

# Transportation Services Contract - Michigan

March 02, 2025

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## Transportation Services Contract

### 1. Parties and Purpose

This Contract is entered into on October 1, 2024, between the Michigan Department of Health and Human Services (hereinafter referred to as the "Agency"), located in Lansing, Michigan, and Great Lakes Medical Transport (hereinafter referred to as the "Provider"), located in Detroit, Michigan. The purpose of this Contract is to provide non-emergency medical transportation services to eligible individuals in Wayne County, Oakland County, and Macomb County.

### 2. Definitions

To be defined in this section.

### 3. Term and Renewal

This Contract shall be effective for a period of two (2) years from the date of execution. The Agency reserves the right to renew this Contract for up to three (3) additional one-year periods, subject to satisfactory performance by the Provider and the availability of funds.

### 4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals residing in Wayne County, Oakland County, and Macomb County. Services shall include, but not be limited to, transportation to and from medical appointments, dialysis treatments, and other approved destinations.

### 5. Provider Responsibilities

The Provider shall maintain a fleet of at least 65 vehicles and employ a minimum of 155 drivers to provide transportation services. The Provider shall operate 24 hours a day, 7 days a week, to ensure the availability of services. The Provider shall comply with all applicable federal, state, and local laws, regulations, and guidelines related to the provision of non-emergency medical transportation services.

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## 6. Agency Responsibilities

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The Agency shall be responsible for determining eligibility criteria for individuals to receive transportation services under this Contract. The Agency shall provide the Provider with a list of eligible individuals and their approved destinations. The Agency shall monitor the Provider's performance and ensure compliance with the terms of this Contract.

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## 7. Compensation

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To be defined in this section.

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## 8. Compliance and Reporting

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The Provider shall maintain accurate records and submit regular reports to the Agency regarding the services provided under this Contract. The Provider shall cooperate with the Agency in any audits or reviews conducted to ensure compliance with the terms of this Contract.

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## 9. Insurance and Liability

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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 indemnify and hold harmless the Agency from any claims, losses, or damages arising from the Provider's performance under this Contract.

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## 10. Termination

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This Contract may be terminated by either party upon written notice, as specified in the Contract. The Agency reserves the right to terminate the Contract immediately in the event of a material breach by the Provider.

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## 11. General Provisions

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This section shall include standard provisions related to governing law, dispute resolution, assignment, amendments, and other general terms and conditions.

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### Attachment A: Rate Schedule

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Here's an HTML table with the requested information, properly formatted with and tags, and 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	\$70
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	\$120	\$140
Group Transport	\$80	\$3.75/mile	\$35/hour	\$95	\$110

This table includes the following: - A `` section with a dark background for the header row, using the `thead-dark` class. - A `` section for the table data rows. - Striped rows using the `table-striped` class. - Bordered table using the `table-bordered` class. - Realistic rates for different transportation services in Michigan. Note: The rates provided in this table are fictitious and should be adjusted to reflect actual rates for Great Lakes Medical Transport in Michigan.

## Attachment B: Service Areas

Here's an HTML table showing service area details for Great Lakes Medical Transport in Michigan, with the requested zones, columns, and proper formatting:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Wayne, Oakland, Macomb, Washtenaw	15-30 minutes	4.3 million	Hospitals, Clinics, Nursing Homes	High-traffic areas, construction zones
Suburban Regions	Livingston, Monroe, St. Clair, Lapeer, Genesee	30-45 minutes	1.2 million	Hospitals, Clinics, Assisted Living	Residential neighborhoods, limited access roads

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Rural Coverage	Lenawee, Hillsdale, Jackson, Calhoun, Ingham, Eaton, Clinton, Shiawassee, Saginaw, Tuscola, Sanilac, Huron	45-90 minutes	1.1 million	Hospitals, Clinics, Rural Health Centers	Remote areas, unpaved roads, limited resources
Special Service Areas	Detroit Metro Airport, Port Huron, Flint, Ann Arbor	15-45 minutes	Varies	Airports, Seaports, Event Venues	High-security areas, crowded events, specialized equipment

This table includes the following: - `` and `` tags for proper structure - Bootstrap classes (`table`, `table-bordered`, `table-striped`) for styling - 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 in Michigan Note: The data provided in this table is for illustrative purposes only and may not reflect the actual service areas or details of Great Lakes Medical Transport.

## Attachment C: Performance Standards

Here's an HTML table with the requested categories, columns, and realistic standards for Great Lakes Medical Transport in Michigan:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of transports arriving within the scheduled time window	GPS tracking and dispatch logs	90%	\$100 per late transport
Vehicle Maintenance	Regular maintenance and inspection of vehicles to ensure safety and reliability	Maintenance logs and records	100% compliance with scheduled maintenance	\$500 per missed maintenance event
Driver Qualifications	Drivers must meet all licensing, training, and certification requirements	Background checks, license verification, and training records	100% compliance	Immediate suspension of non-compliant drivers

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Safety Metrics	Monitoring and reporting of incidents, accidents, and safety violations	Incident reports, vehicle telematics, and safety audits	Zero preventable accidents or major safety violations	\$1,000 per preventable accident or major violation
Complaint Resolution	Timely and satisfactory resolution of customer complaints	Customer feedback surveys and complaint logs	95% of complaints resolved within 5 business days	\$250 per unresolved complaint after 10 business days

This table includes the requested categories, standard descriptions, measurement methods, minimum targets, and non-compliance penalties. The table is styled with Bootstrap classes for a bordered and striped appearance, with a dark header row. The `` and `` tags are used to structure the table correctly.

Generated on March 02, 2025

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