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EVALUATION CRITERIA FOR TAXI CONTRACTORS TO SERVE AS METROACCESS SERVICE PROVIDERS

Taxi firms must submit written proposals demonstrating the following:

I. OPERATIONAL CAPABILITIES

A. Operating methodology and use of technology

- i. Reservations
- ii. Dispatch and Scheduling
 - Vehicle tracking and wayfinding (i.e., GPS/AVL)
- iii. In-Vehicle Systems (e.g., DriveCam, mobile data computers)
- iv. Data verification and reporting
- v. Staffing Plan

B. Training and Certification –outline of driver training and hiring practices/requirements; must address the following:

- i. MetroAccess Door-to-Door service
- ii. Operator/Taxicab Driver Training
 - New Hires
 - a. Door-to-Door training
 - b. Inappropriate conduct/sexual harassment training
 - c. Sensitivity training
 - Annual Refresher training

C. Vehicle Maintenance Plan

- i. Preventive maintenance inspections – 6,000 mile intervals or less
- ii. Vehicle Fueling and Washing Plan Vehicle Cleanliness schedule – daily, bi-weekly, monthly, and seasonal/periodic
- iii. Vehicle maintenance recordkeeping (computerized maintenance program/software preferred)
- iv. Fleet mix
- v. Maintenance Facilities

II. ABILITY TO MEET POLICY AND CONTRACT REQUIREMENTS

A. Operator Hiring Requirements

- i. Motor Vehicle Record (MVR)
 - Preliminary Requirements
 - a. Must be at least 21 years of age
 - b. Must be able to read, write, and speak the English language sufficiently to converse with the general public, to understand highway traffic signs and signals in the English language, to respond to official inquiries and to make entries on reports and records.

- c. Must have five (5) years or more of recent domestic driving experience.
- d. Must have a current valid domestic license in the District of Columbia, Virginia or Maryland.
- Disqualifiers
 - a. No moving violations within the past year
 - b. No more than three (3) moving violations within the past three (3) years
 - c. No suspensions for moving violations in the past year
 - d. No DUI, DWI, OWI, or OUI
 - e. No refusal to test
 - f. No reckless driving tickets/moving violations within the past year
 - g. No leaving the scene
 - h. No use of a vehicle in commission of felony
 - i. Must not have a preventable major accident in the past three (3) years.
 - j. Must not have more than two (2) preventable accidents in the past three (3) years.
 - k. Must not have any serious traffic violations in the past three (3) years. Examples of serious traffic violations include: speeding -15 mph or more above the posted speed limit; reckless driving; improper or erratic traffic lane change; following the vehicle ahead too closely; and a violation arising in connection with a fatal accident.

ii. DOT Requirements

iii. Criminal History Checks

- Search criteria: Social security trace with local criminal searches (felony/misdemeanor); Nation-wide search; and National Sex Offender search.
- Disqualifiers
 - a. No felony convictions
 - b. No serious crime convictions in the past five (5) years
 - c. No Drug Convictions within the past (7) years
 - d. No violent or sexual convictions
 - e. No convictions against elderly, children or disabled
 - f. No convictions that pose a danger to passenger
 - g. No convictions that threaten the loss of property
 - h. No pending charges

iv. FTA Drug and Alcohol Testing – applies to all safety-sensitive personnel including but not limited to taxi operators, mechanics and dispatch personnel.

B. Insurance

i. Commercial General Liability

- \$1,000,000 per occurrence for Bodily Injury and Property Damage Liability

- Fire and personal injury/advertising liability in the amount of \$1,000,000 respectively; Premises Medical Payments in the amount of \$5,000
 - Project Manager and WMATA shall be named as additional insured parties.
- ii. Automobile Liability
- Required minimum limits per accident/per injury/per property damage
 - a. In MD & VA: \$100,000/\$300,000/\$50,000
 - b. In DC: \$50,000/\$25,000/\$10,000
 - Project Manager and WMATA shall be named as additional insured parties.
- iii. Workers Compensation
- Part I – maintain coverage at the statutory levels
 - Part II – maintain coverage at the levels listed below
 - a. \$500,000 – Each Accident
 - b. \$500,000 – Disease Policy Limits
 - c. \$500,000 – Disease Each Employee