

Special Transportation Services (STS)

Begin the Process to Become MnDOT Certified Checklist

	USE THIS CHECKLIST TO TRACK YOUR PROGRESS TOWARD BECOMING MnDOT CERTIFIED	Done ✓
1	Find and read the four documents attached to this checklist: <ul style="list-style-type: none"> • STS Business Information form • Workers’ Compensation form • Information on NETStudy 2.0 • Insurance information for STS providers 	
2	Choose a business name. The name may not include the words “medical”, “emergency”, “life support”, “ambulance” or other words implying the availability of ambulance service unless the business is licensed as an ambulance service.	
3	Register your business with the Secretary of State: https://mblsportal.sos.state.mn.us/Business/Search	
4	Obtain commercial business insurance and workers’ compensation insurance, if needed.	
5	Ask your insurance company to send a FORM E to MnDOT. The form certifies financial liability and must be sent to MnDOT by an authorized company representative, not by an insurance agent. <u>PLEASE NOTE:</u> Some insurance companies require you to have a MNDOT number before they will send a FORM E. If that is the case, note this on the STS Business Information form in the space provided.	
6	Submit the following two forms to MnDOT in person, by email, fax or postal mail. See contact information below. <ul style="list-style-type: none"> • STS Business Information form, completed and signed • Workers’ Compensation form, completed and signed <ul style="list-style-type: none"> ○ Choose option #1 if you have a Workers’ Compensation policy ○ Choose option #2 if you are not required to have a Workers’ Compensation policy 	
7	Receive the “MnDOT STS Application Process – Next step” letter with your MnDOT/STS number and the necessary forms and instructions on how to apply to become an active STS provider.	
8	Email dhs.netstudy2@state.mn.us to request an account with the Department of Human Services (DHS) to conduct the required background study on company owners, drivers, attendants, and managerial and administrative personnel. (The NETStudy 2.0 document will give you general guidance on this process.)	
9	If your insurance company required the MnDOT number before they would send a FORM E, call them now. Give them your MnDOT/STS number and ask them to send a FORM E to MnDOT. You will not be able to apply to become an active STS provider without a FORM E on file at MnDOT.	

After you receive your STS Certificate of Compliance letter and MnDOT has your FORM E on file, you may begin the process to become an active STS provider.

Applicants must notify MnDOT in writing of any changes to application within ten days of the change.

OFCVO Customer Service is located on the 1st floor of MnDOT building in Room 153.

Metered parking is available on John Ireland Boulevard and in the Rice Street Ramp (entrance at 424 Rice Street).
395 John Ireland Blvd., Room 153 (Mail Stop 420), Saint Paul, MN 55115 Ph: 651-215-6330 Fax: 651-366-3718

SPECIAL TRANSPORTATION SERVICE (STS) BUSINESS INFORMATION FORM

New Provider _____ Renewal _____ Updating Information _____ MnDOT # _____
(Mark all that apply) (For renewals and updates)

NAME OF BUSINESS as filed with Secretary of State: _____

Doing Business As (DBA), if applicable: _____

TYPE OF BUSINESS ENTITY (mark only one): Sole Proprietorship _____ Partnership _____
Corporation _____ Limited Liability Partnership (LLP) _____ Limited Liability Co. (LLC) _____

BUSINESS MAILING ADDRESS: _____
(street) (apt/unit) (city) (state) (zip)

(Business phone) (Business Fax) (Business email)

BUSINESS PHYSICAL ADDRESS: _____
(Where records are kept) (street) (apt/unit) (city) (state) (zip)

Is the business a foreign corporation authorized to transact business in Minnesota? Yes _____ No _____ *If yes, provide the Name of resident agent:* _____ *Address:* _____

INDIVIDUAL RESPONSIBLE FOR DAILY BUSINESS OPERATION: _____
(Name) (Title)

(Contact's Business Phone) (Alternative Phone #) (Fax Number) (Contact's Email Address)

OWNERSHIP (List names of corporate directors and officers, general and limited partners, LLC board members, or owners of business)

(Name) (Title)

(Name) (Title)

(Name) (Title)

(Name) (Title)

I have attached a completed and signed Workers' Compensation form. Yes _____ *The signed form must be attached.*
I have contacted my insurance company and requested FORM E to be sent to OFCVO. Yes _____
My insurance company requires a MnDOT # before they will send FORM E. Yes _____ No _____

I verify the information submitted is true: _____
Signature of corporate officer, partner, LLC board member or sole proprietor *Date*

To help us better serve you, please let us know the following information:
Company identifies as: Special Transportation Services _____ Non-emergency Medical Transportation _____ Both _____
Would you prefer this form in a second language? What language? _____
The best way to reach you is: Postal mail _____ Phone _____ Email (please fill in) _____

Certificate of Compliance

Minnesota Workers' Compensation Law

This form must be completed by the business license applicant.

Print in ink or type

Minnesota Statutes § 176.182 requires every state and local licensing agency to withhold the issuance or renewal of a license or permit to operate a business in Minnesota until the applicant presents acceptable evidence of compliance with the workers' compensation insurance coverage requirement of Minn. Stat. chapter 176. If the required information is not provided or is falsely stated, it shall result in a \$2,000 penalty assessed against the applicant by the commissioner of the Department of Labor and Industry.

A valid workers' compensation policy must be kept in effect at all times by employers as required by law.

License or certificate number (if applicable)	Business telephone number	Alternate telephone number
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Business name (Provide the legal name of the business entity. If the business is a sole proprietor or partnership, provide the owner's name(s), for example John Doe, or John Doe and Jane Doe.)

DBA ("doing business as" or "also known as" an assumed name), if applicable

Business address (must be physical street address, no P.O. boxes)	City	State	ZIP code
County	Email address		

You must complete number 1 or 2 below.

Note: You must resubmit this form to the authority issuing your license if any of the information you have provided changes.

1. I have a workers' compensation insurance policy.

Insurance company name (not the insurance agent)		
Policy number	Effective date	Expiration date

I am self-insured for workers' compensation. (Attach a copy of the authorization to self-insure from the Minnesota Department of Commerce; see www.mn.gov/commerce/industries/insurance/licensing/self-insurance.)

2. I am not required to have workers' compensation insurance because:

- I only use independent contractors and do not have employees. (See [Minn. Stat. § 176.043](#) for trucking and messenger courier industries; [Minn. Stat. § 181.723, subd. 4](#), for building construction; and [Minnesota Rules chapter 5224](#) for other industries.)
- I do not use independent contractors and have no employees. (See [Minn. Stat. § 176.011, subd. 9](#), for the definition of an employee.)
- I use independent contractors and I have employees who are not required to be covered by the workers' compensation law. (Explain below.)
- I only have employees who are not required to be covered by the workers' compensation law. (Explain below.) (See [Minn. Stat. § 176.041](#) for a list of excluded employees.)

Explain why your employees are not required to be covered

I certify the information provided on this form is accurate and complete. If I am signing on behalf of a business, I certify I am authorized to sign on behalf of the business.

Print name

Applicant signature (required)	Title	Date
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If you have questions about completing this form or to request this form in Braille, large print or audio, call (651) 284-5032 or 1-800-342-5354.

NETStudy 2.0 Background Studies

General Information for STS Providers

MN Statutes 174.30 *Operating Standards for SPECIAL TRANSPORTATION SERVICES*, Subdivision 10 states that STS providers must initiate background studies

What is NETStudy 2.0?

It is a web-based system used to submit background checks. Providers log into secure accounts via the internet.

What agency administers NETStudy 2.0?

The Department of Human Services, not MnDOT.

Who is required to have a background study?

State law requires background studies for individuals working in certain settings. For those providing special transportation services, a background study is required for:

- Each person with a direct or indirect ownership interest of five percent or higher in the transportation service provider;
- Each controlling individual as defined under section [245A.02](#);
- Managerial officials as defined in section [245A.02](#);
- Each driver employed by the transportation service provider;
- Each individual employed by the transportation service provider to assist a passenger during transport; and
- All employees of the transportation service agency who provide administrative support, including those who:
 - may have face-to-face contact with or access to passengers, their personal property, or their private data;
 - perform any scheduling or dispatching tasks; or
 - perform any billing activities.

How is a background study started?

It is usually started by the provider with whom the background study subjects are affiliated. Providers should review the [NETStudy Quick Start Guide](#) and the [NETStudy 2.0 Training Videos](#) for additional information. (Website addresses for the NETStudy Guide and Training videos are provided in the *How to Get a Study* section.)

When does a background study request have to be submitted?

A background study request must be submitted by the provider before a person begins providing services. You will need your STS/MnDOT number to initiate the background study with DHS.

How often does an individual need a background study?

Most people only need one study, with some exceptions. A new background study must be done when a person is on the providers separated roster for more than 180 days.

Are fingerprints and photographs required?

Yes and you must go to an approved location.

- The cost is \$9.10, in addition to a \$20 background study fee.
- For fingerprint and photo locations:
<https://www.aps.gemalto.com/mn/Maps/MNFingerprintLocations.htm>

What records are checked?

- Criminal history information maintained by the MN Bureau of Criminal Apprehension (BCA);
- Minnesota Predatory Offender Registry;
- Records of substantiated maltreatment of vulnerable adults and minors from investigations completed by county and state agencies; and
- FBI records are checked when the offender status is not-determined or blank and also when an individual currently resides or has resided outside of Minnesota in the last five years.

What causes a person to be disqualified?

An individual can be disqualified based on information from Minnesota or any other state that includes:

- A conviction, admission to any of the crimes listed in Minnesota Statutes, section 245C.15 or a similar crime in another state.
- A preponderance of evidence that the subject committed an act that met the definition of any of the offenses listed 245C.15
- A finding of substantiated maltreatment of a minor or vulnerable adult that is determined to be serious and/or recurring as defined in Minnesota Statutes, section 245C.02.
- Examples of crimes in MN Statute, sec. 245C.15 include:
 - Murder
 - Manslaughter
 - Felony domestic assault
 - Great bodily harm caused by distribution of drugs
 - Criminal sexual conduct

Note: This is not a complete list. It is intended as a reference to provide examples of disqualifying offenses.

Study Results

How does DHS know if a person is convicted of, or pleads guilty to, a new crime after the person has a completed background study?

DHS receives daily automatic notifications from the Minnesota Court Information System containing updated court records which are checked against background studies in the NETStudy 2.0 system. Child abuse and neglect determination and adult maltreatment determinations are also continuously monitored in NETStudy 2.0 system.

How long will background study results take?

Most results (85%) are provided within 24-48 hours after DHS receives a response from the BCA. This can take about one week after the person is fingerprinted.

The Department of Human Services (DHS) will mail the study results to the study subject; and the provider who initiated the study will receive notification as to whether or not the study subject is eligible or disqualified.

What is a notice of status?

Within three days of DHS receiving the BCA response DHS provides a [notice of the status](#) of the study.

IMPORTANT NOTICE FOR STS PROVIDERS:

Per MN Statute 174.30, only clearance notice allows providers to permit an individual required to have a background study to provide services. This is a specific restriction for STS industry.

NOTE: Transportation service providers shall not permit any individual required to have a background study to provide any service or function listed in 174.30, subd. 10, until the provider has received notification from DHS that the study subject:

- **Is not disqualified, or**
- **Is disqualified but has received a “set aside”, (an exemption) from the commissioner in writing**

How to Get a Study

State law requires Special Transportation Service providers to submit background study requests to the Department of Human Services (DHS).

Phone: 651-431-6620

Fax: (651) 431-7670

Link to Quick Start Guide:

http://mn.gov/dhs/assets/quickstart_guide_tcm1053-165815.pdf

Link to Training Videos:

http://mn.gov/dhs/assets/netstudy2.0_training_videos_tcm1053-166196.pdf

For information on fingerprint and photo locations:

<https://www.aps.gemalto.com/mn/Maps/MNFingerprintLocations.htm>

For more information visit mndot.gov/cvo/sts

Or call 651-215-6330

OCTOBER 2018

3

MnDOT Contact Information:

Minnesota Department of Transportation
Office of Freight and Commercial Vehicle Operations
395 John Ireland Blvd., Rm 153 (Mail Stop 420)
St. Paul, MN 55155
Phone: 651-215-6330
Fax: 651-366-3718

This information is intended to provide you with general guidance concerning the applicable laws and rules and does not constitute legal advice.

To request this document in an alternative format, please call Janet Miller at 651-366-4720 or 1-800-657-3774 (Greater Minnesota). You may also send an email to Janet.Rae.Miller@state.mn.us

INSURANCE INFORMATION FOR SPECIAL TRANSPORTATION SERVICE PROVIDERS

Your insurance company must submit a Form E to MnDOT signed by an authorized company representative (not an insurance agent).

Minimum coverage. A provider shall have in effect an insurance plan that provides the following minimum coverage for each vehicle:

- A. Basic economic loss benefits as required by Minnesota Statutes, chapter 65B;
- B. Residual liability coverage in the following minimum amounts:
 - (1) **For private providers** \$100,000 for bodily injury to or death of any one person in a single accident, subject to a maximum of \$300,000 for bodily injuries to or the death of two or more persons in a single accident, and \$50,000 for destruction of or damage to property in a single accident, or if the policy is written on a single limit basis, \$300,000 per occurrence;
 - (2) **For municipalities** \$100,000 for bodily injury to or death of any one person in a single accident, subject to a maximum of \$300,000 for bodily injury to or death of two or more persons in a single accident, and \$50,000 for destruction of or damage to property in a single accident; or
 - (3) **For the state** \$100,000 for bodily injury to or death of any one person in a single accident, subject to a maximum of \$500,000 for bodily injury to or death of two or more persons in a single accident, and \$100,000 for destruction of or damage to property in a single accident; and
- C. Uninsured and underinsured motorist coverage as required by Minnesota Statutes, chapter 65B.