

**home52 TRANSPORTATION**

**SERVICE SPECIFICATIONS**

**2021**

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## home52 TRANSPORTATION SERVICE SPECIFICATIONS

### 1.0 OBJECTIVE

home52 Transportation is a transportation brokerage service designed to enable a client to receive high quality, person-centered, transportation for both non-emergent medical transportation and non-medical transportation. home52 will contract with organizations&/or funders that are interested in this type of service. Some funders may require the service be authorized by the client's plan of care, when transportation is not otherwise available or funded by state plan Medicaid or any other source. Some funders may require whenever possible, clients must use family, neighbors, friends or other resources to provide this service.

### 2.0 DEFINITIONS

**Provider:** A transportation company contracted with the transportation coordination entity to provide transportation services, vehicles, and drivers.

**Driver:** Individual contracted or employed by the transportation provider for the purposes of piloting a vehicle in a safe and professional manner.

**Transportation Coordination Entity:** Acts as central coordination and dispatch of providers for transportation and on demand (expedited) trips.

**High Quality, Person-Centered Transportation:** Transportation that meets the level of service and assistance the client requires and is customer focused.

**Transportation Management System (TMS):** A software package with the capability to optimize routing, scheduling, dispatching, and communication between all parties including client and/or customers.

### 3.0 UNIT OF SERVICE

3.1 A unit of service is a "one-way" trip.

3.2 The unit rate is the price quoted for the "one-way" trip.

3.3 The unit rate must include all transportation coordination associated with the trip including administrative costs, training and documentation time.

3.4 Additional units require prior authorization from Care/Case Manager

- 3.5 Transportation Services must be authorized by the Care/Case Manager

#### **4.0 PROVIDER REQUIREMENTS**

Provider requirements include the following:

- 4.1 The Provider must furnish evidence of a service back-up plan to provide service when a vehicle becomes disabled.
- 4.2 All vehicle operators and owners must maintain proof of financial responsibility as required in Section 4509.101 of the Ohio Revised Code.
- 4.3 The Provider must bill using rates established in the Provider's contract.
- 4.4 A copy of the certificate of insurance and the vehicle registration must be maintained in each vehicle.
- 4.5 The Provider must have a written plan for regularly scheduled maintenance and safety inspection for the vehicles in service and must document compliance with the plan.
- 4.6 The Provider must assure that each vehicle is inspected every twelve months by a certified mechanic, the highway patrol safety inspection unit, or the Ohio Medical Transportation Board, and is certified to be safe. The inspections must include the elements listed in Appendix A of this rule, as applicable to the vehicle inspected. A legible copy of the inspection is to be kept in the vehicle.
- 4.7 The Provider must assure that the vehicle has identifying information for the client that identifies the vehicle as a Transportation Provider. This may be done through a decal or dashboard sign.
- 4.8 The Provider must assure that all vehicle drivers have photo identification badges or uniforms identifying them as employees of the Provider.
- 4.9 Vehicles equipped for transporting a passenger who remains in a wheelchair must be equipped with permanently installed floor wheelchair restraints for each wheelchair position used. Providers must inspect their vehicles for compliance with the items listed in Appendix B on a daily basis.
- 4.10 The Provider must have an approved device in the vehicle that can use and access the Transportation Management System that:

- (a) Tracks available vehicles and dispatches the closest available vehicle.
- (b) Provides a driver profile photo that identifies the driver for the trip.
- (c) Allows driver to communicate with the transportation coordinators, caregivers, medical providers and clients.
- (d) Allows transportation coordinators or clients to schedule trips and dispatch drivers.
- (e) Maintains the trip logs, including pick-up and drop-off locations, date and time of pick-up and drop off, job ticket number, name of the driver, and name of the client, vehicle number (if vehicle has no assigned vehicle number then the license plate number can suffice).
- (f) Failure to keep and use the approved device for use with transportation management system will result in rejecting the claim for payment.
- (g) Provides billing information to the transportation coordination entity.
- (h) Allows the transportation coordination entity to access, schedule rides, dispatch and communicate with the driver.
- (i) Is mounted in such a way that does not obscure the drivers view of the road, mirrors, or peripheral views.

4.11 In the event of systems failure, the Provider must document and maintain a record of each service-related client contact to include:

- (a) Each service delivered
- (b) Date of contact
- (c) Type of contact
- (d) Name(s) of person(s) having contact with the client.

4.12 The provider must have a policy in place prohibiting any alcohol and drug use and have testing protocols in place for all drivers pursuant to USDOT Rule 49 CFR Part 40.

## 5.0 TRAINING

- 5.1 All providers will be required to attend training for the TMS system used by the transportation coordination center for scheduling, dispatch and communication with clients and transportation coordination staff.
- 5.2 Prior to transporting clients, the provider must document agency's transportation training with return demonstration on transferring client, wheel-chair lift operation, restraint application, and universal precautions. The Provider must assure and document in driver's file, prior to transporting clients, that each driver meets all of the following requirements:
- (a) Current certificates of completion of training courses in first aid and cardio-pulmonary resuscitation (CPR) offered by the American Red Cross, the American Heart Association, the National Safety Council, or an equivalent course approved by Council on Aging.
  - (b) A certificate of completion of an introductory training course addressing the transport of older persons and people with disabilities, and annual training on the following:
    - (i) Introduction to COA Clients (provided by COA)
    - (ii) DRIVE or PASS
    - (iii) Sensitivity to aging training;
    - (iv) An overview of diseases and functional factors commonly affecting older adults;
    - (v) Environmental considerations affecting passengers;
    - (vi) Instruction in client assistance and transfer techniques;
    - (vii) Training on the management of wheelchairs and how to properly secure a wheelchair;
    - (viii) The inspection and operation of wheelchair lifts and other assistive equipment;
    - (ix) Emergency procedures;
    - (x) Senior abuse identification and reporting; and,
    - (xi) Infectious disease control.
  - (c) In the event providers do not have a qualified DRIVE trainer on staff and additional time is required to enroll new drivers, the provider may request a waiver to allow the new driver to receive training within 6 months.
- 5.3 All trainings requiring renewal must be kept up to date.

## 6.0 Quality Standards

- 6.1 All providers engaged in business with Transportation are expected to attain and maintain quality standards set by the transportation coordinator and/or its funders.
- (a) Provider no show (includes failure to wait) rates will be less than 5%
  - (b) Provider on time rates will be greater than 95%
  - (c) Providers will wait 15 minutes for a client to arrive and will contact dispatch center before leaving the area.
  - (d) Providers will offer hands on assistance through the door and with equipment for all passengers.
  - (e) Client satisfaction rates for the transportation will average 95% or higher.
- 6.2 Timeliness - Arriving to points dispatched within an acceptable window of time. All transportation coordination appointments are expected to have on time arrivals and departures. Acceptable limits for the service are +/-10 minutes.
- 6.3 Pick Up - All transportation providers/drivers are expected to arrive at the pickup location at the predetermined time with the correct vehicle type. Drivers are expected to assist the client, from inside of the building, office, or home into the vehicle, unless otherwise directed. Drivers are expected to wait a minimum of 15 minutes for the client to notify the driver that they are ready.
- 6.4 Drop Off - All transportation providers/drivers are expected to arrive at the drop-off location at the predetermined time with enough time to allow for client unloading to meet the scheduled appointment time. Drivers are expected to assist the client, into and out of the vehicle and office building, unless otherwise directed.
- 6.5 Safety - Safety is of the utmost importance. Transportation providers and their drivers are consistently expected to operate and deliver all services in a safe and professional manner.
- 6.6 Securing the Passenger - All passengers in any vehicle operated under dispatch of are to be properly secured in the vehicle with the proper seatbelts and restraints. All cargo (mobility aids, oxygen tanks, medical equipment) must be properly secured to prevent any movement during transport.
- 6.7 Proper Escorting Technique –
- (a) All hands-on escorting of all passengers including entry and exit of the vehicle must done in compliance with training received.
  - (b) Assist in transfer or escort of all clients safely unless the client specifically refuses the assistance.

- (c) Assistance means providing hands on assistance from inside the client's home to the destination point, which may be inside a medical facility.
  - (d) The Provider must perform the same transfer assist service when transporting the client back to the client's residence.
- 6.8 Maintain a safety checklist that includes items listed in Appendix C of this rule that must be completed by the driver prior to transporting client(s).
- 6.8 Vehicle Environment - Vehicle must be kept clean and free from debris. The passenger areas (seats and door handles) will be cleaned and disinfected after every passenger to minimize the spread of disease.
- 6.9 There is to be no smoking, vaping, or use of smokeless tobacco in any vehicle transporting customers or clients.
- 6.10 Driving-all transportation is to be conducted in a manner that is safe and courteous. Any reported aggressive driving behaviors including speeding, cell phone usage while driving, or tablet usage while driving will be investigated and logged. Substantiated reports may result in corrective action, sanction or contract termination.
- 6.11 It is the expectation that all clients & riders will be transported in a timely, safe, clean, friendly, and appropriate manner while receiving the hands-on assistance required by this service. All complaints to the contrary will be investigated. Substantiated complaints may result in corrective action, sanction or contract termination.
- 6.12 Any instance of a driver leaving a passenger pick up location without the approval of the transportation coordinator will result in a violation of these service specifications and will trigger a full investigation and may result in corrective action, sanction or contract termination.
- 6.13 Ridesharing- Ridesharing is only to be done with the consent of the home52 Transportation coordination center.

## **7.0 Communication**

- 7.1 The driver will make every attempt to contact the client prior to pick up to notify the client that the driver is in route. Notification may be made through the Transportation Management System or via phone. The Driver will verify the pickup location and any special assistance required, provide an estimated time of arrival and give their name and vehicle description.



- 7.2 Updating Transportation Coordination dispatch-all drivers and providers are expected to notify the coordination dispatch if/when any event occurs that will delay arrival or cause a client/customer to be late for a scheduled appointment.
- (a) If the client does not answer the door when the transportation arrives, and the driver has knocked, rang the doorbell and called the client (3 attempts at contact within 10 minutes), the driver will notify Transportation Coordination who will also attempt to call the client to notify them their ride is waiting.
  - (b) Transportation Coordination will notify the driver when they can leave because the trip is unsuccessful and transportation coordination will notify the medical provider that the client was not transported.
- 7.3 Incident Reporting - Incidents are broken into two categories: Routine and Critical. All incidents are to be reported to the Transportation coordinator.
- (a) Routine Incident- an incident which **does not** require emergency (Police, Fire, EMS) assistance. These alerts are minor incidents that present routine delays or situations that require either assistance from the brokerage, transportation provider, or other non-emergency entity.
    - (i) Examples of routine alerts are traffic delays, inclement weather delays, vehicle breakdowns, unauthorized extra stops, etc.
  - (b) Critical Alerts- an emergency that has occurred while transporting a client. This includes vehicle accident, client fall, any physical health or mental health emergency, or any other incident that required involvement of emergency services (Police, Fire, EMS).
    - (i) Examples of critical alerts are heart attacks, client fall, vehicle accident, etc.
  - (c) All incident reports have multiple methods of reporting email, text message, phone calls, and reporting through the TMS.
- 7.4 Providers will be subject to audits performed by COA Provider Services Department.
- 7.5 All audit findings will be kept and used for data reporting as required by various program funders.

## **8.0 DRIVER REQUIREMENTS**

The Provider must maintain documentation that all transportation drivers:

- 8.1 Have at least two years of verified licensed driving experience in the United States; and, the driver has the ability to understand English, written and oral instructions and document services delivered.

- 8.2 Have a current and valid driver's license with fewer than six points against the driver, issued under Chapters 4506 (CDL) or 4507(non CDL) of the Ohio Revised Code or their equivalent if the operator is a resident of another state;
- 8.3 Have followed DOT regulations related to required drug testing before and during employment (USDOT Rule 49 CFR Part 40).
- 8.4 Furnish documentation to verify an annual Bureau of Motor Vehicle check is completed on each driver.
- 8.5 Prior to hiring, provide a valid copy of a signed statement from a licensed physician acting within the scope of the physician's practice declaring that the applicant does not have a medical or physical condition, including vision impairment, that cannot be corrected and could interfere with safe driving, passenger assistance, and emergency treatment activity, or could jeopardize the health and welfare of a client or the general public.

Note: As applicable, must meet ambulette licensure requirements by the Ohio Medical Transportation Board.

## **TRANSPORTATION**

### **Appendix A**

#### **Required Annual Inspection Elements for Vehicles. Apply to all vehicles.**

- A. Seating
  1. All seats must be securely fastened to the floor.
  2. No broken tubing or protruding pieces of metal should be around seats.
  
- B. Defrosters and heaters
  1. Must operate as designed.
  2. Heater cores must be clean and free of leaks and obstructions to the flow of air.
  3. Hoses must not have cracks or leaks and must otherwise be in good condition.
  4. Fan guards must be metal or plastic.
  
- C. Windshield wipers/washers
  1. Must operate as designed.
  2. Wiper blades in the vehicle operator's field of vision must be clean.
  3. Wiper blades must not be brittle or badly worn.
  
- D. The floor must be metal and intact without holes.
  
- E. Mirrors
  1. Must have at least one rear view interior mirror that is properly secured and in proper placement.
  2. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
  3. Prismatic lens must be properly installed.
  4. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).
  
- F. Emergency Equipment
  1. Three red reflectors must be stored in the vehicle.
  2. The vehicle must have a five-pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on section 10 of the National Fire Protection Association. The fire extinguishers must be charged to the proper pressure rating and securely mounted near the vehicle operator for easy access.
  3. The vehicle must be equipped with a first aid kit that is full and up to date (no expired items).
  
- G. Brakes
  1. Must be properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
  2. Tail exhaust pipes must be properly secured to prevent dropping on brake lines.

3. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac and hose connections must be free of fluid leaks.
4. Vehicles using air brakes: reservoirs, chambers, valves, connections and lines must be free of air leaks.
5. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
6. All moisture ejection valves must be free of leaks and in proper working order.

#### H. Emergency Brake

1. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
2. If the emergency brake is located on the drive shaft, the brakes shall:
  - a. Hold the vehicle in parked position;
  - b. Be properly mounted; and,
  - c. Have cables that are properly lubricated and not hazardously worn.

#### I. Steering Gear

1. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.  
The steering gear assembly, power steering unit, brackets and mounting bolts must be securely fastened.
2. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
3. Tie rod ends must function properly.
4. Tires must not rub any chassis or body component in any position.

#### J. The horn must operate as designed

#### K. Windshield/windows

1. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
2. Plexiglas may not be used to replace safety glass.

#### L. Emergency Door (Applicable to Bus-Type Vehicles)

1. The door must be able to open to its maximum width without catching or binding.
2. All handles must be permanently installed.
3. Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
4. The safety buzzer must operate as designed and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
5. The door must be free of temporary or permanent obstructions.
6. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.

#### M. Springs/Shocks Must Be Intact and Properly Mounted

N. Tires

Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.

1. Retread tires should not be located on the steering axle.
2. Must be free of irregular wear, cuts, bruises, and breaks.
3. Must be balanced and in proper alignment.
4. All lugs must be present and fitted tightly on tires.
5. All tread types must match mated tires.

O. Exhaust System

1. Must be intact and operating as designed.
2. All pipe and muffler joints must be properly welded or clamped.
3. Exhaust manifolds must be free of cracks and missing bolts.

P. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

Q. The vehicle body condition must be intact and free of broken parts that can cause injury.

R. Gas Tank:

1. Must be free of rust/damage and /or leaks.
2. Must be securely mounted.

S. The seating area and aisle must be free of debris.

## **TRANSPORTATION**

### **Appendix B**

#### **Required Daily Wheelchair Lift Inspection Elements**

For each day services are provided, Providers must complete and document an inspection of the wheelchair lift prior to any client serviced that day according to these specifications:

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift is properly secured to the vehicle when stored.
8. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift any time repairs are necessary.

**TRANSPORTATION**  
**Appendix C**

**Required Vehicle Safety Checklist Elements**

**Vehicle ID:**

**Odometer:**

**Date:**

**Interior:**

Clean Appearance  
Seats (tears, loose armrests, etc.)  
Seat Belts  
Wheelchair Restraints  
Wheelchair Lift Ramp (good condition & secure)  
Cargo Barriers (secure & in place)  
Floor Coverings (safe & clean)  
Electrical/Mechanical:  
Brakes  
Heater/Air Conditioning/Defroster  
Horn  
Gauges (oil, fuel, temperature, etc.)  
Two-way communication device  
Windshield wipers & washers  
Jack & tire tools  
Emergency Brake  
Lights:  
    Headlights: high & low beams  
    Taillights, Marker Lights Brake  
    Lights  
    Turn Signals (front and rear)  
    Backup Lights  
    4-Way Hazard (front and rear)  
    License Plate Light  
    Interior Lights

**Exterior:**

Identification of Provider name  
No Body Damage  
Clean Appearance  
Mirrors (Adjusted and Clean)  
Windows (Clean)  
Doors (Operable from In/Outside)  
Door Locks (Operable)

**Winter:**

Shovel

Non-Corrosive Traction Material (sand or clay litter)

Blankets

**Fluids:**

Engine Oil

Brake Fluid

Engine Coolant

Power Steering\*

Automatic Transmission\*

Fuel

Windshield Washer

Battery

**Belts & Hoses:**

Fan

Alternator

Heater Hose

Radiator

No Leaks under Vehicle

**Tires:**

Inflation

Wear

Sidewall or Tread

Damage

Spare

**Emergency Equipment Available:**

Biohazard Kit

First Aid Kit

Flares or Reflector Triangles

Fire Extinguisher

*\*Must Be Checked at Operating Temperature*