

# Transportation Services Contract - Georgia

March 02, 2025

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## Transportation Services Contract

**Contract Date:** November 15, 2024

**Agency Location:** Atlanta, Georgia

**Provider Location:** Savannah, Georgia

**Term:** 4-year contract with two 1-year renewal options

**Service Areas:** Fulton County, DeKalb County, Cobb County

**Fleet Size:** 45 vehicles

**Operating Hours:** 24/7

**Driver Count:** 110

### 1. Parties and Purpose

This contract is entered into between the Georgia Department of Community Health (the "Agency") and Peach State Medical Transit (the "Provider") for the purpose of providing non-emergency medical transportation services to eligible individuals in the designated service areas.

### 2. Definitions

In this contract, the following terms shall have the meanings set forth below:

- "Non-emergency medical transportation" means transportation services provided to individuals who are unable to access medical services through other means due to physical or mental limitations.
- "Eligible individuals" means individuals who meet the eligibility criteria established by the Agency for receiving non-emergency medical transportation services.
- "Service areas" means the geographic areas specified in this contract where the Provider shall provide transportation services.

### 3. Term and Renewal

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The term of this contract shall be four (4) years, commencing on November 15, 2024, and ending on November 14, 2028. The Agency shall have the option to renew the contract for two (2) additional one-year periods upon written notice to the Provider.

#### **4. Scope of Services**

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The Provider shall provide non-emergency medical transportation services to eligible individuals within the designated service areas. The services shall include, but not be limited to, transportation to and from medical appointments, hospitals, and other healthcare facilities.

#### **5. Provider Responsibilities**

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The Provider shall:

- Maintain a fleet of at least 45 vehicles suitable for transporting individuals with various mobility needs.
- Employ and train a sufficient number of drivers (at least 110) to provide timely and reliable transportation services.
- Ensure that all vehicles and drivers comply with applicable laws, regulations, and industry standards.
- Develop and implement policies and procedures to ensure the safety and well-being of passengers.
- Maintain accurate records and provide regular reports to the Agency as required.

#### **6. Agency Responsibilities**

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The Agency shall:

- Establish eligibility criteria for individuals to receive non-emergency medical transportation services.
- Provide the Provider with a list of eligible individuals and their transportation needs.
- Monitor the Provider's performance and ensure compliance with the terms of this contract.
- Provide 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 payment terms established in the attached fee schedule.

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## 8. Compliance and Reporting

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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 on service utilization, performance metrics, and any other information requested by the Agency.

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## 9. Insurance and Liability

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The Provider shall maintain adequate insurance coverage, including but not limited to commercial 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 performance of this contract.

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## 10. Termination

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This contract may be terminated by either party upon written notice for material breach of the terms and conditions of the contract, or for convenience with a specified notice period.

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## 11. General Provisions

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

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.

Georgia Department of Community Health

By: \_\_\_\_\_

Name:

Title:

Peach State Medical Transit

By: \_\_\_\_\_

Name:

Title:

Attachment A: Rate Schedule

Here's a properly formatted HTML table with realistic rates for Peach State Medical Transit in Georgia, including and tags, and styling classes:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$55.00	\$2.25/mile	\$25.00/hour	\$75.00	\$85.00
Wheelchair Accessible Vehicle	\$65.00	\$2.50/mile	\$30.00/hour	\$85.00	\$95.00
Stretcher Transport	\$75.00	\$2.75/mile	\$35.00/hour	\$95.00	\$105.00
Bariatric Transport	\$85.00	\$3.00/mile	\$40.00/hour	\$105.00	\$115.00
Group Transport	\$75.00	\$2.50/mile	\$30.00/hour	\$95.00	\$105.00

This table includes the following: - `` element to create the table - `class="table table-striped"` to apply Bootstrap styling for a basic table with striped rows - `` element for the table header - `class="thead-dark"` to apply Bootstrap styling for a dark-colored header - `` elements for each row - `` element for the table body - `` and `` tags for proper structure - `class="table table-striped"` for Bootstrap styling - `class="thead-dark"` for a dark-themed header row - Columns for Service Zone, Counties Covered, Response Time, Population Served, Facilities Covered, and Special Conditions - Rows for Primary Urban Areas, Suburban Regions, Rural Coverage, and Special Service Areas, with relevant data for each zone Note: This table is specific to the service area details for Peach State Medical Transit in Georgia, as requested. The data provided is for illustrative purposes only and may not reflect the actual service area details of the company.

Attachment C: Performance Standards

Here's a properly formatted HTML table with realistic performance standards for Peach State Medical Transit in Georgia:

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` elements for table data cells The rates are realistic estimates for medical transportation services in Georgia, with higher rates for specialized services like wheelchair-accessible vehicles, stretcher transports, and bariatric transports. The base rates, mileage rates, wait time rates, after-hours rates, and weekend/holiday rates are all included.

## Attachment B: Service Areas

Here's an HTML table showing service area details for Peach State Medical Transit in Georgia, with the requested zones, columns, and proper formatting:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Fulton, DeKalb, Cobb, Gwinnett	15-30 minutes	4.2 million	Major hospitals, clinics, nursing homes	High traffic areas, parking challenges
Suburban Regions	Clayton, Henry, Rockdale, Douglas, Cherokee	30-45 minutes	1.8 million	Community hospitals, outpatient centers	Longer travel distances
Rural Coverage	Bartow, Paulding, Carroll, Coweta, Fayette, Spalding	45-90 minutes	600,000	Rural clinics, nursing homes	Remote areas, limited facilities
Special Service Areas	Hartsfield-Jackson Atlanta International Airport	30-60 minutes	N/A	Airport medical facilities	Secure access, special protocols

This table includes the following: - `

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 dispatch records	95%	\$100 per late trip

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Vehicle Maintenance	Regular preventive maintenance and safety inspections	Maintenance logs and inspection reports	100% compliance	\$500 per violation
Driver Qualifications	Background checks, drug testing, and proper licensing	Driver records and compliance audits	100% compliance	\$1,000 per violation
Safety Metrics	Accident and incident rates, seatbelt usage, and safe driving practices	Accident reports, vehicle telemetry, and ride-along evaluations	Zero preventable accidents, 100% seatbelt compliance	\$2,000 per preventable accident, \$500 per seatbelt violation
Complaint Resolution	Timely and effective resolution of customer complaints	Customer feedback surveys and complaint logs	95% resolution rate within 5 business days	\$250 per unresolved complaint

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