

Transportation Services Contract - California

March 02, 2025

Here is a detailed transportation services contract between the California Department of Health Care Services and Pacific Coast Medical Transport, formatted as HTML with proper sections and headings, including the key details provided.

Transportation Services Contract

1. Parties and Purpose

This contract is entered into on May 1, 2024, between the California Department of Health Care Services (hereinafter referred to as "the Agency"), located in Sacramento, California, and Pacific Coast Medical Transport (hereinafter referred to as "the Provider"), located in Los Angeles, California. The purpose of this contract is to provide non-emergency medical transportation services to eligible individuals within the service areas specified herein.

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 medical appointments, facilities, or other healthcare-related destinations, excluding emergency situations.
- "Service areas" refer to the geographical regions in which the Provider is authorized to operate under this contract.
- "Eligible individuals" are those persons eligible to receive non-emergency medical transportation services under the Agency's programs and guidelines.

3. Term and Renewal

The term of this contract shall be four (4) years, commencing on May 1, 2024, and ending on April 30, 2028. The Agency shall have the option to renew this contract for one (1) additional two (2) year period, subject to the Provider's satisfactory performance and the availability of funds.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals within the following service areas: Los Angeles County, Orange County, and Ventura County, California.

5. Provider Responsibilities

The Provider shall:

- Maintain a fleet of at least 100 vehicles, properly licensed, insured, and equipped for the safe transportation of individuals, including those with disabilities or special needs.
- Employ a minimum of 250 qualified and properly licensed drivers to operate the vehicles.
- Provide non-emergency medical transportation services 24 hours a day, 7 days a week.
- Comply with all applicable federal, state, and local laws, regulations, and ordinances related to the provision of non-emergency medical transportation services.
- Maintain appropriate insurance coverage as specified in Section 9 of this contract.
- Submit reports and data as required by the Agency for monitoring and evaluation purposes.

6. Agency Responsibilities

The Agency shall:

- Provide the Provider with a list of eligible individuals and their transportation needs.
- Establish and communicate policies, procedures, and guidelines for the provision of non-emergency medical transportation services.
- Monitor the Provider's performance and compliance with the terms of this contract.
- Compensate the Provider for services rendered in accordance with Section 7 of this contract.

7. Compensation

The Agency shall compensate the Provider for services rendered under this contract based on a pre-determined rate schedule, which shall be reviewed and adjusted annually. The rate schedule shall take into account factors such as mileage, wait times, and any additional services required for individuals with special needs.

8. Compliance and Reporting

The Provider shall maintain accurate and complete records of all services provided under this contract and

shall submit regular reports to the Agency as required. The Agency reserves the right to conduct audits and inspections to ensure compliance with the terms of this contract and applicable laws and regulations.

9. Insurance and Liability

The Provider shall maintain, at its own expense, the following insurance coverage:

- Commercial General Liability insurance with a minimum limit of \$1,000,000 per occurrence and \$2,000,000 aggregate.
- Automobile Liability insurance with a minimum limit of \$1,000,000 combined single limit.
- Workers' Compensation insurance as required by California law.

The Provider shall indemnify, defend, and hold harmless the Agency, its officers, agents, and employees from and against any and all claims, liabilities, losses, damages, and expenses arising out of or resulting from the Provider's performance under this contract.

10. Termination

This contract may be terminated by either party with or without cause upon ninety (90) days' written notice to the other party. In the event of termination, the Provider shall be compensated for services rendered up to the effective date of termination.

11. General Provisions

This contract shall be governed by and construed in accordance with the laws of the State of California. Any disputes arising out of or relating to this contract shall be resolved through binding arbitration in accordance with the rules of the American Arbitration Association.

This contract constitutes the entire agreement between the parties and supersedes all prior agreements, representations, and understandings, whether written or oral.

Any modifications or amendments to this contract must be made in writing and signed by authorized representatives of both parties.

Attachment A: Rate Schedule

Here's a properly formatted HTML table with realistic rates for Pacific Coast Medical Transport in California, 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 per mile	\$25.00 per hour	\$15.00 flat fee	\$20.00 flat fee
Wheelchair Accessible Vehicle	\$55.00	\$2.75 per mile	\$30.00 per hour	\$20.00 flat fee	\$25.00 flat fee
Stretcher Transport	\$65.00	\$3.00 per mile	\$35.00 per hour	\$25.00 flat fee	\$30.00 flat fee
Bariatric Transport	\$75.00	\$3.25 per mile	\$40.00 per hour	\$30.00 flat fee	\$35.00 flat fee
Group Transport	\$60.00	\$2.50 per mile	\$30.00 per hour	\$20.00 flat fee	\$25.00 flat fee

This table includes the following: - `` and `` tags for proper HTML structure - `thead-dark` class for a dark-colored header row - `table-striped` class for alternating row colors - `table-bordered` class for borders around table cells - Realistic rates for each service type and column in California Note: The rates provided are examples and may not reflect the actual rates charged by Pacific Coast Medical Transport or any other medical transportation service in California.

Attachment B: Service Areas

Here's an HTML table showing service area details for Pacific Coast Medical Transport in California, with the requested zones, columns, and formatting:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Los Angeles, San Diego, San Francisco, Sacramento, San Jose	15-30 minutes	25 million	Major hospitals, trauma centers	High traffic congestion
Suburban Regions	Orange, Riverside, San Bernardino, Alameda, Santa Clara	30-45 minutes	10 million	Community hospitals, clinics	Residential areas

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Rural Coverage	Kern, Fresno, Merced, Stanislaus, Tulare	45-90 minutes	3 million	Rural hospitals, nursing homes	Remote locations, limited resources
Special Service Areas	National Parks, Coastal Regions, Mountainous Areas	60-120 minutes	1 million	Field hospitals, ranger stations	Difficult terrain, weather conditions

This table includes the following: - `` and `` tags for proper table structure. - `thead-dark` and `table-striped` classes for styling the table header and alternating row colors, respectively. - Columns for Service Zone, Counties Covered, Response Time, Population Served, Facilities Covered, and Special Conditions. - Rows with sample data for each service zone in California. Note: This table is styled using Bootstrap classes (`table`, `table-striped`, `thead-dark`). You may need to include the Bootstrap CSS file in your HTML document for the styling to work correctly.

Attachment C: Performance Standards

Here's an HTML table with the requested categories, columns, and realistic standards for Pacific Coast Medical Transport in California:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Timely arrival and departure for scheduled patient transports	GPS tracking and dispatch logs	95% on-time arrivals	\$100 per late transport
Vehicle Maintenance	Regular maintenance and inspection of vehicles	Maintenance records and vehicle inspections	100% compliance with maintenance schedule	\$500 per violation
Driver Qualifications	Proper licensing, training, and background checks for drivers	Driver records and training logs	100% compliance with licensing and training requirements	\$1,000 per violation
Safety Metrics	Maintaining a safe driving record and adhering to safety protocols	Incident reports and safety audits	Zero at-fault accidents or safety violations	\$2,500 per incident

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Complaint Resolution	Timely and satisfactory resolution of customer complaints	Complaint logs and customer surveys	95% resolution rate within 14 days	\$250 per unresolved complaint

This table includes the following: - `` and `` tags for proper HTML structure - Bootstrap classes (`table`, `table-striped`, `table-bordered`, `thead-dark`) for styling - Realistic performance standards for each category - Measurement methods for tracking compliance - Minimum targets for acceptable performance - Non-compliance penalties for failing to meet the standards

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