

## CITY OF SHEBOYGAN

### REQUEST FOR TRANSIT COMMISSION CONSIDERATION

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**ITEM DESCRIPTION:** 3.1 Parking Lot 3 Rate Proposal

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**REPORT PREPARED BY:** Derek Muench, Director of Transit & Parking

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**REPORT DATE:** 1/13/22

**MEETING DATE:** 1/18/22

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**FISCAL SUMMARY:**

Budget Line Item: N/A  
Budget Summary: N/A  
Budgeted Expenditure: N/A  
Budgeted Revenue: N/A

**STATUTORY REFERENCE:**

Wisconsin Statutes: N/A  
Municipal Code: N/A

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**BACKGROUND / ANALYSIS:**

The City was contacted by several individuals from Trinity Lutheran in response to an affordable need for regular parking for teachers and staff. Parking Lot 3 is a 40+ stall parking lot located directly behind the Weill Center to the west and to the north of Trinity Lutheran. This parking lot offers a mix of metered and permit parking for customers with free parking on weekends and evenings. Lot 3 is currently priced at \$25 per month for parking permit customers (Tier C) as it has excess capacity (opportunity) for customer growth. Other tiers include Tier A at \$35 per month, Tier B at \$30 per month and On-Street Permits at \$20 per month.

**STAFF COMMENTS:**

Chad Pelishek, Planning Director and Transit Commission Member, and myself met with individuals affiliated with Trinity Lutheran including the principal of the school. They expressed an affordable off-street parking solution for teachers and staff closer to the school and church. After hearing their thoughts and concerns, we drafted a solution that would address Trinity's concerns for affordable parking and encourage customer usage in this parking (during non-event times particularly on weekdays).

The Director of Transit & Parking recommendation is as follows:

- Create a Tier D in the existing Parking Utility Permit Structure;
  - Add Lot 3 to this level;
- Tier D would be \$10/month (Lot 3 is currently Tier C at \$25 per month);
- \$50 one-time refundable permit fee would still apply;
- Must be leased and paid in 6-month installments (\$60);
- No refunds on parking lease if permit is returned early (only permit fee);

**ACTION REQUESTED:**

Staff recommends the support of the Director of Transit & Parking's proposal as outlined above.

**ATTACHMENTS:**

- I. None.

## 2022 GENERAL CONTRACT

### I. Parties and Contract Period

This contract is made and entered into for the period of January 1, 2022 through December 31, 2022 by and between Sheboygan County Health & Human Services Department, hereinafter referred to as County, and Shoreline Metro, hereinafter referred to as Provider.

Nothing in this contract shall create a partnership or joint venture between the County and the Provider. The Provider is at all times acting as an independent contractor and is in no sense an employee, agent or volunteer of the County.

In consideration of the mutual covenants herein, it is hereby agreed as follows.

County's Contract Administrator of this contract will be Jaclyn Moglowsky/Michelle Acevedo, whose principal business address is 1011 North 8th Street, Sheboygan, Wisconsin 53081. In the event that the Contract Administrator is unable to administer this Agreement, the County will contact the Provider and designate a new Contract Administrator. Provider's Contract Administrator of this contract will be Derek Muench, whose principal business address is 608 Commerce Street, Sheboygan, WI 53081. Provider's fiscal year end is \_\_\_\_\_, and Employer Identification Number (EIN) is \_\_\_\_\_.

### II. Services to Be Provided

This contract is subject to terms and conditions set forth in the State/County Contract covering Administration of Income Maintenance Programs, Children and Families Programs, Social Services, and Community Programs, Community Youth, and Family Aids Programs. County agrees to purchase for and Provider agrees to provide to eligible clients the services as described in detail in this contract (see Section XIII).

### III. Payment for Services

County and Provider agrees:

- A. The total amount to be paid to Provider by County for services provided in accordance with this Contract may be less, but shall not exceed the following contracted dollar amount. Actual total payment will be based upon the amount of service authorized by the County and the amount of service performed by the Provider. Unless otherwise stipulated, it is understood and agreed by all parties that the County assumes no obligation to purchase from the Provider any minimum amount of services as defined in the terms of this contract.

Payments for services covered by this contract shall be based on allowable costs with limited profit or reserve. Monthly payments will be made on a unit-times-unit price basis and in accordance with the "order of payment" requirements for the funding program, less client fees and other collections made by the Provider for services covered by this contract. Final settlement of the contract will be based on audit (see Section XII Audit Requirements).

The Provider agrees with the total cost for each service/program provided, and the rate (per hour, day, month, or year) and the number of clients and/or units of provided services. The County shall determine the type of services provided and the number of units of services provided for each client. The County will not reimburse the Provider for any unit of service not previously authorized by the County.

The Provider shall retain all documentation necessary to adequately demonstrate the named personnel providing the service, the credentials of named personnel providing the service, the date of service, time, duration, location, scope, quality and effectiveness of services rendered under the contract. The County reserves the right to not pay for units of services reported by the Provider that are not supported by documentation required under this contract. Documentation must meet the billable requirements for the program the client is served in (i.e. CCS, CRS, etc.). If documentation does not comply with those requirements, the Provider may be required to reimburse County for those services.

<u>Service/Program</u>	<u>Rate</u>	<u># of Units</u>	<u>Units of Measure</u>	<u>Total Cost of Service</u>
Specialized Transport - Punch Card (bundle of 10 passes)	\$35.00	18	each	\$630.00
Elderly/Disabled Transportation. Final amount subject to 85.21 - grant award from State of Wisconsin	\$360,126.00	1	year	\$360,126.00
<b>Total:</b>				<b>\$360,756.00</b>

*For children served through the Children's Wavier program:*

*\*The rate paid is determined by the State Children's Waiver rate schedule and, when applicable, acuity level for each child. Outlier rates (for higher needs children) that do not fall within the rate schedule must be approved by Sheboygan County and the State prior to providing the service.*

*\*\*Transportation is "per trip" per the State Children's Waiver rate schedule.*

*\*\*\* Counseling and Therapeutic services will be paid at 85% of usual and customary up to \$170 per the State rate schedule.*

When applicable, the Provider shall bill clients for a portion of the cost of care, in conformance with the requirements of Chapter DHS 1, Wisconsin Administrative Code and using the uniform schedule of fees and policies supplied by the County.

The Provider shall also bill any responsible third parties for the cost of care.

All amounts collected from clients and third parties shall be supported by the Provider's records and shall be reported to the County within 90 days.

Invoices can be sent to the HHS e-mail address: [hhs.provider@SheboyganCounty.com](mailto:hhs.provider@SheboyganCounty.com).

- B. The county will make payments for costs that are consistent with the State Departments Allowable Cost Policy Manual and applicable Federal allowable cost policies. Program expenditures and descriptions of allowable costs are further described in 2 CFR Part 225 (formerly OMB Circular A-87) and Part 230 (formerly OMB Circular A-122) or the program policy manual. See Office of Management and Budget website for links to Code of Federal Regulations (CFR) sections: <https://www.whitehouse.gov/omb/information-for-agencies/circulars/>.

Wisconsin Statutes require that Purchase of Service rates be based on actual allowable costs. These costs have been identified in the Allowable Cost Policy Manual for each Department (online at <https://www.dhs.wisconsin.gov/business/allow-cost-manual.htm> or <https://dcf.wisconsin.gov/files/finance/fias/pdf/dcfallowablecostmanual.pdf>).

### **For-Profit Providers**

Annual allowable profit is determined by applying a percentage equal to 7.5 percent (7.5%) of net allowable operating **costs** plus 15 percent (15%) applied to the average net equity, the sum of which may not exceed ten percent (10%) of net allowable operating costs. All other profit is unallowable.

### **Non-Profit Providers**

Annual allowable retention is determined by applying a percentage equal to 5 percent (5%) of **revenue** received under the contract. The retained surplus is property of the provider.

Upon written request to the Provider received no later than 6 months after the date of the audit, Provider shall return to County funds paid per 46.036(5) Wis. Stats. If the Provider fails to return funds paid in excess of the allowable costs of the services provided, County shall recover from Provider any money paid in excess of the allowable costs from subsequent payments made to the Provider.

- C. The County payment terms are net 60 days, and, while payment may be made in less than 60 days, there is no requirement and should be no expectation that this will occur.
- D. The Provider will submit monthly invoices that detail the type of service provided, the number of units (i.e. days, hours, miles, etc.) provided per client, date of service, the rate per unit, the authorization number, and any amounts collected from other resources. The invoice must be submitted by the 7<sup>th</sup> business day of each month for the prior month services and the December invoice must be submitted to the county for payment by January 10<sup>th</sup> of the next year.
- E. All billings for this contract period shall be received by the Purchaser no later than 90 days from date of service and all invoices for this contract year must be submitted no later than January 10<sup>th</sup> of the following year. Delinquent billings from this date will not be paid by the County.

## **IV. Billing and Collection Procedures**

Invoices/Billing submitted to Sheboygan County Health & Human Services must be supported by client service information to include: name personnel providing the service, the credentials of named personnel providing the service, date of service, service provided, duration, unit of measure and units provided, rate, authorization number (issued by Sheboygan County), and client identification. Client services must be identified by date of service versus consolidated period billing. Invoices that do not contain an authorization number (per service/client) after January 1, 2018 may not be able to be processed for payment.

Fees collected on behalf of a client from any source will be treated as an adjustment to the costs and will be deducted from the amount paid under this contract.

## **V. Eligibility Standards for Recipients of Services**

The Provider shall provide services only to those individuals who are eligible for services. Provider and County agree that the eligibility of individuals to receive the services to be purchased under this Agreement from Provider will be determined by County. An individual has a right to an administrative hearing concerning eligibility and the County shall inform individuals of this right. The Provider shall provide clients with information concerning their eligibility rights and how to appeal actions affecting those rights.

## **VI. Indemnity and Insurance**

- A. Provider agrees that it will at all times during the existence of this Contract indemnify County against any and all loss, damages, and costs or expenses which County may sustain, incur, or be required to pay by reason of any eligible client's suffering, personal injury, death or property loss resulting from participating in or receiving the care and services to be furnished by the Provider under this Agreement; however, the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by County.
- B. Provider agrees that, in order to protect itself as well as the County under the indemnity provision set forth in the above paragraph, Provider will at all times during the terms of this contract keep in force a liability insurance policy issued by a company authorized to do business in the State of Wisconsin and licensed by the Office of the Commissioner of Insurance. The types of insurance coverage and minimum amounts shall be as follows (as applicable):

Comprehensive General Liability: minimum of \$1,000,000

Auto Liability (if applicable): minimum of \$1,000,000

Professional Liability (if applicable): minimum of \$1,000,000 per occurrence and \$3,000,000 for all occurrences in one (1) year;

Umbrella Liability (as necessary): minimum of \$1,000,000

Provider acknowledges that its indemnification liability to Purchaser is not limited by the limits of this insurance coverage.

Upon the execution of this Contract, Provider will furnish County with a "Certificate of Insurance" verifying the existence of such insurance. In the event of any action, suit, or proceedings against County upon any matter herein indemnified against, County shall, within five (5) working days, cause notice in writing thereof to be given to Provider by registered mail, addressed to its post office address. The Provider agrees to provide the County notice of cancellation or non-renewal of the policy within five (5) working days, by registered mail addressed to the County's post office address.

Provider agrees to provide the Purchaser with written verification of the existence of Worker's Compensation Insurance.

## **VII. Civil Rights Compliance/Assurances**

All primary recipients and sub-recipients of Federal financial assistance must comply with all State and Federal Civil Rights laws and regulations. All Providers must submit a new Civil Rights Compliance (CRC) Letter of Assurance (LOA) by January 15, 2022 or within 15 working days from the date the grant, contract, or agreement was signed, if signed after January 1, 2022 for the CRC period of January 1, 2022 - December 31, 2025.

The provider agrees to meet state and federal Civil Rights Compliance (CRC) laws, requirements, rules, and regulations, as they pertain to the services covered by this contract. The website with instruction and templates necessary to complete both your CRC LOA and CRC plan to meet civil rights requirements is located at: <http://www.dhs.wisconsin.gov/civilrights/CRC/Requirements.htm>.

Additional resources and training information are available at:  
<https://dcf.wisconsin.gov/civilrights/plans>

All primary recipients and sub-recipients are obligated to meet the following requirements:

1. Provide civil rights and cultural awareness training to all agency employees.
2. Submit a Civil Rights Compliance Letter of Assurance (CRC LOA) to the appropriate state department. (Sub-recipients must submit the CRC LOA to the entity issuing the grant or contract.)
3. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and attach a Civil Rights Compliance Plan to this contract.
4. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and submit an Affirmative Action Plan to ensure equal access and equal opportunity in employment and service delivery to all applicants and participants. Additional information can be found at <https://doa.wi.gov/Pages/StateEmployees/AffirmReq.aspx>
5. Provide language services/assistance (including written translation of vital documents) to individuals requesting or applying for services who are deaf, hard of hearing, blind or low vision, or limited English proficient (LEP) to ensure equal access to programs, services and activities according to the LEP requirements and the recipient's or sub-recipient's LEP plan.

#### **VIII. Contract Revisions and/or Terminations**

- A. The County will monitor the Provider's performance and will use the results of this monitoring to evaluate the Provider's ability to provide adequate services to clients.
- B. Revisions of this contract must be agreed to by County and Provider by an addendum signed by the authorized representative of both parties.
- C. Provider shall notify County in writing delivered in person or by registered mail whenever it is unable to provide the required quality or quantity of services or as required by Section XIII L. of this contract. Upon such notification or if it is otherwise determined by the County that the Provider is not fulfilling the terms of the contract, the County may at its option immediately terminate the contract for cause, or seek a revision or suspension of its terms. If the County terminates the contract for cause, the Provider shall be liable to the County for any additional costs the County incurs for replacement services.
- D. This contract, or any part thereof, may be terminated immediately by either party for just cause, including, but not limited to, health and safety issues, fraud, criminal activity, violations of license or certification standards.
- D. This contract, or any part thereof, can be terminated by a 60-day written notice by either party without cause. Upon termination, the County's liability shall be limited to the costs incurred by the Provider up to the date of termination. If the County terminates the contract for reasons other than non-performance by the Provider, the County may compensate the Provider for its actual allowable costs in an amount determined by mutual agreement of both parties.

#### **IX. Resolution of Disputes**

The Provider may appeal decisions of the County in accordance with the terms and conditions of the contract and Chapter 68, Wis. Stats.

## **X. Records**

- A. Provider shall maintain any records and financial statements as required by state and federal laws, rules and regulations.
- B. Provider will allow inspection of records and programs, insofar as it is permitted by state and federal laws, by representatives of the County, the Department of Health Services, Children and Families, Workforce Development or Department of Corrections and their authorized agents, and Federal agencies, in order to confirm Provider's compliance with the specifications of this contract.
- C. The use or disclosure by any party of any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's or County's responsibilities under this contract is prohibited except with the informed, written consent of the eligible client or the client's legal guardian.
- D. Under s.19.36 (3) Wis. Stats., all records of the Provider that are produced or collected under this contract are subject to disclosure pursuant to a public records request.

The Provider shall maintain such records (in either written or electronic form) as required by State and Federal Law and as required by program policies. The Provider shall retain records in a secure environment for no less than the retention period specified in law or policy, or as otherwise stated within the Scope of Service. Records for periods which are under audit or subject to dispute or litigation must be retained until the audit/dispute/litigation, and any associated appeal periods, have ended.

Upon the County's request, at the expiration of the contract, the Provider will transfer at no cost to the County records regarding individual recipients who received services from Provider under this agreement. The transfer of records includes transfer of any record, regardless of media, if that is the only method which records were maintained.

The Provider shall make all records and any written and/or electronic case information available to the County or the State of Wisconsin upon request, and will allow inspection of records and programs, insofar as is permitted under State and Federal law.

## **XI. Reporting**

Provider shall comply with the reporting requirements of the County and applicable State Departments. Client services shall be reported by service date and service provided. All reports shall be in writing and, when applicable, in the format specified by the County. All reports shall be supported by the Provider's records.

## **XII. Provider Audit Responsibilities**

Provider agrees to adhere to the following audit requirements:

- A. Cooperate with the County in establishing costs for reimbursement purposes per s.46.036(4)(b), Wis. Stats.
- B. Adhere to the following audit requirements:



Wis. Stat. 46.036(4)(c) and 49.34(4)(c), requires Providers to provide an annual audit in accordance with the requirements of 2 CFR Part 200-Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards to County if the total amount of annual funding provided by Sheboygan County, as well as other Wisconsin counties, through this and other contracts is \$100,000 or more (**cumulative across all Wisconsin counties**), unless the audit requirement is waived by the State of Wisconsin or the County. The audit shall also be in accordance with the applicable State Department Audit Guide. Providers receiving less than \$100,000 are required to provide annual Financial Statements (Profit and Loss, Balance Sheet and Cash Flow Statements) to the County in place of Audit. This includes providing supplemental schedules, below in sub section E.

Sites of reference:

CFR Part 200 is available online at <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>

State Single Audit Guidelines is available at <https://doa.wi.gov/Pages/StateFinances/State-Single-Audit-Guidelines.aspx>

Provider Agency Audit Guide is available at <https://dcf.wisconsin.gov/files/finance/fias/pdf/paag.pdf>

Provider is to submit a copy of the certified financial and compliance audit to the County within 180 days of the end of the Provider's fiscal year. If available, digital copies are preferred. If Provider has approved IRS extensions on their corporate tax returns, this extension will also apply to the submissions requirement deadline stated above and Provider will notify the County of this extension. The standards for the provider agency annual audits vary by type of agency as shown below.

1. Non-Profit Providers: Audits must be completed pursuant to the applicable State Department's Audit Guide and, if the vendor expends more than \$750,000 annually in federal financial assistance, to 2 CFR 200. See OMB 2 CFR 200 §200.330 for the distinction between contractors and sub recipients. The audit documentation must include a Reserve Supplemental Schedule in the audit report, and this schedule shall also be by contract or service category.
  2. For Profit Providers: Audits must be completed pursuant to the purchase contract language, the applicable State Department's Audit Guide, and the current applicable State Department's Allowable Costs Policy Manual. The audit documentation must include reports showing total allowable costs and the calculations of the allowable profit by contract or by service category.
- C. Source of funding information shall be provided at time of audit confirmation.
- D. The Provider shall submit to the County a reporting package that includes: (a) all audit schedules and reports required for the type of audit applicable to the agency; (b) a summary schedule of prior year findings and the status of addressing these findings; (c) a Management Letter (or similar document conveying auditor's comments issued as a result of the audit); (d) management responses/corrective action plan for each audit issue identified in the audit; and (e) a copy of the financial auditor's most recent peer review report.
- E. In addition to the supplemental schedules listed under D., the reporting package shall include a supplemental schedule showing revenue and expenses for this Contract.

- F. The Provider shall send the required reporting package to the County within 180 days of the end of the Provider's fiscal year.
- G. When contracting with an audit firm, the Provider shall authorize its auditor to provide access to work papers, reports, and other materials generated during the audit to the appropriate representatives of the County. Such access shall include the right to obtain copies of the work papers and computer disks, or other electronic media, upon which audit work is documented.
- H. Failure to comply with the requirements of this section: If the Provider fails to have an appropriate audit performed or fails to provide a complete audit reporting package to the County within the specified time frames, the County may:
  - 1. Conduct an audit or arrange for an independent audit of the Provider and charge the cost of completing the audit to the Provider;
  - 2. Charge the Provider for all loss of Federal or State aid and for penalties assessed to the County because the Provider did not submit a complete audit report within the required time frame;
  - 3. Disallow the cost of audits that do not meet these standards; and/or
  - 4. Withhold payment, cancel the Contract, or take other actions deemed by the County to be necessary to protect the County's interests;
  - 5. Require modified monitoring and/or reporting provisions;
  - 6. Assess financial sanctions or penalties;
  - 7. Discontinue contracting with the Provider;
  - 8. Take other action that Purchaser determines is necessary to protect Federal or State pass through funding
- I. Providers wishing to request an audit waiver must do so at the time of contracting.

### **XIII. Provider Responsibilities and Performance of Service**

The County retains sole authority to determine whether the Provider's performance under this contract is adequate. The Provider agrees to the following:

- A. The Provider shall allow the County's staff and authorized agents to visit the Provider's facility or work site at any time for the purposes of ensuring that services are being provided as specified in the service plan and the contract.
- B. Upon request by the County or its designee, the Provider shall make available to the County all documentation necessary to adequately assess Provider performance.
- C. The Provider will cooperate with the County in its efforts to implement any quality improvement and quality assurance program.
- D. The Provider shall develop and implement a process for assessing client satisfaction with services provided. The Provider shall report in a timely manner the results of its client satisfaction assessment effort to the County. The County reserves the right to review and

approve the Provider's client satisfaction assessment process and to require Provider to submit a corrective action plan to address concerns identified in the review.

- E. The Provider shall cooperate with the County in implementing any County program for assessing client satisfaction with services. The County reserves the right to require the Provider to submit a corrective action plan to address concerns identified in review.
- F. The Provider shall have a formal written grievance procedure that is approved by the licensing or certification authority, if applicable, and by the County. The Provider shall, prior to or at the time of admission to the Program, provide oral and written notification to each client of his or her rights and the grievance procedure. The Provider shall post the client rights and the grievance procedure.

At least once a year, or more frequently when requested by the County, the Provider shall give the County a written summary report of all grievances that have been filed with the Program by clients or their guardians since the period covered by the previous summary report and of the resolution of each grievance. The Provider shall deliver the annual summary report to the County in person or via registered mail within 30 days of the end of the contract period.

Additional summary reports requested by the County shall be due within 10 days of the County's request for the reports and shall be delivered to the County in person or via registered mail.

- G. The Purchaser and the Provider agree that the protection of the clients served under this contract is paramount to the intent of this contract. Provider will screen staff to assure that clients that may be vulnerable due to age, illness and/or disability are not at risk or danger of abuse or exploitation.

Providers funded by Purchaser may not employ, contract with, or accept volunteer services from individuals convicted of child abuse, neglect, or maltreatment; a violation of the Vulnerable Adult Law (S940.285 and S940.295 WI Stats.); or a felony involving physical harm to any Health and Human service program participant. Agencies shall ensure that applicants for employment or persons currently employed by the provider do not have histories indicating violations of these laws.

**Effective October 1, 1998, background checks are mandated for all persons seeking employment or employed in the caregiving industry. All caregiving service providers, regulated under Chapter 48, Chapter 50, and others included in 1997 Wisconsin Act 27, must comply with the requirements of DHS 12 (online at [http://docs.legis.wi.gov/code/admin\\_code/dhs/001/12](http://docs.legis.wi.gov/code/admin_code/dhs/001/12)).**

Provider shall obtain a criminal background check to assure that employees have not engaged in criminal behaviors that might result in clients being at risk. The check should be completed prior to employment whenever possible or as soon as possible after employment if deemed necessary. Purchaser reserves the right to review compliance on a need-to-know basis or to comply with State or Federal audit requirements.

After the initial background check, Provider must conduct a new caregiver background search every four (4) years, or more frequently, as required for some provider types, or at any time within that period when the Provider has reason to believe a new check should be obtained. The Provider shall maintain the results of background checks on its own premises for at least the

duration of the contract. The County may audit the Provider's personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Law.

Prior to the commencement of any services under this contract, the County may request a background or criminal history investigation of any of the Provider's employees, contracted personnel, and subcontracted employees, who will be providing services to the County under the contract. If any of the stated personnel providing services to the County under this contract is not acceptable to the County in its sole opinion as a result of the background or criminal history investigation, the County may either request immediate replacement of the person in question, or immediately terminate this Contract and any related service agreement. The Provider shall notify the County in writing via certified mail within one business day if an employee has an allegation filed regarding a barring offense or has been charged with or convicted of any crime specified in DHS 12.07(2).

Records of recruiting and hiring policies and procedures documenting efforts to protect clients shall be maintained. Those records are expected to be available to Purchaser staff for inspection if deemed necessary to assure compliance with these expectations.

Individuals or entities delivering services under this contract to participants may not be named as beneficiaries of life insurance policies purchased by or on behalf of program participants. Provider shall ensure that program participants or their guardians are permitted to designate the individual or agency of their choosing to act as their representative payee administering benefits such as Social Security or SSI or other federal, state, or private pension or related benefits.

Provider shall inform the county agency of all reports of alleged abuse/neglect/exploitation no later than 24 hours following the incident. Weekends and holidays are excluded from the 24-hour requirement, but reports shall be made on the first business day following the incident. Purchaser shall ensure that the person's guardian has been informed of any report of alleged abuse/neglect/exploitation and the results of any investigation made by the agency. If the abuse/neglect/exploitation involves a crime (such as rape, assault, or theft), the applicable law enforcement agency must be notified. **Provider and Purchaser will work together to develop a safety plan for participants that may include suspending individual employees allegedly involved in an allegation and removing the participant until the allegations are successfully resolved. Safety efforts will emphasize allowing the participant to remain in the service setting. Providers inability to comply with these expectations could lead to a termination of the contract.**

With regards to DHS 13.05, the provider has a responsibility to protect clients upon learning of an incident of alleged misconduct; the provider shall take whatever steps are necessary to ensure that clients are protected from subsequent episodes of misconduct while a determination on the matter is pending. In addition, the provider has a responsibility to report allegations of caregiver misconduct immediately, by telephone or personally, to the county department of human services the facts and circumstances contributing to a suspicion that abuse or neglect has occurred or to a belief that it will occur. In addition, the entity shall notify the department in writing or by phone within 7 calendar days that the report has been made.

- H. The Provider shall not use or disclose any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's or County's responsibilities under this contract, except with the informed, written consent of the eligible client or the client's legal guardian. Except for documents identifying specific clients, the contract and related documents are not confidential.

- I. The Provider shall ensure the establishment of safeguards to prevent employees, consultants, or members of the board from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with whom they have family, business or other ties.
- J. The Provider shall meet state and federal service standards and applicable state training, licensure and certification requirements as expressed by state and federal rules and regulations applicable to the services covered by this contract. The Provider shall attach copies of its license or certification document and the most recent training, licensing or certification report concerning the Provider to this contract when returning the signed contract to the County. During the contract period, the Provider shall also send the County copies of any licensing inspection reports within 5 days of receipt of such reports.
- K. The Provider shall ensure that staff providing services are properly supervised and trained and that they meet all of the applicable licensing and certification requirements.
- L. The Provider shall submit any performance and other program reports required by the County.
- M. All property, equipment, software, or services used by multiple programs or for multiple purposes are subject to cost allocation procedures. The Provider will appropriately adjust claimed expenditures under a cost-sharing allocation plan if automation equipment, software or other services, including staff services, are used for any purpose other than child support program administration.

The provider shall submit a copy of their cost allocation plan to the County upon request. Costs must be allocated in a manner consistent with these plans. The plans must be in accordance with the requirements of applicable Federal cost policies.

#### **XIV. Debarment and Suspension**

The Provider certifies through signing this contract that neither the Provider nor any of its principals are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in federal assistance programs by any federal department or agency. In addition, the Provider shall notify the County within five business days in writing and sent by registered mail if the Provider or its principals receive a designation from the federal government that they are debarred, suspended, proposed for debarment or declared ineligible by a federal agency or whenever the Provider determines it is unable to provide the quality or quantity of services required under this contract. The County may consider suspension or debarment to be a cause for revising or terminating the contract.

#### **XV. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Applicability**

The Provider agrees to comply with the federal regulations implementing the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to the extent those regulations apply to the services the Provider provides or purchases with funds provided under this contract.

In addition, certain functions included in this agreement are covered by HIPAA rules. As such the County must comply with all provisions of the law and has determined that Provider is a “Business Associate” within the context of the law. As a result, the Purchaser requires Provider to sign and return with this contract the Business Associate Agreement, which will be included and made part of this agreement.

## **XVI. Privacy and Confidential Information**

- A. All case information, paper records, written information, and any electronic data shall remain confidential, as required by law and applicable to this policy. All records pertaining to services provided under this contract are the sole property of the County. Provider shall comply with all State and Federal confidentiality laws concerning information in both the records it maintains and in any other confidential records the Provider accesses to provide services under this contract.
- B. Except as otherwise authorized by law, the Provider may not disclose confidential information for any purpose other than the purposes associated with the administration of services under this contract. “Confidential Information” means all tangible and intangible information and materials accessed or disclosed in connection with this Agreement, in any form or medium (and without regard to whether the information is owned by the State of Wisconsin, the County Agency, or by a third party), that satisfy at least one of the following criteria:
1. Personally Identifiable Information;
  2. Individually Identifiable Health Information;
  3. Non-Public information related to the County’s employees, customers, technology (including data bases, data processing and communications networking systems), schematics, specifications, and all information or materials derived there from or based thereon; or
  4. Information designated as confidential in writing by the County.
- C. “Individually Identifiable Health Information” means information that relates to the past, present, or future physical or mental health or condition of the individual, or that relates to the provision of health care in the past, present or future, and that is combined with or linked to any information that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual.
- D. “Personally Identifiable Information” means an individual’s last name and the individuals first name or first initial, in combination with and linked to any of the following elements, if the element is not publicly available information and is not encrypted, redacted, or altered in any manner that renders the element unreadable:
1. The individual’s Social Security Number;
  2. The individual’s driver’s license number or state identification number;
  3. The number of the individual’s financial account, including a credit or debit account number, or any security code, access code, or password that would permit access to the individual’s financial account;
  4. The individual’s DNA profile; or
  5. The individual unique biometric data, including fingerprint, voice print, retina or iris image, or any other unique physical representation, and any other information protected by State or Federal law.
- E. “Indemnification” means in the event of a breach of this Section by the Provider, the Provider shall indemnify and hold harmless the County and any of its officers, employees, or agents from any claims arising from the acts or omissions of the Provider and its employees and agents, in violation of this Section, including but not limited to costs of monitoring the credit of all persons whose Confidential Information was disclosed, disallowances or penalties from

Federal oversight agencies, and any court costs, expenses, and reasonable attorney fees, incurred by the County in the enforcement of this Section.

- F. “Equitable relief” means the provider acknowledges and agrees that the unauthorized use, disclosure, or loss of Confidential Information may cause immediate and irreparable injury to the individuals whose information is disclosed and to both the State of Wisconsin and the County, which injury will not be compensable by money damages and for which there is not an adequate remedy available at law. Accordingly, the parties specifically agree that the State and/or County, on their own behalf or on the behalf of the affected individuals, may seek injunctive or other equitable relief to prevent or curtail any such breach, threatened or actual, without posting security and without prejudice to such other rights as may be available under this Agreement or under applicable law.
- G. Confidential Information does not include information which is required to be disclosed by operation of law.
- H. Provider is responsible for reviewing the Technology and HIPAA Addendum with each employee annually at the time of contracting, and as new employees are hired, to ensure understanding of the proper use of county issued technology (where applicable) and their responsibility to safeguard confidential information. A signed and dated acknowledgement for each employee shall be retained in Provider’s personnel files and be available as requested by the County.

## **XVII. Confidentiality of Substance Use Disorder Patient Records**

All case information, paper records, written information, and any electronic data contained in client records in connection with substance use disorder treatment and/or services is governed by the Federal Regulations on the Confidentiality of Alcohol and Drug Abuse Patient Records 42 CFR Part

2 (<https://www.ecfr.gov/current/title-42/chapter-I/subchapter-A/part-2>), therefore, the Provider :

- 1. Acknowledges that in receiving, storing or otherwise dealing with any information from the County that it is fully bound by the requirements of 42 CFR Part 2 and any relevant state laws.
- 2. Agrees that it will institute appropriate procedures for safeguarding such information, particularly patient identifying information; and
- 3. Agrees that it will resist in judicial proceedings any efforts to obtain access to any information pertaining to patients otherwise than as expressly provided for in 42 CFR Part 2 and any relevant state laws.
- 4. Provider recognizes that any unauthorized disclosure of patient information is a federal criminal offense punishable by a fine of not more than \$500.00 in the case of a first offense and not more than \$5,000.00 in the case of each subsequent offense.

## **XVIII. Conditions of the Parties' Obligations**

- A. This contract is contingent upon authorization of Wisconsin and United States laws and any material amendment or repeal of the same affecting relevant funding or authority of any applicable State Department shall serve to terminate this Agreement, except as further agreed to by the parties hereto.

- B. It is understood and agreed that the entire contract between the parties is contained herein, except for those matters incorporated herein by reference, and that this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter thereof.
- C. County shall be notified in writing of all complaints filed in writing against the Provider. County shall inform the Provider in writing with their understanding of the resolution of the complaint.
- D. The Provider certifies that, for the duration of this contract, no Sheboygan County Health and Human Services staff will be utilized to staff Provider's services. Violation will result in the contract being null and void. The Provider will provide a list of staff upon request.

**XIX. Legal Status**

Provider warrants that it has complied with all necessary requirements to do business in the State of Wisconsin, that the persons executing this contract on its behalf are authorized to do so. Provider shall notify the County immediately, in writing, of any change in its legal status.

**XXI. Signatures**

This contract is agreed upon and approved by the authorized representatives of Sheboygan County and Shoreline Metro (Provider) as indicated below. This Contract becomes null and void if the time between the County's authorized representative signature and the Provider's authorized representative signature on this Contract exceeds sixty (60) days.

**For County:**

\_\_\_\_\_  
Matthew Strittmater, Director  
County's Authorized Representative  
Sheboygan County Health & Human Services

\_\_\_\_\_  
Date

**For Provider:**

\_\_\_\_\_  
Provider's Authorized Representative

\_\_\_\_\_  
Date

Title: \_\_\_\_\_



## CITY OF SHEBOYGAN

### REQUEST FOR TRANSIT COMMISSION CONSIDERATION

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**ITEM DESCRIPTION:** 3.2 2022 General Contract between Sheboygan County Health & Human Services Department and City of Sheboygan regarding transportation for elderly and disabled individuals.

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**REPORT PREPARED BY:** Derek Muench, Director of Transit & Parking

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**REPORT DATE:** 1/13/22

**MEETING DATE:** 1/18/22

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#### FISCAL SUMMARY:

Budget Line Item: N/A  
Budget Summary: N/A  
Budgeted Expenditure: N/A  
Budgeted Revenue: N/A

#### STATUTORY REFERENCE:

Wisconsin Statutes: N/A  
Municipal Code: N/A

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#### BACKGROUND / ANALYSIS:

Shoreline Metro provides service annually on behalf of Sheboygan County Health & Human Services for elderly and disabled individuals living in Sheboygan County. This longstanding relationship between the two municipalities allows for a more coordinated, cost-effective delivery of transportation services and is the recognized preferred transportation model by the Wisconsin Department of Transportation. Shoreline Metro provides roughly 25,000 trips annually through this program.

#### STAFF COMMENTS:

This agreement is an annual formality authorizing Shoreline Metro and the City of Sheboygan to provide transportation service as outlined in the agreement on behalf of Sheboygan County. This longstanding partnership allows for efficient and cost-effective delivery of services. Shoreline Metro staff and Sheboygan County staff has had an upstanding relationship and continue to work very positively and effectively together. No changes to service are forecasted for CY 2022.

#### ACTION REQUESTED:

Staff recommends the support of and presenting to the Common Council for consideration and approval authorizing the Mayor to execute the 2022 General Contract between Sheboygan County Health & Human Services Department and City of Sheboygan regarding transportation for elderly and disabled individuals.

#### ATTACHMENTS:

- I. 2022General Contract;



**HotSpot**

Parking Transit Taxes

## HotSpot Parking Pricing

Mobile App, Digital Parking Permits,  
Fast Tap Signs and Transit

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**PREPARED BY**

HotSpot Parking Inc.  
515 Beaverbrook Court  
Fredericton, NB  
E3B 1X6

**PREPARED FOR**

Sheboygan



## HotSpot Price Breakdown

### Cost Breakdown

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#### Transit Application

**Cost to City:**

\$0.00

**Cost to User: (Convenience Fee)**

Single Ride: \$0.25 per pass

10 Ride Pass: \$1.00 per pass

Monthly Pass: \$2.00

**Note:** 3.5% credit card processing fee to digitally remit parking revenue (hard cost).

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#### Mobile Parking Application

**Cost to the City:**

\$ 0.00

**Convenience Fee, Paid by the Parker**

\$ 0.20 per parking session

OR

**Membership fee, Paid by the Parker**

\$ 2.00/month OR \$ 20.00/year

**Note:** 2.99% credit card processing fee to digitally remit parking revenue (hard cost).

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#### Mobile LPR (includes handhelds)

**Annual License Fee**

\$ 0.00

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#### Digital Parking Permits

**Option 1: Cost to City**

Under 200 permits/month: \$5,000.00/year

Under 500 permits/month: \$10,000.00/year

Over 500 permits/month: \$15,000.00/year

**-Prices are based on number of active permits per month**

**-Price includes all varying types of permits**

**Cost to User:**

\$0.00

**Note:** 2.99% credit card processing fee to digitally remit parking revenue (hard cost).

**Option 2: Cost to City**

\$0.00

**Cost to User**

\$ 0.20 per daily permit

\$ 1.00 per weekly permit (or 10 Flex Pass)

\$ 2.00 per monthly permit

\$ 3.00 per 2 months

\$ 4.00 per 4 months

\$ 6.00 per 8 months

\$ 7.50 per 12 months (trying to up to \$8)

**Note:** 2.99% credit card processing fee to digitally remit parking revenue (hard cost).



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**Fast Tap Signage****Cost to the City:**

\$250.00 per sign (first sign free)

**Convenience Fee (paid by the user):**

\$ 0.35 per transaction

**Note:** 2.99% credit card processing fee to digitally remit parking revenue (hard cost).

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## HotSpot References

### **City of Peterborough**

**Name:** Lynn Todd

**Title:** Manager of Parking

**Email:** [ltodd@peterborough.ca](mailto:ltodd@peterborough.ca)

**Phone:** 1 705 742-7777 EXT: 2758

### **City of Fredericton**

**Name:** Meredith Gilbert

**Title:** Manager of Transit and Parking

**Email:** [meredith.gilbert@fredericton.ca](mailto:meredith.gilbert@fredericton.ca)

**Phone:** 1 506 460-2204

### **City of Sudbury**

**Name:** Melissa Laalo

**Title:** Manager of Parking

**Email:** [melissa.laalo@greatersudbury.ca](mailto:melissa.laalo@greatersudbury.ca)

**Phone:** 1 705 674-4455

## CITY OF SHEBOYGAN

### REQUEST FOR TRANSIT COMMISSION CONSIDERATION

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**ITEM DESCRIPTION:** 3.3 Mobile Payment Option for Shoreline Metro

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**REPORT PREPARED BY:** Derek Muench, Director of Transit & Parking

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**REPORT DATE:** 1/13/22

**MEETING DATE:** 1/18/22

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#### FISCAL SUMMARY:

Budget Line Item: N/A  
Budget Summary: N/A  
Budgeted Expenditure: N/A  
Budgeted Revenue: N/A

#### STATUTORY REFERENCE:

Wisconsin Statutes: N/A  
Municipal Code: N/A

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#### BACKGROUND / ANALYSIS:

The City of Sheboygan has begun the process to accept credit card payments for transactions (MUNIS Payments) recognizing the importance of being able to accept credit card payments online, over-the-phone or in-person as the premiere and preferred way to collect revenue.

Staff at Shoreline Metro have been researching and reviewing mobile payment options for customers at the point of sale (POS). Shoreline Metro, as a result of the pandemic, has streamlined its fare media offerings including a move away from the use of tokens and emphasis on fare media that does not change hands between drivers and customers. Fare is no longer sold by drivers as a way to improve safety and limit exposure. It's time to supplement current operations with a mobile payment solution to enable even more convenient payment options and move into the digital fare media era.

#### STAFF COMMENTS:

Shoreline Metro staff recommend partnering with HotSpot Technologies to deliver mobile payment solutions for our customers. HotSpot offers an integrated transit solution along with a parking solution (later implementation), which makes them an ideal company and partner for bringing mobile payment solutions to the department. Fees associated with this technology are comparable and appropriate for the technology. It is expected that revenues (especially parking) will increase over time due to the convenient mobile payment option.

Advantages offered by HotSpot for transit include:

- **Touch-Free Solutions:** Contactless and convenient option to purchase transit passes for safer, easier payments.
- **Increased Efficiency:** HotSpot's digital passes speed up onboarding passengers with no delay of coin or ticket punching.

- **Remote Purchases:** HotSpot's transit solution has the ability to buy passes remotely and transfer the storage to your digital account to prevent loss.
- **Reporting:** Data collection on popular bus routes, passenger heat maps serve as long term analytics for route mapping.
- **Effective:** Colour coded digital passes with built-in security features decreases fare evasion.

Features of HotSpot include:

- **Route Mapping:** HotSpot provides detailed route planning synced up to the existing Google maps provided by the municipality. This updates as Google maps updates!
- **Bus Tracking:** HotSpot provides the ability to see when buses are arriving via onboard GPS systems - all from within the application.
- **Pass Purchase:** Easily purchase any type of transit pass from any location!
- **Punch Pass Tracking:** HotSpot tracks the user of every pass as users board the bus. This allows exact usage to be managed programmatically and not by the operator.
- **Age Verification/ ID Verification:** HotSpot verifies age and student passes through picture id when required by the municipality.
- **Corporate Passes:** Workers and businesses looking to encourage other modes of transportation can skip dealing with paper passes with HotSpot's digital solution. Simply register your business and send emails to your employees to give them easy access to a discounted pass.
- **Reminders/ Notifications:** HotSpot sends reminders to its users when their pass is about to expire to let them automatically re-purchase a pass.
- **Student Passes:** HotSpot partners with the community such as Universities when they launch free bus passes for their students during orientation month.
- **Tap Signs:** HotSpot has created the first tap to ride signs that allow Android and iPhone users to simply tap a sign to purchase a pass **no app required!**
- **Fare Exemptions:** In instances where certain individuals are exempt from fare payments, they access their digital ticket/pass by selecting the Promotion option and entering a promo code. This can be turned off and on as required.
- **Reporting:** HotSpot reports on each bus based on total expenditure monthly and daily, bus by bus revenue breakdown over time, and Individual level transaction records.
- **Purchases and Offline Use:** Purchases, such as a 10-ride tickets or monthly pass, are stored in the customer's account and can be accessed at any time. Tickets and passes will be accessible even without the use of Wi-Fi/Internet.

Staff does not recommend any changes to current Shoreline Metro fares at this time. It may be appropriate to evaluate and adjust fares in the future (as a long-term strategy related to the health pandemic) and a reduction of customer revenue. Fares will and can be evaluated at a future Transit Commission meeting as a separate topic.

**ACTION REQUESTED:**

Staff recommends the support of the Director of Transit & Parking's recommendation to allow mobile payment technology to be offered to customers of Shoreline Metro.

**ATTACHMENTS:**

- I. HotSpot Parking Price List & References