

**ARLINGTON COUNTY, VIRGINIA**

**AGREEMENT NO. 24-DHS-SS-406  
AMENDMENT NUMBER 1**

This Amendment Number 1 is made on the date of execution by the County and amends Agreement Number **24-DHS-SS-406** (“Main Agreement”), dated **October 19, 2023**, between **Transportations, Inc.** (“Contractor”) and the County Board of Arlington County, Virginia (“County”).

The Contractor and the County agree to amend the Main Agreement as follows:

REVISE EXHIBIT A, SCOPE OF WORK WITH THE FOLLOWING:

**1. REVISE EXHIBIT A, SCOPE OF WORK NUMBERING IN GENERAL REQUIREMENTS, SECTION A. WITH THE FOLLOWING.**

1.0 GENERAL REQUIREMENTS

A. RIDE SCHEDULING, PAYMENT, SAFETY, DRIVER TRAINING, POLICIES & PROCEDURES:

The Contractor must:

1. Provide transportation services for County clients 365 days per year, twenty-four (24) hours a day including weekends and holidays., in accordance with [Arlington County Code Section 25.1 Taxi Cabs \(Article 15\)](#).
  - i. The types of rides include for adults:
    - Attend various scheduled appointments such as doctors and therapy appointments.
    - Transportation of older adults who may have mobility issues.
    - Transfer to/from shelters/hotels.
    - On-demand rides within 15-20 minutes of scheduling
  - ii. For children:
    - Round trip transportation for students going to school. These are typically pre-scheduled and on a recurring basis.
    - Court ordered appointments,
    - Visitation with family • Medical
    - Employment/Training/Vocation
    - Sponsor Event/Activity • Daycare
    - On-demand rides within 15-20 minutes of scheduling
2. Provide 24/7 customer service reachable by a single telephone number to resolve a variety of issues including, but not limited to scheduling, pick-up and drop-off, billing, etc.

3. Accept reservations via email address [supervisor@transportationcorp.com](mailto:supervisor@transportationcorp.com) to schedule rides from @arlingtonva.us email addresses that appear on the "Authorized Users" list provided by the County. The County will update the list and provide it to the contractor periodically as needed with staff turnover. Rides will not be accepted via phone calls.
4. Accept reservations via telephone, e-mail, or mobile application. The Contractor must be able to accept the following items at booking:
  - a. Schedule trip service both in advance and on demand, changing trips, and canceling trips.
  - b. Address special instructions regarding client's needs such as request for drop-off with an adult, wheelchair transport, accommodation for bariatric riders, or fare contribution requirements that are made at trip reservation.
  - c. Provide notification of vehicle information such as the make and model of the vehicle, taxi number or license plate number, updates in real-time of vehicle location on client's and scheduler's phone via text or email.
5. Accept payments via purchase order.
6. Provide County authorized trips that must not make unauthorized stop(s) between the origination and the destination. The County will only pay for authorized trips.
7. Follow scheduler instructions on trips with multiple clients. Multiple client trips can only be specified by a county employee.
8. Pick-up clients within 15 minutes of the scheduled time. If the wait time is longer than 15 minutes, the Contractor must notify County staff who scheduled the trip to provide an update on additional wait time. If the delay is more than 20 minutes, a new taxi must be dispatched.
9. Allow for rides consisting of a route that will have more than one stop for participants attending the same center, both in the morning for pick-up and in the afternoon for drop-off.
10. Ensure there are no missed scheduled trips. Back-up measures should include:
  - a. Dispatching another contractor to pick up the client, immediately notifying the scheduler and if needed 911.
  - b. Notifying the scheduler before the scheduled trip if there will be a service delay.
  - c. Notifying the scheduler immediately if the Contractor is refusing to transport a client. Reasons for rejecting the client must be provided and the Contractor must secure a backup contracted driver.
11. Ensure the safety of clients. Drivers' conduct must prioritize client safety and must be enforced by the Contractor's quality assurance policies and procedures. Drivers must stop at the safest and easiest location for the pick-up and drop-off of a client. Drivers must not stop across the street from the point of client's departure or arrival.
12. Allow only the contracted driver, the client, and authorized client companion(s) in the vehicle during transportation. Call 911 immediately in an accident. The contracted driver must call 911 for emergency response, as appropriate. Directly afterwards, the driver must

notify the County staff person who scheduled the ride. In all instances in which 911 is called, the Contractor must submit a copy of the accident report to the Project Officer within three business days of receipt.

13. Provide annual driver training that includes the following topics:
  - a. Professional conduct as described below in section C, as well as safety and payment processing. Safety training includes safe driving, safety checks of vehicles, and Covid-19- or other pandemic-related safety and hygiene.
  - b. Challenges and needs of individuals with disabilities, persons with limited English proficiency, persons with behavioral and emotional challenges, minors, and those who have experienced trauma and how to best serve and assist those individuals during transports.
  - c. Adhere to all special instructions provided at the time of the reservation.
14. Submit an annual training report to the Project Officer, due 30 calendar days prior to contract renewal date, that includes a list of all training provided during the year, frequency, mandatory or voluntary, and specific training topics. Annual driving record check must be completed for all drivers who will be assigned to rides under the Contract.
15. Maintain policies and procedures covering the following areas:
  - a. Personnel, including driver qualifications, background checks, required training, driver conduct, evaluation, and conditions for termination/separation.
  - b. Safety, including safe driving and safety checks of vehicles.
  - c. Emergencies, including accidents, inclement weather, injuries, client health emergencies, and other unforeseen incidents, such as vehicle break downs.
  - d. Customer Service.
  - e. Quality assurance in areas such as customer service, on-time service, driver conduct, safety, training scheduling and billing.
  - f. Billing and invoicing.

Policies and procedures must be provided to the County Project Officer upon request.

**2. REVISE EXHIBIT A. SCOPE OF WORK, GENERAL REQUIREMENTS; SECTION E.4 IN ITS ENTIRETY TO THE FOLLOWING:**

**E. ROLE OF THE COUNTY**

4. Follow up with no-show clients after the Contractor informs DHS staff who scheduled the trip that a client was not at the designated area for pickup and the driver could not reach the client. Instruct the Contractor of next steps, such as re-scheduling or cancelling the trip or redirecting the Contractor to a different location. DHS agrees to pay the Contractor a no-show fee of \$10 for any trip originating in Arlington County. For trips originating outside of Arlington County, a \$20 no- show fee will be assessed by the Contractor.

A no-show fee is assessed when the client is not at the taxi location fifteen minutes after scheduled pick-up. If the driver arrives more than fifteen minutes after the scheduled

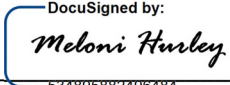
pickup time, and the client no longer requires transportation, a no-show fee will not be charged. If the driver arrives at the scheduled time and the client cancels at that time, a no-show fee will be assessed.

All other terms and conditions of the Main Agreement remain in effect.

WITNESS THESE SIGNATURES:

THE COUNTY BOARD OF ARLINGTON  
 COUNTY, VIRGINIA  
 Meloni Hurley

PRINT: \_\_\_\_\_

SIGNATURE:  \_\_\_\_\_  
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 Assistant Purchasing Agent

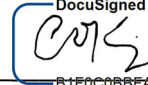
TITLE: \_\_\_\_\_

DATE: 12/6/2023

TRANSPORTATION, INC.

Charles King

PRINT: \_\_\_\_\_

SIGNATURE:  \_\_\_\_\_  
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 Administrator

TITLE: \_\_\_\_\_

DATE: 12/6/2023