

# Transportation Services Contract - Pennsylvania

March 02, 2025

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Here is a detailed transportation services contract between the Pennsylvania Department of Human Services and Keystone Medical Transit, formatted as HTML with proper sections and headings:

## Transportation Services Contract

Contract Date: August 1, 2024

Agency Location: Harrisburg, Pennsylvania

Provider Location: Philadelphia, Pennsylvania

### 1. Parties and Purpose

This contract is entered into between the Pennsylvania Department of Human Services (hereinafter referred to as the "Agency") and Keystone Medical Transit (hereinafter referred to as the "Provider") for the purpose of providing non-emergency medical transportation services to eligible individuals within the Commonwealth of Pennsylvania.

### 2. Definitions

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

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

### 3. Term and Renewal

This contract shall be effective for a period of 5 years, commencing on August 1, 2024, and terminating on July 31, 2029. There shall be no option for renewal.

### 4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals within the following service areas:

- Philadelphia County
- Montgomery County
- Bucks County

## 5. Provider Responsibilities

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The Provider shall be responsible for the following:

- Maintaining a fleet of at least 70 vehicles dedicated to providing non-emergency medical transportation services.
- Employing a minimum of 165 qualified and properly licensed drivers.
- Providing 24/7 transportation services, including weekends and holidays.
- Ensuring that all vehicles are properly maintained, insured, and compliant with applicable laws and regulations.
- Providing timely and courteous service to all eligible individuals.
- Maintaining accurate records and submitting required reports to the Agency.

## 6. Agency Responsibilities

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The Agency shall be responsible for the following:

- Determining eligibility criteria for non-emergency medical transportation services.
- Providing the Provider with a list of eligible individuals and their transportation needs.
- 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

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

## 8. Compliance and Reporting

The Provider shall comply with all applicable federal, state, and local laws, regulations, and ordinances pertaining to the provision of non-emergency medical transportation services. The Provider shall also submit monthly reports to the Agency detailing the number of trips provided, miles traveled, and any other relevant information as requested 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 and applicable laws. The Provider shall indemnify and hold harmless the Agency from any and all claims, damages, or liabilities arising from the Provider's performance under this contract.

## 10. Termination

This contract may be terminated by either party upon written notice in the event of a material breach of the terms and conditions set forth herein. The Agency reserves the right to terminate this contract for convenience upon 30 days' written notice to the Provider.

## 11. General Provisions

This contract shall be governed by the laws of the Commonwealth of Pennsylvania. Any disputes arising from this contract shall be resolved through binding arbitration or in the appropriate court of jurisdiction within the Commonwealth of Pennsylvania.

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

Pennsylvania Department of Human Services

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

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

Keystone Medical Transit

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

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

## Attachment A: Rate Schedule

Here is an HTML table showing transportation rates for Keystone Medical Transit in Pennsylvania, with the requested service types and rate categories:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45	\$2.50 per mile	\$25 per hour	\$75 flat rate	\$100 flat rate
Wheelchair Accessible Vehicle	\$60	\$3.00 per mile	\$30 per hour	\$90 flat rate	\$120 flat rate
Stretcher Transport	\$75	\$3.50 per mile	\$35 per hour	\$105 flat rate	\$140 flat rate
Bariatric Transport	\$90	\$4.00 per mile	\$40 per hour	\$120 flat rate	\$160 flat rate
Group Transport	\$100	\$4.50 per mile	\$45 per hour	\$135 flat rate	\$180 flat rate

This table includes the `` and `` tags for better semantic structure, and uses the Bootstrap classes `table` and `table-striped` for basic styling. The `thead-dark` class is also applied to the table header for a dark background color. You can further customize the styling by adding your own CSS classes or inline styles as needed.

## Attachment B: Service Areas

Here is a properly formatted HTML table with the requested information for Keystone Medical Transit's service area details in Pennsylvania, including and tags, and styling classes:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Philadelphia, Allegheny, Dauphin, Lackawanna	15-30 minutes	4.2 million	82 hospitals, 315 clinics	High traffic zones
Suburban Regions	Bucks, Montgomery, Delaware, Chester	30-60 minutes	2.1 million	27 hospitals, 182 clinics	Residential areas

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Rural Coverage	Potter, Tioga, Bradford, Susquehanna	60-120 minutes	280,000	8 hospitals, 43 clinics	Remote locations
Special Service Areas	Lehigh, Northampton, Monroe, Pike	45-90 minutes	950,000	16 hospitals, 87 clinics	Mountainous terrain

## Attachment C: Performance Standards

Here's a properly formatted HTML table with realistic performance standards for Keystone Medical Transit in Pennsylvania:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of trips completed within the scheduled pickup window	GPS tracking and trip logs	95%	\$500 fine per 1% below target
Vehicle Maintenance	Regular inspections and preventive maintenance for all vehicles	Maintenance records and inspection reports	100% compliance	\$1,000 fine per non-compliant vehicle
Driver Qualifications	Background checks, drug testing, and proper licensing for all drivers	Employee records and audits	100% compliance	\$5,000 fine per non-compliant driver
Safety Metrics	Accident and incident rates, seatbelt usage, and vehicle condition	Accident reports, vehicle inspections, and ride-along audits	Zero preventable accidents, 100% seatbelt usage	\$10,000 fine per preventable accident
Complaint Resolution	Timely and satisfactory resolution of customer complaints	Customer feedback surveys and complaint logs	95% resolution rate within 7 days	\$500 fine per unresolved complaint after 14 days

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