursu, Mayor

APPROVED: \_\_\_\_\_

ATTEST: \_\_\_\_\_

Betsy Traben  
Clerk of Council

\_\_\_\_\_  
David H. Roche  
President of Council

## **Exhibit 1**

### **Transportation Services Contract**

This Transportation Services Contract (the "Contract"), made and entered into as of this \_\_\_\_\_ day of \_\_\_\_\_ 2013, by and between the City of Richmond Heights, a Ohio municipality, after this called "Recipient," and Senior Transportation Connection, an Ohio non-profit corporation, after this called "Contractor".

*WHEREAS*, the Recipient desires to retain the services of competent and qualified Contractor to provide certain transportation services to the Recipient; and

*WHEREAS*, the Contractor is competent and qualified to furnish services to the Recipient and has provided a responsive and responsible proposal, and desires to provide transportation services according to the terms and conditions stated herein;

Now, therefore, in consideration of the mutual covenants, agreements and considerations contained herein, the Recipient and Contractor agree as hereinafter set forth:

#### **SECTION 1: CONTRACTOR AS AN INDEPENDENT CONTRACTOR**

The Contractor shall provide the services required herein strictly under a contractual relationship with the Recipient and is not, nor shall be, construed to be an agent or employee of the Recipient. As an independent contractor, the Contractor shall pay any and all taxes required by law applicable to Contractor. In performing the services hereunder, the Contractor shall comply with all pertinent Federal, State, and local statutes applicable to Contractor including, but not limited to, the Fair Labor Standards Act, The Americans with Disabilities Act, the Federal Civil Rights Act, and any and all relevant employment laws. The Contractor shall be responsible for all income tax, social security and Medicare taxes, Federal unemployment taxes, and any other withholdings from Contractor's employees' wages or salaries.

- A) The Contractor shall hire, compensate, supervise, and terminate members of its work force; and shall direct and control the manner in which work is performed including conditions under which individuals will be assigned duties, how individuals will report, and the hours individuals will perform.
- B) The Contractor shall not be exclusively bound to the Recipient and may provide service to other private and public entities.

#### **SECTION 2: TERM**

Subject to the termination provisions contained in this Contract, the term of this Contract shall be for the period beginning January 1, 2013 and June 30, 2013, unless either party serves written notice to the other party at least thirty (30) days prior to the end of the term. This Contract shall renew automatically for successive one month terms under the same terms and conditions, except that the monthly service fees shall increase under the fuel escalation clause contained herein.

### **SECTION 3: OVERVIEW**

Beginning on the effective date of this Contract, the Contractor shall begin providing senior transportation services to Recipient's constituents. The senior transit service serves senior residents 60 years of age and older, ADA certified individuals, and other individuals requiring trips who are determined by the Recipient to be eligible for its senior transit program.

### **SECTION 4: FEE SCHEDULE & PAYMENTS**

The Recipient shall not be obligated to pay, and shall not pay, more than \$4,000.00, including all fees for rides and any fuel escalation as permitted herein, for services provided pursuant to this Contract during the Term of the Contract unless the Recipient approves additional rides and expenditures, and if the City Council of Richmond Heights appropriates additional funds. Contractor is not obligated to provide more rides at the base rate plus any fuel escalation, than would total an amount greater than \$4,000.00.

Monthly trip volume is estimated at 28 one way trips. One-way trip volume estimates are presented for planning purposes only, and do not represent a volume guarantee or commitment by the Contractor and/or Recipient.

As compensation for the services provided by Contractor, the Recipient shall pay the Contractor fixed rate of \$12.00 per one-way passenger trip for all 'Individual Trips'. The base rate for one-way trips is \$20.00; this rate is adjusted by \$8.00 per one-way trip for fare collection retained by the Contractor.

The Recipient reserves the option, exercisable by reasonable advance written notice to Contractor, of capping the quantity of one-way trip reservations in total or by destination taken by the Contractor per month.

Riders are limited to four one way or two round trips per month.. Riders may choose to ride more frequently, but will be required to pay the full price of \$20.00 per one way trip.

Recipient will be electronically invoiced monthly to **[Insert contact and email address]** or such other address as Recipient may specify in writing to Contractor.

Transportation invoices shall be paid within thirty (30) days from the first day following the first full calendar month of service. Any payment more than five (5) days late shall include a late fee of \$25.00.

### **NO SHOW OR LATE CANCELLATIONS**

A passenger must cancel transportation services by notifying the Contractor before 7:00 am the day of service. If the Contractor is notified after this time or does not receive a notice of cancellation, the Contractor may bill the Recipient for a one way passenger trip for each no show over 15% of total scheduled trips for that month. The Contractor will provide written notification to the non-compliant passenger per the Contractors policy attached hereto to as EXHIBIT B.

## FUEL ESCALATION

The negotiated base rate assumes fuel cost at or below \$4.00 per gallon. Fuel escalation will be determined by using a monthly average by obtaining weekly fuel prices each Friday shown on [www.aaafuelgaugereport.com](http://www.aaafuelgaugereport.com). The per trip rate charged would be adjusted +/-25 cents for every 25 cents increments as reported for the Cleveland-Elyria-Lorain market as compared to the base proposal rate of no greater than \$4.00 dollars per gallon. The per trip rate charge will be adjusted as illustrated below:

| If the price of fuel is | To     | Fuel Adjustment | Base Adjusted Rate | Base Rate |
|-------------------------|--------|-----------------|--------------------|-----------|
| <\$4.00                 | \$4.00 | No Adjustment   | No Adjustment      | \$20.00   |
| \$4.01                  | \$4.26 | \$0.25          | \$20.25            |           |
| \$4.27                  | \$4.52 | \$0.50          | \$20.50            |           |
| \$4.53                  | \$4.78 | \$0.75          | \$20.75            |           |
| \$4.79                  | \$5.04 | \$1.00          | \$21.00            |           |
| \$5.05                  | \$5.30 | \$1.25          | \$21.25            |           |
| \$5.31                  | \$5.56 | \$1.50          | \$21.50            |           |
| \$5.57                  | \$5.82 | \$1.75          | \$21.75            |           |
| \$5.83                  | \$6.08 | \$2.00          | \$22.00            |           |

## FARES

- A. The Contractor shall collect a fare from a passenger only when it is indicated on the manifest. This fare shall be retained by the Contractor. The passenger fare shall be paid according to Recipient's fare policy, unless the Contractor is granted the written authority by the Recipient to make fare modifications.
- B. The Recipient will be responsible for payment for any fare modification/reduction approved by the Recipient.
- C. Drivers will not accept tips or indicate to customers a tip is expected.

## SECTION 5: SCOPE OF SERVICE

### SERVICE AREA

The Contractor will operate according to the protocol and defined service area attached hereto as EXHIBIT C. The written protocol must be approved by both the Contractor and the Recipient. Any significant operational changes to the protocol will be discussed and agreed to by both parties, in writing, before placed in effect.

**OPERATING SCHEDULE** Services operate Monday through Friday, 8:00AM to 4:00 pm, within the specific service areas. The service does not operate on holidays as referenced in Exhibit A. During the term of the Contract, the Contractor reserves the right to adjust service hours, routes and schedules, so as to accommodate ridership.

The Contractor maintains a policy on closings in case of weather related conditions and emergencies. This policy is attached as Exhibit D to this Contract. The Contractor will perform trips as scheduled and confirmed with passengers and Recipient

### **TRIP RESERVATIONS AND SCHEDULING**

- A) All riders must be registered with the Recipient and the Contractor prior to commencing transit service. It is the Recipient's responsibility to adequately assess passenger's eligibility for transportation services.
- B) Passengers will access transit services by scheduling directly with the Contractor's dispatch using the 1-800 designated number.
- C) The Contractor may accept trip requests up to 12:00 noon the day before travel, based on availability, but normally will request riders to schedule at least 48 hours in advance and no more than two week in advance of travel.
- D) Dispatch will produce manifests which will include the passenger's name, the location of each passenger's pick-up and drop-off point, whether the passenger travels with a wheelchair, travels with a companion or personal care attendant, and any special circumstances or requirements pertaining to the passenger. This manifest will be available for Recipient's inspection at any time upon reasonable advance notice.
- E) Some trips may be added ("add-ons") to the manifest during the service day, if the schedule permits, as determined by the Contractor in its sole discretion. Added trips will be transmitted either by phone or by other means determined by the Contractor's dispatcher to the appropriate driver.

### **FACILITIES**

- A) Operating Base. Contractor shall provide a base of operation with adequate facilities for administration, and unless the Contractor chooses to subcontract these functions, vehicle maintenance and service.
- B) Communications. The Contractor shall be required to operate a two-way communication system.
- C) Security. Contractor shall take all reasonable precautions to provide security for any equipment provided by the Recipient, as well as for records of operations.
- D) Telephone/fax/modem
  - 1) Contractor and Recipient shall equip its administration and supervisory office with a fax machine on a dedicated telephone line and sufficient voice telephone lines to ensure that the supervisors and administrative staff can be reached during service hours.
  - 2) Contractor shall provide, at its own expense, a computer with modem and dedicated phone line in order to perform live dispatching through automated scheduling system and software to download manifests.

## **VEHICLES**

Contractor shall maintain a sufficient number of vehicles to meet the service levels to be negotiated as part of the Contract with the Recipient. Reasonable efforts will be made to include spare vehicles to allow for routine servicing, maintenance, repairs, vehicle breakdowns, and similar occurrences as may reasonably be anticipated. New and/or refurbished vehicles used in the transport of wheelchairs and other mobility devices shall meet the requirements of 49 CFR Part 38 of the Americans with Disabilities Act (ADA).

## **CONTRACTOR'S PERSONNEL**

- A) Applicable Laws. The Contractor shall be responsible for ensuring that its employees, agents, and subcontractors comply with all applicable laws and regulations and meet all federal, state and local requirements related to their employment and position.
- B) Immigration Reform and Control Act of 1986. The Contractor certifies that it does not and will not during the performance of the Contract knowingly employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986, as amended.
- C) Employment Discrimination. During the performance of the Contract, the Contractor agrees to the following:
  - 1) The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, or national origin except when such condition is a bona fide occupational qualification reasonably necessary for the normal operations of the Contractor. The Contractor agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - 2) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, shall state that such Contractor is an Equal Opportunity Employer.
  - 3) Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- D) Fair Labor Standards Act. The Contractor and any subcontractor shall pay all employees working on this Contract not less than the minimum wage specified in the Fair Labor Standards Act, as amended.

## **DRIVER SELECTION& TRAINING**

- A) Driver Selection. The Contractor shall establish a formal selection process that shall include:
  - 1) Verification that the applicant has an appropriate, valid Ohio State driver's license and points based on Ohio law not in excess of 4 (four).
  - 2) The Contractor shall be responsible for pre-employment physicals and drug screens, as well as medical certification as required.

- 3) A criminal background check. The Contractor shall be responsible for background checks at the date of hire.
- B) Driver Training. The Contractor shall provide an approved training and retraining program, to teach driver proficiency and safety. The driver-training program will commence the first year of employment and shall include but not be limited to the following:
  - 1) Defensive driving;
  - 2) Use of all special equipment associated with the job, such as wheelchair lifts, fire extinguishers and two-way communications devices;
  - 3) Operating procedures, including fare collection, vehicle pre-operation checks, use of forms, record keeping, map reading, global positioning systems and dispatch procedures;
  - 4) Familiarization with the service area; passenger assistance techniques, including training in dealing with the disabled and sensitivity training;
  - 5) Relevant policies and procedures contained in an Operator's Manual;

In addition, the driver training shall include at least:

- a) Annual reviews of individual driver's responsibilities and performance;
- b) Semi-annual observations of the driver's on-the-job performance.
- c) Maintaining records for all drivers to verify that the training has been received.
- 6) Drivers shall be retrained in Defensive Driving and Passenger Sensitivity every three years. Individual training records shall be available for inspection by Recipient on request.
- C) Drug/Alcohol Testing. All drivers, as well as other safety sensitive positions, shall be subject to Drug/Alcohol Testing for pre-employment, random, post accident and probable cause, as required under Federal Transit Administration (FTA) Regulations. The Contractor shall pay the costs associated with such testing.
- D) English Fluency. All drivers shall be sufficiently skilled in English to carry on necessary conversations with passengers and the dispatcher and to read a vehicle schedule and fill out required reports.

## **PASSENGER ASSISTANCE**

- A) Drivers shall provide assistance as necessary from the door where the trip originates to the door of the destination. If a passenger does not wish assistance, the driver shall visually confirm that the passenger makes it safely inside the building at the passenger's destination. Drivers shall be instructed to exercise tact at all times to allow passengers' dignity and pride. Drivers shall provide assistance to passengers who use wheelchairs.



- B) **Unsure Destination.** In the event that any confusion occurs about the correct destination to which a passenger is to be taken (e.g. if the passenger says the location is wrong, the building is vacant or the address cannot be located), the driver is required to confer with passenger and obtain instructions from the dispatcher. No passenger shall be picked-up or dropped-off at any address other than the one originally given to the operator without prior approval of the dispatcher.
- C) **Waiting for and Notifying Passengers**
- 1) Drivers shall wait up to five minutes after parking the vehicle in clear view of the customer's residence or other pick up location or where that is not possible, driver shall take other reasonable steps to notify the customer that the vehicle is waiting.
  - 2) If the customer cannot be located, it will be considered a no-show and indicated on the manifest. The return trip will be cancelled and the Recipient will be charged accordingly as agreed in SECTION 4.

## **MONITORING AND SUPERVISION**

The Contractor shall be responsible for monitoring and supervising service. The Contractor shall be responsible for dispatching or arranging for back-up vehicles, road service calls, towing and other driver supervisory services as needed.

## **PERFORMANCE LOG**

The Contractor shall maintain a log with information on safety concerns, passenger complaints, passenger behavior problems and any other activity reasonably required by Recipient. The Contractor will provide the log to the Recipient's designee upon request.

## **REFUSAL OF SERVICE**

The Contractor shall have the ability to refuse service to a passenger if it is believed the passenger cannot be transported safely or the passenger is disruptive, abusive, intoxicated or if there are other significant health and welfare concerns. All service denials shall be reported to the Recipient's designee within a reasonable time.

## **SERVICE INTERRUPTION**

In cases where service is interrupted because of vehicle breakdown, accident or similar service interruption, the Contractor shall send a relief vehicle and/or driver to resume service within 90minutes.

## **SECTION 6: ACCIDENTS**

The Contractor shall report all accidents from the scene to the Recipient. The Contractor is responsible for responding to, investigating, and submitting to the Recipient a detailed written report within forty-eight (48) business hours of any accident occurring while a passenger is being transported by vehicles and/or drivers providing service under this

Contract. Failure to report an accident/incident involving a Recipient's customer can constitute grounds for termination of this Contract.

## **SECTION 7: REPORTING**

The Contractor shall provide reports upon request that include:

- A) Information as may be required by Federal Transit Administration and the Ohio Department of Transportation and information requested by the Metropolitan Planning Recipient Organization (MPO).
- B) Any specialized reports as may be required by Recipient to fulfill existing funding agreements or regulatory requirements.

## **SECTION 8: RECIPIENT VEHICLES AND EQUIPMENT**

- A) Use of Existing Fleet. The Recipient hereby agrees to provide its current fleet of Senior Transit vehicles to the Contractor for operation and facilitation of this Contract. The current fleet is one vehicle, VIN #1FDWE35L77DA92187.
- B) Vehicles and Equipment. Contractor shall maintain vehicles and equipment in a safe, clean and sanitary condition at Contractor's cost. Contractor shall maintain records of all vehicle maintenance for the life of the vehicle. Vehicles and equipment shall be maintained in a manner so that they will not leak oil or other fluids. Vehicles and equipment that cannot be maintained in this manner shall not be used to provide the services covered as part of this Contract
- C) Annual Inspections. Recipient will have the right to conduct annual inspections on all vehicles utilized by the Contractor under this Contract. Any vehicle or equipment may be inspected upon reasonable advance notice by Recipient to Contractor to determine the operating condition of the vehicle or equipment and compliance with the terms of this Contract.

## **SECTION 9: SUBCONTRACTING**

- A) Subcontracts and joint ventures are allowable, provided the Contractor assumes the following responsibilities:
  - 1) Serves as the sole contact responsible party with the Recipient.
  - 2) Assumes full responsibility for the performance of all its subcontractors.
- B) The Contractor shall provide an affidavit certifying that all subcontractors meet the requirements of the Contract.

## **SECTION 10: COMPLIANCE WITH LAWS AND REGULATIONS**

- A) The Contractor represents that it is currently and agrees that it shall continue to be in compliance with all applicable Ohio Department of Transportation Rules and Federal Transit Administration Drug Testing requirements, as well as any and all other state, local and agency, department, commission, association or other pertinent governing, accrediting, or advisory body requirements as applicable to the provision of service under this Contract.

- B) The Recipient and Contractor shall observe and comply with all laws, ordinances, rules, regulations, orders, and decrees applicable to them. By entering into this Contract, the parties specifically intend to comply with all applicable state and federal laws, rules, and regulations, including (i) the personal services safe harbor of the federal anti-kickback statute (42 U.S.C. 1320a-7(b)), and in particular, that the services performed under the Contract do not involve the counseling or promotion of a business arrangement or other activity that violates any state or federal law; (ii) the Limitation on Certain Physician Referrals, also referred to as the "Stark Law" (42 U.S.C. 1395nn) and (iii) federal and state privacy laws. Accordingly, no part of any consideration paid hereunder is a prohibited payment for the recommending or arranging for the referral of business or the ordering of items or services; nor are the payments intended to induce illegal referrals of business. In the event that any part of this Contract is determined to violate federal, state, or local laws, rules, or regulations, the parties agree to negotiate in good faith revisions to the provision or provisions which are in violation. In the event the parties are unable to agree to new or modified terms as required to bring the entire Contract into compliance, either party may terminate this Contract on sixty (60) days written notice to the other party. Additionally, each party shall obtain and maintain at its own expense all licenses and permits to conduct business pursuant to this Contract from the federal government, State of Ohio or municipalities when legally required and maintain same in full force and effect during the term of this Contract.

## **SECTION 11: INSURANCE**

- A) Vehicle Insurance. The Contractor shall obtain and maintain during the term of this automobile liability insurance coverage in the amount of at least \$1,000,000 per person/\$5,000,000 per occurrence. The Contractor shall supply the Recipient with a copy of a certificate of insurance showing such minimum liability insurance coverage prior to the time this Contract is executed and on each renewal date.
- B) General Liability Insurance. Contractor shall obtain Comprehensive General Liability insurance in the amount of at least \$1,000,000. Said coverage shall be "broad form" and shall specifically cover contractual liabilities including the hold harmless provisions of this Contract. Prior to the start of service under this Contract, the Contractor shall provide the Recipient a certificate of insurance, specifying coverage as required in this paragraph. Said policy shall contain a provision that the Recipient shall be given thirty (30) days written notice of cancellation.

## **SECTION 12: INDEMNIFICATION**

To the fullest extent allowed under law: (a) the Contractor shall indemnify, hold harmless and defend the Recipient, its officers, agents, and employees, from or on account of any and all claims, actions, lawsuits, losses, expenses, injuries, damages, judgments or liabilities of any kind whatsoever resulting from arising out of, or in connection with the Contractor's negligence or nonperformance of services pursuant to this Contract, whether said services are performed by the Contractor, its agents, appointees or employees, or on behalf of the Contractor, unless said claims, actions, lawsuits, losses, expenses, injuries, damages, judgments or liabilities result from, arise out of, or is in connection with the actions or inactions of the Recipient, its officers, agents, or employees, for the sole

benefit of the Recipient and unrelated to the Contractor's negligence or nonperformance of its services under this Contract. Indemnification shall obligate the indemnifying party to defend any and all claims and/or suits brought against the indemnified party which may result from the indemnifying party's negligence or nonperformance of its services or obligations, as appropriate, pursuant to the Contract, as stated herein. This article shall survive the termination of this Contract.

### **SECTION 13: RECORDS**

The parties shall maintain such financial records and other records pertaining to this Contract as may be prescribed by applicable federal and state laws, rules, and regulations. The parties shall retain these records for a period of three (3) years after final payment. Upon reasonable request, these records shall be made available during the term of the Contract and the subsequent three-year period for examination by the parties.

### **SECTION 14: TERMINATION**

Either Party may terminate this Contract without cause upon 30 days advance written notice to the other party. Upon such termination without cause, Contractor shall be entitled to payment, in accordance with the payment provisions, for services rendered up to the termination date and the Recipient shall have no other obligations to Contractor. Contractor shall be obligated to continue performance of Contract services, in accordance with this Contract, until the termination date and shall have no further obligation to perform services after the termination date. Upon termination, the Recipient shall be entitled to a refund from Contractor on a pro rata basis of any advance payments made by the Recipient to Contractor.

### **SECTION 15: LEGAL FEES AND WAIVER**

In the event of legal action brought by either party for breach of this Contract, the prevailing party shall be entitled to reimbursement of all reasonable costs, expenses and legal fees incurred in obtaining a remedy to said breach. Failure to enforce the breach of any portion of this Contract by either party shall not constitute a waiver of such right in respect to same or any other breach.

### **SECTION 16: GOVERNING LAW AND VENUE**

All legal proceedings brought in connection with this Contract shall only be brought in a state or federal court located in the State of Ohio. Venue in state court shall be in Cuyahoga County, Ohio. Each party hereby agrees to submit to the personal jurisdiction of these courts for any lawsuits filed there against such party arising under or in connection with this Contract. In the event that a legal proceeding is brought for the enforcement of any term of the Contract, or any right arising there from, the parties expressly waive their respective rights to have such action tried by jury trial and hereby consent to the use of non-jury trial for the adjudication of such suit.

All questions concerning the validity, operation, interpretation, construction and enforcement of any terms, covenants or conditions of this Contract shall in all respects be governed by and determined in accordance with the laws of the State of Ohio without giving effect to the choice of law principles thereof and unless otherwise preempted by federal law.

#### **SECTION 17: SEVERABILITY**

If any provision of this Contract shall be declared illegal, void or unenforceable by a court of competent jurisdiction, or in an arbitration proceeding, the other provisions shall not be affected but shall remain in full force and effect.

#### **SECTION 18: FORCE MAJEURE**

The parties will exercise every reasonable effort to meet their respective obligations hereunder, but shall not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with any Government law or regulation, acts of God, acts or omissions of the other party, Government acts or omissions, fires, strikes, national disasters, wars, riots, transportation problems and/or any other cause whatsoever beyond the reasonable control of the parties. Any such cause will extend the performance of the delayed obligation to the extent of the delay so incurred.

#### **SECTION 19: PAYMENTS**

As consideration for the Contractor satisfactorily performing the Scope of Services set forth in Section 4 hereof and complying with other terms of this Contract, the Recipient shall pay the Contractor pursuant to the terms set forth in Section 4.

#### **SECTION 20: NOTICES**

All notices sent pursuant to this Contract shall be sent to the following:

If to Recipient: [Insert Name, Title and Address]

If to Contractor: Janice Dzigiel  
Executive Director  
Senior Transportation Connection  
4735 W. 150<sup>th</sup> St., Suite A  
Cleveland, Ohio 44135

#### **SECTION 21: ENTIRE CONTRACT**

This Contract constitutes the entire agreement between the parties. There are no understandings or promises related hereto other than those which are expressed herein, and all prior negotiations, agreements, and understandings, whether oral or written, are superseded by this Contract, and it shall not be considered modified, altered, changed or amended in any respect unless in writing and signed by the parties hereto.

**[Signature page to follow]**

.....

By : \_\_\_\_\_  
Name : \_\_\_\_\_  
Title : \_\_\_\_\_  
Dated : \_\_\_\_\_

STATE OF OHIO )  
 ) SS:  
COUNTY OF CUYAHOGA )

This \_\_\_\_\_ day of \_\_\_\_\_, 2013, before me, a Notary Public in and for said County, personally \_\_\_\_\_ appeared \_\_\_\_\_ the \_\_\_\_\_ above-named \_\_\_\_\_ of \_\_\_\_\_, who acknowledged that s/he did sign the foregoing instrument on behalf of said municipality and that the same is his/her free act and deed.

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Notary Public

By : \_\_\_\_\_  
Name : \_\_\_\_\_  
Title : \_\_\_\_\_  
Dated : \_\_\_\_\_

STATE OF OHIO )  
 ) SS:  
COUNTY OF CUYAHOGA )

This \_\_\_\_\_ day of \_\_\_\_\_ 2013, before me, a Notary Public in and for said County, personally appeared the above-named Janice Dzigiel, Executive Director of Senior Transportation Connection, who acknowledged that she did sign the foregoing instrument on behalf of said corporation and that the same is her free act and deed.

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Notary Public

**Exhibit A**  
**Policy: Holidays**

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The Contractor recognizes, offices and operations are closed, for the following holidays:

New Year's Day  
Martin Luther King Day  
Presidents Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

If any of the above holidays fall on a Saturday, the preceding Friday shall be celebrated as the holiday. If a holiday falls on a Sunday, the succeeding Monday shall be celebrated as the holiday.

## **Exhibit B**

### **Policy: No Show or Late Cancellations**

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#### **Purpose**

To assure that the transit service is operating in the most efficient manner by correcting the action of habitual abusers during vehicle scheduling and that no-show passengers are located and safe.

#### **Policy**

Passengers are expected to be ready for transportation at the beginning of the 20 minute pickup window. This is usually 10 minutes before or after scheduled pickup time. Due to the uncertainty of scheduling, passengers must remain available for pickup for the entire 20-minute period. It is important to remember that the STC vehicle is required to wait only 5 minutes for a passenger when arriving within the 20-minute pickup window. If a driver is unable to arrive during the established pick-up window, the driver must contact the Call Center. The Call Center will contact the passenger with a revised pick-up time.

A passenger who is either not available, not ready, or refuses to take a scheduled trip within the 20-minute “pickup window” will be considered a “no-show” for that trip. The driver will make reasonable attempts to contact the passenger via telephone or by knocking on the passenger’s door. Once the driver has determined the passenger to be a “no-show”, the driver will contact the Call Center. The Call Center will document the no-show using the scheduling software. This policy applies to individual trips only.

STC recognizes there may be occasions when a scheduled Paratransit trip needs to be canceled. However, it’s important that passengers notify STC before 7:00 am of the scheduled day of service. This may allow STC to reroute the assigned vehicle to provide service to another STC passenger. If a passenger fails to call before 7:00 am the day of service, he/she will be charged with a “no show” trips.

#### **Warning and Suspension process**

In the event of a “no-show” the following steps will be taken:

- Following the first and second infractions, passengers will receive written warning from STC with a copy of the warning letter forwarded to the community partner.
- After third infraction, occurring during a 90-day period, passengers may be suspended from using transportation services for 15 days. Additional service infractions may result in longer service suspensions.
- Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning three business days from the date of notice. A copy of the suspension letter will be forward to the community partner.



**Exhibit C**  
**Operating Protocol & Defined Service Area**

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Organization: **CITY OF RICHMOND HEIGHTS**

Provider: **RICHMOND HEIGHTS**

Funder: **RICHMOND HEIGHTS**

Office Address: **Richmond Hts. Recreation Center**  
**457 Richmond Rd., Richmond Hts., Ohio 44143**

Phone: **(216) 383-6313 or (216) 486-2474**

Garage address: **EAST OR WEST**

Contact name: **Terri Drda or Anthony** Phone: **(216) 383-6313 (Recreation Dept.)**

Contact: **Terri Drda's**

Cell Phone: **(216) 701-1469**

Fax: **(216)383-6320**

Email: **N/A**

Van: **Richmond Heights or MUS**

Van operating days and hours: **Mon – Fri 8:30 am - 4:30 pm**

STC Office Hours: **Mon – Fri 7:00am to 5:00pm**

Registration procedure: **STC Procedures**

Individual bookings: **YES**

Subscriptions allowed: **NO**

**Riders are limited to four (4) one way trips per month (Two round trips) and for medical purposes only.**

Any routine, repetitive bookings: **No**

**Fares: \$8.00 per one way trip**

Any service restrictions: **No Dialysis Transport!**

Cancellation procedure: **STC Policy**

Service area: **Will travel anywhere in Richmond Hts., Loehman's Plaza, Tri-City Senior Center community centers, Hillcrest Hospital and Willoughby Hills Clinic. Cleveland Clinic, VA Hospital. Anywhere MUS travels**

Exception to service area: **Will NOT go to Willoughby, but WILL go to Willoughby Hills. (When in doubt call Don).**

Special procedures:

- 1. No Assisted Living Transport, nursing homes or independent living facilities.**
- 2. No Dialysis Transport!**

**Exhibit D**  
**Policy: Inclement Weather**

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**Purpose:**

The purpose of this policy is to establish procedures to close or cease operations of the Call Center and transportation services due to hazardous weather conditions and/or local emergency and provide continuity of essential operations during inclement weather.

**Contractor Responsibilities:**

The Executive Director is responsible for determining if transportation services can safely be provided. The STC may consult with local community's law enforcement and safety departments to determine when and if transportation services need to be suspended.

If the decision is made to close the call center and/or cease operations the STC will contact the community representative and inform them of closing. In addition the STC will contact all riders scheduled for that day and advise them of trip cancellations. Reasonable efforts will be made to schedule the rider on another day.

All trips that are cancelled due to inclement weather will be recorded as cancelled trips due to inclement weather conditions.

The call center management team and selected call takers will print the manifests for the potentially affected inclement weather days and take them to their homes. The documents will be brought back to the call center and shredded once the call center reopens.

All STC management staff will be required to contact the STC Executive Director once the affected providers and customers are contacted.

**Recipient Responsibilities:**

The local community or organization shall notify the STC if a decision is made to close the community/senior center due to inclement weather. The STC will contact all riders to notify them of closing and ride cancellation.

Individuals may need to contact the call center to cancel specific rides during inclement weather.

Note: If Cuyahoga County offices are closed then meal delivery through the Western Reserve Area Agency on Aging (WRAAA) is cancelled, and meals will not be served at the Centers.