

Transportation Services Contract - Texas

March 02, 2025

Transportation Services Contract

Contract Date: April 1, 2024

Agency Location: Austin, Texas

Provider Location: Houston, Texas

1. Parties and Purpose

This contract is entered into between the Texas Health and Human Services Commission (hereinafter referred to as "the Agency") and Lone Star Medical Transport (hereinafter referred to as "the Provider") for the purpose of providing non-emergency medical transportation services to eligible recipients in the designated service areas.

2. Definitions

Definitions of key terms used in this contract will be provided in this section.

3. Term and Renewal

This contract shall be effective for a period of three (3) years from the contract date, with the option to renew for two (2) additional one-year periods upon mutual agreement of both parties.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible recipients in the following counties: Harris County, Fort Bend County, and Montgomery County.

5. Provider Responsibilities

The Provider shall maintain a fleet of at least 75 vehicles and employ a minimum of 180 drivers to ensure 24/7 operations. The Provider shall ensure that all drivers are properly licensed, trained, and comply with all

6. Agency Responsibilities

The Agency shall be responsible for determining recipient eligibility, authorizing transportation services, and providing necessary information to the Provider for the coordination of services.

7. Compensation

Details regarding the compensation structure, payment terms, and rates for services provided will be outlined in this section.

8. Compliance and Reporting

The Provider shall comply with all applicable federal, state, and local laws, regulations, and policies. The Provider shall also submit regular reports to the Agency regarding service utilization, performance metrics, and any other required information.

9. Insurance and Liability

The Provider shall maintain appropriate insurance coverage, including but not limited to general liability, automobile liability, and workers' compensation insurance. The Provider shall indemnify and hold harmless the Agency from any claims, losses, or damages arising from the performance of this contract.

10. Termination

This section will outline the conditions and procedures for terminating the contract, including provisions for termination for cause, termination for convenience, and termination due to non-appropriation of funds.

11. General Provisions

This section will include standard contract provisions, such as governing law, dispute resolution, non-discrimination, confidentiality, and other general terms and conditions.

IN WITNESS WHEREOF, the parties hereto have caused this contract to be executed by their duly authorized representatives as of the date first above written.

Texas Health and Human Services Commission

By: _____

Name:

Title:

Lone Star Medical Transport

By: _____

Name:

Title:

Attachment A: Rate Schedule

Here's an HTML table with the requested information, including and tags, and CSS styling classes:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45	\$2.50/mile	\$25/hour	\$60	\$75
Wheelchair Accessible Vehicle	\$60	\$3.00/mile	\$30/hour	\$75	\$90
Stretcher Transport	\$75	\$3.50/mile	\$35/hour	\$90	\$105
Bariatric Transport	\$100	\$4.00/mile	\$40/hour	\$115	\$130
Group Transport	\$75	\$3.25/mile	\$35/hour	\$90	\$105

This table includes the following CSS classes: - `table`: A basic table styling. - `table-striped`: Adds zebra-stripping to the table rows. - `thead-dark`: Applies a dark background color to the table header. The rates provided are realistic estimates based on typical medical transportation rates in Texas. Please note that actual rates may vary depending on the specific service provider and location within the state.

Attachment B: Service Areas

Here's an HTML table with the requested information, including `` and `` tags, and some basic styling classes: ``html

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Dallas, Tarrant, Harris, Bexar	15-30 minutes	10+ million	Major hospitals, trauma centers	High traffic, dense population
Suburban Regions	Collin, Denton, Fort Bend, Montgomery	30-45 minutes	3-5 million	Community hospitals, clinics	Moderate traffic, suburban sprawl
Rural Coverage	Numerous counties across Texas	1-2 hours	1-2 million	Rural hospitals, nursing homes	Long distances, remote areas
Special Service Areas	Oil/gas fields, border regions	Varies	Transient populations	Remote clinics, on-site facilities	Hazardous environments, security concerns

``` This table includes the following: - `` element with Bootstrap classes for basic styling (`table`, `table-bordered`, `table-striped`) - `` element with a dark header row (`thead-dark`) - `` element containing the table data rows - Columns for Service Zone, Counties Covered, Response Time, Population Served, Facilities Covered, and Special Conditions - Sample data specific to Texas for each service zone You can adjust the styling classes or add additional styles as needed to match the desired appearance of the table.

## Attachment C: Performance Standards

Here's an HTML table with the requested categories, columns, and realistic standards for Lone Star Medical Transport in Texas, with proper formatting,

and tags, and styling classes:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of transports arriving within the scheduled window	GPS tracking and dispatch logs	95%	\$500 fine per incident

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Vehicle Maintenance	Regular inspections and maintenance of vehicles	Maintenance logs and third-party inspections	100% compliance	Suspension of operations until compliance
Driver Qualifications	Proper licensing, training, and background checks for drivers	Personnel records and third-party audits	100% compliance	Termination of non-compliant drivers
Safety Metrics	Accident and incident rates, vehicle safety features	Accident reports and vehicle inspections	Zero preventable accidents	Fines and potential license suspension
Complaint Resolution	Timely and effective resolution of customer complaints	Complaint logs and customer surveys	95% resolution within 7 days	Public reporting of non-compliance

This table includes the following styling classes: - ``table``: A basic Bootstrap class for styling tables. - ``table-bordered``: Adds borders to the table and cells. - ``table-striped``: Applies zebra-stripping to the table rows for better readability. - ``thead-dark``: Applies a dark background color to the table header for better contrast. Note that you may need to include the Bootstrap CSS file or other styling frameworks to apply these classes correctly.

Generated on March 02, 2025

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