

Transportation Services Contract - Florida

March 02, 2025

Here is a detailed transportation services contract between the Florida Department of Health and SafeRide Transit Solutions, formatted as HTML with proper sections and headings:

Transportation Services Contract

Contract Date: March 15, 2024

Agency Location: Tallahassee, Florida

Provider Location: Orlando, Florida

1. Parties and Purpose

This contract is entered into between the Florida Department of Health (hereinafter referred to as the "Agency") and SafeRide Transit Solutions (hereinafter referred to as the "Provider") for the purpose of providing non-emergency medical transportation services to eligible individuals within the designated service areas.

2. Definitions

For the purposes of this contract, the following definitions shall apply:

- "Non-emergency medical transportation" refers to the transportation of individuals to and from scheduled medical appointments, facilities, and services.
- "Eligible individuals" are those individuals who qualify for transportation services under the Agency's guidelines and regulations.

3. Term and Renewal

The term of this contract shall be for a period of two (2) years, commencing on March 15, 2024, and ending on March 14, 2026. The Agency shall have the option to renew this contract for an additional one (1) year period upon written notice to the Provider at least sixty (60) days prior to the expiration of the initial term.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals within the following service areas: Orange County, Seminole County, and Osceola County. The Provider shall maintain a fleet of at least 50 vehicles and shall operate 24 hours a day, 7 days a week.

5. Provider Responsibilities

The Provider shall be responsible for the following:

- Maintaining a fleet of at least 50 vehicles, all of which shall be properly licensed, insured, and well-maintained.
- Employing a sufficient number of qualified and trained drivers, with a minimum of 120 drivers.
- Ensuring that all drivers undergo background checks and meet all applicable licensing and training requirements.
- Providing safe, reliable, and timely transportation services to eligible individuals within the designated service areas.
- Maintaining accurate records and submitting regular reports to the Agency as required.

6. Agency Responsibilities

The Agency shall be responsible for the following:

- Providing the Provider with a list of eligible individuals and their transportation needs.
- Establishing and communicating policies and procedures related to the provision of non-emergency medical transportation services.
- Monitoring the Provider's performance and ensuring compliance with the terms of this contract.
- Providing timely payment to the Provider for services rendered in accordance with the compensation provisions of this contract.

7. Compensation

The Agency shall compensate the Provider for services rendered under this contract in accordance with the rates and terms specified in the attached Schedule of Compensation.

8. Compliance and Reporting

The Provider shall comply with all applicable federal, state, and local laws, regulations, and policies related

to the provision of non-emergency medical transportation services. The Provider shall submit regular reports to the Agency detailing the services provided, the number of individuals served, and any other information required by the Agency.

9. Insurance and Liability

The Provider shall maintain adequate insurance coverage, including but not limited to general liability, automobile liability, and workers' compensation insurance, as required by the Agency. The Provider shall be solely responsible for any claims, losses, or damages arising from the provision of services under this contract.

10. Termination

This contract may be terminated by either party upon written notice to the other party, with or without cause, subject to the terms and conditions specified in the contract.

11. General Provisions

This contract shall be governed by and construed in accordance with the laws of the State of Florida. Any disputes arising from this contract shall be resolved through negotiation, mediation, or other appropriate means as agreed upon by the parties.

Attachment A: Rate Schedule

Here's a properly formatted HTML table with realistic rates for SafeRide Transit Solutions in Florida, including the requested service types, columns, and styling classes:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45.00	\$2.50/mile	\$25.00/hour	\$75.00	\$85.00
Wheelchair Accessible Vehicle	\$55.00	\$2.75/mile	\$30.00/hour	\$85.00	\$95.00
Stretcher Transport	\$65.00	\$3.00/mile	\$35.00/hour	\$95.00	\$105.00
Bariatric Transport	\$75.00	\$3.25/mile	\$40.00/hour	\$105.00	\$115.00

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Group Transport	\$85.00	\$3.50/mile	\$45.00/hour	\$115.00	\$125.00

This table uses the Bootstrap classes `table`, `table-striped`, and `table-bordered` for basic styling. The `thead-dark` class is applied to the table header for a dark background color. The table includes the requested service types as rows and the specified columns for rates and pricing information.

Attachment B: Service Areas

Here's a properly formatted HTML table with the requested information for SafeRide Transit Solutions in Florida:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Miami-Dade, Broward, Palm Beach	15-30 minutes	6.2 million	Hospitals, Airports, Convention Centers	High traffic areas, special event coverage
Suburban Regions	Orange, Seminole, Osceola, Hillsborough, Pinellas	30-45 minutes	3.1 million	Shopping Malls, Business Parks	Limited service during off-peak hours
Rural Coverage	Polk, Manatee, Sarasota, Lee, Collier	1-2 hours	1.8 million	Retirement Communities, Resorts	On-demand service, limited availability
Special Service Areas	Monroe, Miami Beach, Key West	30-60 minutes	0.7 million	Tourist Attractions, Cruise Terminals	Seasonal demand, multilingual support

This table includes the `<thead>` and `<tbody>` tags, as well as the `table-striped` class from Bootstrap for better readability. The table is structured with the specified columns and rows, containing the relevant information for each service zone in Florida.

Attachment C: Performance Standards

Here's a properly formatted HTML table with realistic performance standards for SafeRide Transit Solutions in Florida:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of trips completed within the scheduled window	GPS tracking and dispatch logs	95%	\$500 per 1% below target
Vehicle Maintenance	Vehicles inspected and maintained according to manufacturer's recommendations	Maintenance logs and inspections	100% compliance	\$1,000 per vehicle out of compliance
Driver Qualifications	Drivers meet all licensing, training, and background check requirements	Driver records and training logs	100% compliance	\$5,000 per driver out of compliance
Safety Metrics	Zero preventable accidents or incidents involving injury or property damage	Accident and incident reports	0 preventable incidents	\$10,000 per preventable incident
Complaint Resolution	All customer complaints resolved within 5 business days	Complaint tracking system	95% resolved within 5 days	\$100 per unresolved complaint after 5 days

This table includes the requested categories, columns, and realistic standards for a transit solutions provider. The `` and `` tags are used to properly structure the table, and the `table-striped` and `thead-dark` classes are applied for basic styling.