

## **Human Service Transportation (HST)**

### **Provider Performance Standards**

Revised: Effective 7-1-08 (version date 5-6-08)

#### **INTRODUCTION**

##### **I. GENERAL**

- A. Definitions
- B. General Business Standards

##### **II. TRANSPORTATION OPERATIONS**

- A. Administration
- B. Transportation Service Standards
- C. Program Affiliation Agreements
- D. Inclement Weather
- E. Accident, Emergency and Safety Response and Reporting
- F. Insurance Requirements
- G. Communications/Dispatch

##### **III. VEHICLE AND EQUIPMENT REQUIREMENTS**

- A. Minimum Standards for all Vehicles
- B. Non-Ambulatory Vehicle Additional Requirements and Securement Standards

##### **IV. PERSONNEL REQUIREMENTS**

- A. Driver Qualifications
- B. Monitor Qualifications
- C. Driver and Monitor Training
- D. Personnel Policies/Documentation

##### **V. DRIVER AND MONITOR PERFORMANCE STANDARDS**

##### **VI. TRIP PERFORMANCE STANDARDS**

- A. Time Measured Standards
- B. Quality Monitoring
- C. Corrective Action/Provider Fine

##### **VII. REPORTS, RECORDKEEPING AND BILLING**

# HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

## INTRODUCTION

The Commonwealth of Massachusetts has established a statewide Human Service Transportation (HST) coordination initiative, which utilizes a Broker system of managing transportation services for eligible Consumers from various programs and state agencies. Selected Regional Transit Authorities act as HST Brokers and arrange transportation by subcontracting with qualified Transportation Providers. By participating in the HST System, the Transportation Provider is under contractual agreement to provide safe, professional and on-time transportation service, which is provided with dignity and respect and in the least intrusive way possible for eligible HST Consumers. It is the Transportation Provider's responsibility to be aware of, and to comply with all terms, conditions and requirements of its contractual agreements with the HST Broker.

This "Transportation Provider Performance Standards" document specifies the Commonwealth of Massachusetts' minimum performance standards and requirements for all transportation services delivered under contract with an HST Broker (and identified as "Universal"), unless specifically limited and so identified herein. Standards that are limited in scope to either a specific agency or category ("Program-Based" or "Demand-Response" transportation) are labeled accordingly. Both the Universal Standards and those limited in scope to a specific Agency or category are subject to periodic revision, as needed, to further enhance the HST Transportation Program and/or to comply with federal, state or local regulations or standards.

Participating Massachusetts Agencies may also establish additional Transportation Provider performance standards that are unique to each Agency due to the specific Consumers served and/or program requirements.

## I. GENERAL

### A. DEFINITIONS

Ambulatory Transportation: Transportation primarily intended for persons who are able to travel without significant assistance. Such transportation is provided by any of several types of vehicles, including passenger sedans and station wagons, vans, or mini-buses, and which are licensed by the city or town in which the operating business is located.

Broker / Mobility Manager (also referred to as Broker or Contractor): The entity selected to procure and manage certain human service Consumer transportation within a defined HST Service Area.

Consumer: A person eligible for transportation services under the HST Broker system. May also be referred to as a Member.

Critical Incident: Any Incident that involves an emergency or urgent event, including vehicle crash, Consumer medical emergency, suspected Consumer abuse, Consumer behavior, fall and/or injury, Consumer unaccounted for, or EMT or police involvement.

Curb-to-Curb Service: Transportation provided to Consumers from the time of entry into the vehicle at the pickup location until the time of exiting the vehicle at the destination location.

Demand-Response Transportation: Transportation provided in response to an approved request for transportation of a Consumer to a covered medical service or other human service activity that occurs on

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

an *as needed* basis. Transportation for MassHealth eligible medical services, excluding day habilitation, is considered Demand-Response (however, transportation for mid-day medical appointments from day habilitation programs would also be considered Demand-Response).

Destination Facility: Site where the human service program or medical service for the Consumer is being provided, such as a clinical site, childcare facility, or day program site and to which transportation is being provided. May also be referred to as Facility or Program.

Human Service Transportation (HST): Includes the transportation needs for Consumers of several human service agencies within the Executive Office of Health and Human Services (EOHHS). The scope of the Contract may expand to Consumers of other agencies in the future.

HST Area Advisory Council (HSTAAC): An advisory group chaired and operated by the area Broker, which represents a broad range of local human service agencies, Consumers and community stakeholders who meet on a regular basis to provide feedback on system issues to the Broker and the HST Office. There is one HSTAAC for each HST Service Area.

HST Office: The central administrative entity within EOHHS that coordinates HST contracting for state human service, elder and transportation agencies. The HST Office administers and Monitors the Broker Contract.

Incident: Any occurrence that impacts the provision of normal transportation services and thereby interferes with the strict performance of the Contract. Examples include, but are not limited to: vehicle accident, Consumer fall and/or injury, disruptive Consumer behavior, health, hygiene or medical event for person on board, seat belt or wheelchair securement issue, late pickup or vehicle no-show.

Monitor: An employee of the Subcontractor who serves to assist or ensure the safety of one or more Consumers during Transportation, by following designated Consumer-specific assignments and providing supervision and assistance to all Consumers on the vehicle when necessary and providing mobility assistance upon entering or exiting the vehicle, or from the pick-up point to the Destination Facility (if door-to-door transportation is authorized).

Non-Ambulatory (Chair Car) Transportation: Transportation provided by a motor vehicle that is specifically equipped to carry one or more persons who are confined to a wheelchair(s) or who have significant mobility handicaps. Such vehicles must be equipped as specified in **Section III.B**.

One-Way Trip: Transportation of a Consumer between the pick-up point (origin) and the destination point, as indicated on the Transportation Request. The return trip to the origin point is considered a separate One-Way Trip.

Program-Based Transportation: Transportation that occurs on a regular schedule (e.g. daily) to a common program or Destination Facility, typically provided on a scheduled route, grouped trip basis. Program-Based Transportation includes, but is not limited to, the following programs: Department of Public Health's Early Intervention program, Department of Mental Retardation day/work programs, and MassHealth funded Day Habilitation.

Transportation Provider (also referred to as Subcontractor): A local transportation delivery entity under contract to a Broker for the direct provision of transportation services (vehicles and drivers) for HST Consumers.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

Transportation Request: Documentation prepared by an Agency and forwarded to the Broker to initiate transportation services for a Consumer. This includes the PT-1 for MassHealth Demand-Response Transportation and the standardized Transportation Request form for Program-Based Transportation services used by DPH and DMR.

Universal: When a standard is labeled “universal”, that means the standard applies to all forms of transportation provided under the Broker contract, including both Demand-Response and Program-Based Transportation.

### **B. GENERAL BUSINESS STANDARDS**

- 1. UNIVERSAL**> The Transportation Provider shall, unless otherwise exempted by law, indemnify and hold harmless the Commonwealth of Massachusetts, including the HST Office, any Agency, its agents, officers and employees against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement or other damages that the Commonwealth may sustain, which arise out of or in connection with the Transportation Provider’s performance of a subcontract, including but not limited to the negligence, reckless or intentional conduct of the Transportation Provider, its agents, officers, employees or subcontractors.
- 2. UNIVERSAL**> The Transportation Provider shall at no time be considered an agent or representative of a state Agency or the Commonwealth.
- 3. UNIVERSAL**> The Transportation Provider and its employees and agents must maintain confidentiality of any and all information related to HST services, Consumers and passengers and comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Copies of signed confidentiality forms must be provided to the Broker.
- 4. UNIVERSAL**> The Transportation Provider is a subcontractor to the Broker and is subject to the provisions of the Commonwealth Terms and Conditions and Standard Contract terms. In addition to any termination provisions established by the Broker, the HST Office retains the right to require the Broker to terminate a subcontract for cause if the Subcontractor breaches any material term or condition or fails to satisfactorily meet the general performance standards specified in this Attachment. Transportation Subcontracts are not transferable, unless prior approval of the HST Office is granted.
- 5. UNIVERSAL**> The Transportation Provider must obtain and maintain in current status any and all business licenses, permits, certificates and registrations required by Federal, State or local laws, rules and regulations and must provide copies to the Broker upon request.

## **II. TRANSPORTATION OPERATIONS**

### **A. ADMINISTRATION**

The Transportation Provider shall:

- 1. UNIVERSAL**> Ensure that vehicles used for HST Transportation are owned, leased, or otherwise controlled by the Transportation Provider by means of a written agreement.
- 2. UNIVERSAL**> Ensure that all vehicles (both primary and backup) used for HST Transportation meet the specifications as described herein in **Section III**, and have a sufficient number available to

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

transport Consumers during the time established by the Broker or when an emergency arises. The Provider shall furnish to the Broker a list of all vehicles that will be used under the provisions of the contract and update that list whenever any changes are made. This list shall include the make, model year, vehicle identification number (VIN), license number and vehicle type for each vehicle to be used to transport HST Consumers.

3. **UNIVERSAL**> Remove from service any vehicle that is unsatisfactory or questionable for safety or roadworthiness (e.g. two-way radio inoperative, inspection shows problems, due for maintenance, etc.).
4. **UNIVERSAL**> Ensure that all personnel meet the applicable qualification requirements. The Transportation Provider shall designate at least one employee to obtain CORI (Criminal Offender Record Information) certification, who is responsible for requesting CORIs and ensuring employment decisions are consistent with EOHHS CORI requirements specified in 101 CMR 15.00. The Provider must have a CORI policy that meets the Criminal Systems History Board's requirements in 803 CMR 3.00 and 803 CMR 6.00. The Provider's CORI procedures are subject to audit. The Provider must furnish to the Broker a list of all drivers, Monitors (where applicable), supervisors, and dispatchers who provide any services associated with the provisions of the contract and update that list whenever any changes are made.
5. **UNIVERSAL**> Upon request, provide the Broker, HST Office or Agency with the credentials of any Transportation Provider employee. The Broker or Agency has the right to deny the approval of any driver or Monitor, or to require the Provider to replace any driver or Monitor in the performance of HST services, for any reason.
6. **UNIVERSAL**> Be responsible for all recruiting and hiring of backup drivers and Monitors (where applicable). Such responsibility shall not be delegated to the drivers and Monitors. The Transportation Provider shall ensure that all back up, replacement, and substitute personnel (drivers, Monitors, dispatchers, supervisors, etc.) meet all of the requirements as set forth in this document and in any attachments.
7. **UNIVERSAL**> Ensure that a training officer or other supervisor attends Broker sponsored training sessions and provides such training to drivers and Monitors (where applicable).
8. **UNIVERSAL**> Submit to the Broker for approval any policies relating to personnel, procedures or equipment that will be used in the provision of the contract.
9. **UNIVERSAL**> Demonstrate continual compliance with HST, Agency-specific and Broker standards for transportation service, trip verification, personnel qualifications and performance, field inspections and audit, reporting, record keeping, billing and complaint response.

### **B. TRANSPORTATION SERVICE STANDARDS**

The Transportation Provider shall:

1. **UNIVERSAL**> Provide Curb-to-Curb service, unless another level is specifically authorized by the Agency, in a professional, safe and courteous manner. The driver and Monitor (if present) shall assist Consumers with entry or exit of vehicle; however, the driver shall remain in or near the vehicle at all times that a Consumer is present in the vehicle and shall not enter any buildings.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

2. **UNIVERSAL**> Ensure that Consumers are not transported to any destination, for any scheduled session, or released to any person without prior authorization from the Broker. The Broker has the right to approve all stops, routes and changes.
3. **UNIVERSAL**> Ensure that a Consumer is never stranded. If the Provider is assigned a trip by the Broker and accepts it, then the Provider is obligated to complete the assignment, unless properly cancelled prior to initiation due to inclement weather.
4. **UNIVERSAL**> Ensure that Consumers are never left unattended. If the vehicle arrives late (after designated start/end time) to the Destination Facility and no staff is available, it is the driver/Monitor's responsibility to escort the Consumers together to and from a responsible staff person.
5. **UNIVERSAL**> Provide and assign transportation safety Monitors upon request by the Broker. Monitor requests will be processed by the Broker and forwarded to the Transportation Provider for implementation. Additionally, Monitors may be authorized for certain individual Consumers based on their behavioral or medical needs. No more than one Monitor will be funded in a vehicle without an approved waiver from the Broker.
  - 5.a. **DPH (Early Intervention) ONLY**> Provide a Monitor in any vehicle whenever routing results in three or more children without a parent or guardian in a vehicle.
6. **UNIVERSAL**> Allow only persons authorized by the Broker to be transported in vehicles with Agency Consumers. The following may not be transported: children of employees or other children in their care and pets other than Consumers' service animals (i.e. guide dogs).
7. **UNIVERSAL**> Ensure the number of persons in the vehicle, including the driver, shall not exceed the vehicle manufacturer's approved seating capacity.
8. **UNIVERSAL**> Report Consumer no-shows to the Broker and the Facility staff, where applicable, when the Consumer doesn't call the Transportation Provider or Broker to cancel a trip at least one (1) hour before the scheduled pick-up time. The Broker or Agency may conduct a service review for any Consumer with repeated no-shows. The Transportation Provider cannot initiate or demand a suspension of services to a Consumer.
9. **UNIVERSAL**> Ensure that services are not suspended for any Consumer without prior authorization from the Broker.
10. **UNIVERSAL**> Place in service all back up vehicles within thirty (30) minutes of such a request. If the Transportation Provider fails to comply with this provision, alternate quality service shall be authorized by the Broker at the Transportation Provider's expense.
11. **PROGRAM-BASED TRANSPORTATION ONLY**> Provide adequate back-up vehicles and personnel to comply with the service requirements as set forth in these specifications for the duration of the contract. It is recommended that, at a minimum, the Provider have one comparable spare vehicle and driver for every ten (10) vehicles under contract.
12. **PROGRAM-BASED TRANSPORTATION ONLY**> Make every effort to assign permanent drivers and Monitors, where applicable, to each route. The Provider shall furnish to parents/residential staff and Facility staff the names of their drivers and Monitors and notify them in advance of any scheduled change in these personnel.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

**13. PROGRAM-BASED TRANSPORTATION ONLY**> Perform all routing functions in accordance with the following safety performance standards. The Transportation Provider may alter Program-Based routes in order to ensure maximum safety for Consumers so that, wherever possible, pick-up and drop-off points are on the same side of the street as the Consumer's home or Destination Facility. Whenever possible, vehicles should pull into driveways, but only when there is sufficient space for the vehicle to turn around and exit the driveway forward facing, and in the case of private driveways, with the owner's permission. No vehicle shall back out of driveway onto the street, except as specified below in **13.a**. The appropriateness of the routing and the number of vehicles used are subject to the discretion of the Broker, throughout the duration of the contract. The Transportation Provider shall comply with the Agency's request not to combine routes going to different sites without the Broker's written approval.

**13.a. DPH ONLY**> The Provider may allow a vehicle to back out of a driveway only when transporting children and maximum safety for boarding and exiting vehicles requires it.

**13.b. DMR ONLY**> The Provider shall adjust monthly billing to the Broker to reflect routing changes and all other alterations which take place due to the requirements of **Section 13**, for the corresponding month of service.

**13.c. DMR/DAYHAB ONLY**> The Provider shall exercise due diligence (including any available electronic or other scheduling means available) in maintaining routing efficiency while seeking to maintain full vehicle capacity to include the 90 minutes of routing time commencing from the time of first pickup through and until the final destination. The routing time shall be inclusive of potential double runs that may be accomplished within the contracted 90 minute routing timeframe. Routing time and not vehicle capacity shall be the final determinant in scheduling consumers on DMR or DayHab routes. Waivers of these standards must be in writing and are at the discretion of the Broker/RTA.

**14. PROGRAM-BASED TRANSPORTATION ONLY**> Respond to any program-based Transportation Request (TR) Form submitted by the Broker within two (2) business days.

**15. DEMAND RESPONSE ONLY**> Exercise due diligence in actively seeking ride share opportunities among the transportation consumers served. Ride share may not add more than 45 minutes of additional travel time for any consumer as compared to direct routing of a consumer's transportation.

### **C. PROGRAM AFFILIATION AGREEMENTS: Program-Based Transportation Only:**

The Transportation Provider shall:

1. Develop a written Affiliation Agreement with the Facility Director (or his/her designee) regarding the following:
  - a. Incident weather policy – the Transportation Provider's decision to cancel transportation during incident weather should be made two to three hours before the Facility's start time in cooperation with the Facility Director. If the Transportation Provider determines that road conditions are too dangerous, he/she may cancel transportation even if the Facility remains open; however, the Transportation Provider must notify the Facility and parents/guardians of the cancellation.
  - b. Overall communication procedures, including:
    - Contact persons;
    - Telephone/fax numbers;

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- Emergency contacts and telephone numbers; and
  - c. Routing and schedules – Including, specific arrival and departure locations and procedures and updated routing information as necessary. Transportation Provider is not required to remain longer than 15 minutes beyond the agreed upon departure time due to Consumer behavioral concerns.
  - d. Incident reporting procedures - Including:
    - The Transportation Provider shall immediately notify the Broker and the Facility of an Incident occurring during the transit of Consumers.
    - A follow-up report shall be filed with the Broker and the Facility within twenty-four (24) hours.
  - e. Orientation - Drivers and Monitors (at the Transportation Provider's expense) must be available to attend an orientation with Facility staff within two weeks of hiring and annually thereafter. This may include Sensitivity and Human Rights training. The Transportation Provider shall initiate contact with the Facility to insure compliance and to coordinate the scheduling of the orientation. The orientation will not exceed one hour in duration and its purpose is familiarization with Facility operations and sensitivity to Consumer needs.
2. Ensure that a copy of this Affiliation Agreement is kept on file at both the Transportation Provider and Facility offices. This Affiliation Agreement shall be submitted to the Broker before the commencement of services. Any disputes between the Transportation Provider and the Facility should be referred immediately to the Broker.

### **D. INCLEMENT WEATHER**

1. **UNIVERSAL**> It is the Transportation Provider's responsibility to make any decision to cancel transportation during inclement weather. The primary consideration in this decision making process must always be Consumer safety.
2. **UNIVERSAL**> The decision to cancel transportation should:
  - a. Consider road conditions, weather forecasts, school closings, emergency declarations etc.;
  - b. Be made in consultation with the Facility/Program, if applicable; and
  - c. Be made as soon as possible and optimally at least two hours before the scheduled trip.
3. **UNIVERSAL**> If the Transportation Provider determines that conditions are too dangerous for the safe transportation of Consumers, the Provider may cancel transportation even if the Facility or Program/MassHealth Provider remains open; however, the Transportation Provider must notify the Consumer, Program and Broker of the cancellation.
  - 3.a. **MASSHEALTH ONLY**> The Transportation Provider need only notify the Broker. The Broker will notify the Consumer.
4. **UNIVERSAL**> When notifying Consumers of the cancellation of transportation, the Transportation Provider must emphasize that the cancellation is only for transportation and that the Program may still be open for service.
5. **PROGRAM-BASED TRANSPORTATION ONLY** > The Transportation Provider must also adhere to specific Affiliation Agreement requirements regarding inclement weather cancellation procedures. (See **Section II.C.1.a.** above.)

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

### **E. EMERGENCY, ACCIDENT AND SAFETY RESPONSE AND REPORTING**

The Transportation Provider shall:

1. **UNIVERSAL**>Ensure that drivers and Monitors (where applicable) are aware of the condition of any Consumer while in transit and if an emergency arises (including, but not limited to bleeding, breathing difficulty, unconsciousness, suicide threat, etc.) adhere to the following procedures:
  - a. Driver or Monitor must notify the dispatcher/supervisor immediately and if an emergency Facility (hospital, Police Dept., Fire Dept., etc.) that is known to be staffed with emergency response personnel is within one minute's travel time of the driver's location then proceed immediately to that emergency facility;
  - b. If the driver is unsure of the distance, location or appropriate staffing of the emergency Facility or circumstances prohibit transport (i.e. disabled vehicle), or the nature of the emergency (i.e. life threatening) requires immediate first aid, then the driver should notify the dispatcher and give his/her exact location and request emergency assistance (EMT, ambulance, state/local police, Fire Department, etc.);
  - c. If the emergency is the result of a motor vehicle accident involving personal injury and/or property damage, the driver must remain at the scene and request emergency assistance. The driver should then administer first aid as needed and when emergency personnel arrive, explain to them in detail the Incident and the care that was provided;
  - d. Throughout the emergency, all possible efforts should be made to reassure and keep calm all Consumers in the vehicle;
  - e. If requested, the dispatcher/supervisor must immediately contact emergency personnel that are nearest to the driver's location and dispatch a back-up vehicle to transport any Consumers not involved in the emergency to their destinations.
  - f. The dispatcher/supervisor must notify the Facility, parents or residential staff and the Broker immediately by phone and provide the names of the Consumers involved and the nature of the emergency. Extreme care should be exercised so as not to alarm the caregivers of Consumers who may be in the vehicle but not in danger.
  - g. A formal written report must be submitted to the Broker within 24 hours.
2. **UNIVERSAL**> Report immediately by phone to the Broker and the Facility, if applicable, each and every Critical Incident, as defined.
  - a. In the event of a motor vehicle accident with Consumers on board, seek medical help as specified in **Section II.E.1** above. If there are no obvious injuries, consult with family, day or residential staff members to determine that need. A formal written report shall be submitted to the Broker within twenty-four (24) hours; and
  - b. For any of the following Incidents involving a Consumer, whether injury is apparent or not, ensure the Driver reports to the Facility and the dispatcher; the dispatcher must in turn notify the Broker immediately by phone:
    - (1) Falling while getting into or out of the vehicle;
    - (2) Falling while in the vehicle;
    - (3) Any assault, including biting Incidents; or

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- (4) Emergency braking of the vehicle or any other Incident that results in tipping over of a wheelchair.
3. **UNIVERSAL**> Comply with M.G.L. chapter 119, §51A, M.G.L. chapter 19A, §5 and M.G.L. chapter 19C regarding mandated reporting of suspected abuse or neglect, as follows:
- Transportation Provider employees who, in their professional capacity, have reasonable cause to believe that abuse of a disabled person, elder person, or abuse or neglect of a child has occurred shall make an oral report to their supervisor immediately and in writing within twenty-four (24) hours after the oral report;
  - The supervisor must notify the Referring Agency and Broker immediately by phone and submit a copy of the report within twenty-four (24) hours;
  - Further, the Provider shall ensure the appropriate state investigative agency is notified:
    - If a disabled person between the ages of 18 to 59 is involved, then notify the Disabled Persons Protection Commission (DPPC) at **1-800-426-9009** except in the case of “client to client” abuse;
    - If abuse of an elder person (60 years of age and older) is involved, contact the Elder Abuse Hotline at **1-800-922-2275**; or
    - If a child up to 18 years of age is involved, notify the Department of Social Services (DSS) – Child at Risk Hotline at: **1-800-792-5200**.
  - Cooperate with the DPPC, DSS and the Agency in the investigation and disposition of any complaint or claim alleging individual abuse by a Transportation Provider employee.
4. **UNIVERSAL**> Investigate and correct immediately any negative safety or Incident reports issued by the Broker, HST Office, Facility staff or the Provider itself and contact the Broker by telephone within one (1) business day of receipt of the form. Verify the investigation, correction and any other action taken in writing to the Broker within three (3) days of receipt of the report.
5. **DMR ONLY**> Ensure that drivers and Monitors (where applicable) provide verbal reports of all acts of assault and/or seizure activity by the Consumer or any other significant Incident to their supervisor and to the Facility and/or residential program staff. The Transportation Provider must report orally to the Broker that day and must follow up with a written Incident report, submitted within twenty-four (24) hours, for all acts of assault, self-abuse, refusal to use seat belt, incontinence, seizure activity or any other significant health or safety concern.

### **F. INSURANCE REQUIREMENTS**

The Transportation Provider shall:

- UNIVERSAL**> Maintain Worker’s Compensation or equivalent insurance on all drivers and Monitors who work under the provisions of this contract and shall furnish a certificate of insurance to the Broker prior to transporting any Agency Consumers.
- UNIVERSAL**> Maintain liability insurance on all vehicles used under this contract at a level that meets or exceeds the amount of compulsory motor vehicle liability insurance level required by state regulation. (Liability: \$20,000/person and \$40,000/occurrence; Property damage: \$5,000)
- PROGRAM-BASED TRANSPORTATION ONLY**> Ensure the following limits of liability insurance are maintained as a minimum on all vehicles used for Program-Based Transportation, unless a higher level is required by federal or state regulation (such as DTE 220 CMR 152.04), by an Agency or by the Broker. The Broker shall be named as an "additional insured" on the policy and the Provider shall submit a certificate of such insurance to the Broker before transporting any Agency Consumers.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

Vehicle seating capacity < 6 (incl. driver)	Vehicle seating capacity 6-8 (incl. driver)	Vehicle seating capacity 9-15 (incl. driver)	Vehicle seating capacity >15 (incl. driver)
State mandated minimum coverage: (20,000/\$40,000) Property: \$5,000	Combined liability: \$500,000  Property: \$50,000	Combined liability: \$1,500,000  Property: \$50,000	Combined liability: \$5,000,000  Property: \$50,000

### **G. COMMUNICATIONS/DISPATCH**

The Transportation Provider shall:

1. **UNIVERSAL**> Establish and maintain communications capability from 8:00 AM to 5:00 PM Monday through Friday plus any additional time a Provider vehicle is still in service, except for all holidays on which the state agencies are closed, in order to receive and respond to telephone requests from the Broker, Agency and/or Consumers regarding HST Services to Consumers;
2. **UNIVERSAL**> Provide twenty-four (24) hour answering system or service to record messages and to inform Consumers of transportation options available outside of regular service hours;
3. **UNIVERSAL**> Ensure there is no contact with any Consumer or their caregiver/guardian for any reason other than to exchange information that is necessary in the provision of transportation services. Any other contact (i.e. investigation of service complaints, surveys, etc.) must have prior written approval from the Broker and Facility, if applicable.

## **III. VEHICLE AND EQUIPMENT REQUIREMENTS**

### **A. MINIMUM STANDARDS FOR VEHICLES**

1. **UNIVERSAL**> The Transportation Provider shall ensure that vehicles (both primary and backup) conform to all applicable state and federal statutes, regulations or standards, including, but not limited to the rules and regulations of the Agencies, the Broker, and the Registry of Motor Vehicles.
2. **UNIVERSAL**> All vehicles used under the terms of this contract must:
  - a. Be garaged and registered in the Commonwealth of Massachusetts;
  - b. Have passed inspection by the Registry of Motor Vehicles prior to being used under contract with written verification kept on file at the Transportation Provider's offices;
  - c. Be clearly identified with the corporate or business name affixed to the vehicle in a permanent or semi-permanent manner in no less than two (2) inch high letters. One location of such name shall be on the right side of the passenger's door, and the other shall be located on the rear of the vehicle, as per Registry of Motor Vehicles regulations.
  - d. Be maintained in good working order (including but not limited to brakes, tires, heater, windshield, wipers, defroster, speedometer, etc.) with an established preventive maintenance program and all necessary gasoline, oil, grease, and repairs furnished through the entire period of the contract; and

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- e. Be cleaned regularly and have exteriors which are free of grime, cracks, breaks, dents, and damaged paint that noticeably detracts from the overall appearance of the vehicle, in addition, passenger compartments must be clean and free from torn upholstery or floor coverings, damaged or broken seats, and protruding sharp edges.

### 3. UNIVERSAL> Vehicles must be equipped with:

- a. A seat with installed seat belts for every vehicle occupant (including driver and Monitor), which shall be in proper working order and accessible to the occupant. The Transportation Provider shall provide a seat belt cutter within easy reach of the driver, and seat belt extensions and seat belt covers, when needed.
- b. A cellular phone or FM two-way radio licensed under the direction of the Federal Communications Commission. Mobile units shall be able to contact the base station at all times while Consumers are on board. The base station shall be manned while any vehicle is in transit and vehicles in transit and the base station must be able to communicate at all times;
- c. A working air conditioning system of sufficient capacity to cool the entire vehicle (auxiliary air may be necessary);
- d. Snow tires or their equivalent during the period November 15 through April 15 of each year;
- e. Spare tire and jack (unless covered by vendor maintenance policy);
- f. Portable step (optional for lift equipped vehicles) – Stools should be made of high-strength material, preferably metal and have rubber tips on the bottom to prevent slipping on wet or icy pavement. The design must be satisfactory to both the Transportation Provider and the Agency;
- g. Chock blocks, multifunctional fire extinguisher (universal class C, UL rated), flags, reflectors, and flashlight; and,
- h. A first aid kit that meets the Red Cross family first aid kit standards plus a biohazard bag.

### 4. PROGRAM-BASED TRANSPORTATION ONLY>

- a. During the term of the Contract, vehicles may not have a date of manufacture that is equal to or more than:
  - i. **Five (5) years** for vans, sedans & station wagons; and
  - ii. **Seven (7) years** for wheelchair lift equipped vehicles and vehicles with seating capacity > 15:
- b. Notwithstanding the provisions of **4.a.** above, upon inspection and approval of the Broker, vehicle age may exceed the limitations specified by no more than six (6) months during the final six-month period of the contract.
- c. Notwithstanding the provisions of **4.a.** above, for those vehicles undergoing conversion before initial use, the vehicle age may be calculated beginning from the date of registration after conversion (rather than date of manufacture), with documentation of the initial vehicle registration date kept readily available for inspection by the Broker.

## **B. NON-AMBULATORY VEHICLE (CHAIR CAR) ADDITIONAL REQUIREMENTS AND SECUREMENT STANDARDS**

### 1. UNIVERSAL> Any vehicle used for Non-Ambulatory Transportation must be equipped with the following equipment specifications:

- a. A hydraulic lift with manual backup operational capacity;
- b. A raised roof at least 12 inches high;
- c. Raised side doors at least 54 inches high; and
- d. Four securement straps, a lap belt and a shoulder belt assembly for each wheel chair. If the vehicle is equipped with a “locking bar” system, then only two securement straps are needed for that chair.

### 2. UNIVERSAL> Wheel chair securement requirements are as follows:

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- a. All wheel chairs must face forward in van;
  - c. All wheel chairs must be secured in the front and rear. If using a “locking bar” system, the front of the wheel chair must still be secured with straps;
  - d. All Consumers must be secured into their wheel chairs using the lap/shoulder belt assembly that works in conjunction with the securement system. The lap/shoulder belt assembly must be used in addition to any other wheel chair securement devices;
  - e. The use of table/tray attachments must not interfere with proper securement of Consumers by lap/shoulder belt assemblies. They must be removed if they prevent the Consumer from being properly secured; and
  - f. Do not use the shoulder belt if it extends across the Consumer’s neck or face, or if there is a medical condition that interferes with its proper use. (i.e. feeding or breathing tubes).
3. **UNIVERSAL**> Drivers operating non-ambulatory vehicles for HST work under this contract must receive hands-on training in order to ensure that they understand and are able to properly follow the procedures for proper securement of wheelchairs in vehicles prior to transportation.

## IV. PERSONNEL REQUIREMENTS

### A. DRIVER QUALIFICATIONS

1. **UNIVERSAL**> Drivers must have a valid Massachusetts Drivers License (or valid license from a contiguous state) appropriate to the type of vehicle they will be operating and 3 years of driving experience, including experience driving multi-passenger vehicles.
2. **UNIVERSAL**> Drivers must be at least nineteen (19) years of age and have completed all required training specified in Section IV.C prior to HST work.
3. **UNIVERSAL**> Drivers must furnish written references and undergo a Criminal Offender Record Information (CORI) check, with results verified, prior to any contact with Agency Consumers. The references and CORI must remain on file at the Transportation Provider’s place of business and the CORI must be conducted annually thereafter. The Transportation Provider must follow the CORI request procedures under 803 CMR 3.00 and hire in accordance with 101 CMR 15.00
4. **UNIVERSAL**> Drivers must supply written health records on their physical condition and must be physically able to assist Consumers entering and exiting vehicles.
  - 4a. **DPH only** > The Provider must ensure that drivers have had a physical examination before any contact with Agency Consumers (within the preceding twelve months). The examination must verify good physical health and be conducted bi-annually thereafter (if over 70 years of age the physical examination requirement will be annual). The examination must include a vision and hearing test and a Mantoux TB test. The results of the TB test must be verified negative; however, (if test results are positive the individual may still be eligible, upon approval of the Broker).
5. **UNIVERSAL**> Drivers must have a Registry of Motor Vehicles report on any moving violations on file at the Transportation Provider’s place of business, prior to any contact with Agency Consumers. This report must be updated annually. The Transportation Provider must exercise judgment in determining the appropriateness of any driver whose report indicates any violation. At a minimum, any driver whose Registry of Motor Vehicles record includes any of the following violations within the previous 10 years should be prohibited from contact with HST Consumers:

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- Driving under the influence of alcohol or drugs/driving while intoxicated;
- Reckless driving/driving to endanger;
- Leaving the scene of an accident;
- Driving without a license and/or insurance;
- Driving with a suspended license; and
- Any record with multiple or repeated violations (other than parking).

**6. UNIVERSAL**> All drivers and Monitors who work under the provisions of this contract with an HST Broker shall adhere to the following provisions regarding drug/alcohol testing. All drug and alcohol testing must be conducted by a laboratory certified under the National Laboratory Certification Program (NLCP). Drug testing is conducted for marijuana, cocaine, opiates, amphetamines and phencyclidines (PCP), and the results must be verified as “negative.”

- a. Reasonable suspicion - Any driver or Monitor who is suspected to be under the influence of alcohol or drugs must be removed immediately from any contact with Agency Consumers and the removal must remain in effect pending the results of a drug/alcohol test. The alcohol test must be conducted within 8 hours of the Incident and the drug test within 32 hours. Positive test results or failure to administer the test within the prescribed time limits will result in the permanent removal of the individuals from any Agency contracts.
- b. Post accident - Any driver or Monitor involved in an accident with Agency Consumers on board the vehicle must be removed immediately from any contact with Agency Consumers, and the removal must remain in effect pending the results of a drug/alcohol test. The alcohol test must be conducted within 8 hours of the Incident and the drug test within 32 hours. Positive test results or failure to administer the test within the prescribed time limits will result in the permanent removal of the individuals from any Agency contracts. For this provision, an accident includes, but is not limited to, an occurrence associated with the operation of a vehicle, if as a result:
  - (1) An individual dies; or
  - (2) An individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident; or
  - (3) With respect to an occurrence in which the vehicle involved is a chair car, van or automobile, one or more vehicles incurs disabling damage as a result of this occurrence and such vehicle or vehicles are transported away from the scene by a tow truck or other vehicle.

**7. PROGRAM-BASED TRANSPORTATION ONLY** > All drivers and Monitors who work under the provisions of this contract shall adhere to the following additional provisions regarding drug/alcohol testing.

- a. Pre-contact – Prior to being assigned to any work directly or indirectly involving Agency Consumers, undergo a drug test as described in **Section IV.A.6.**, above.

### **B. MONITOR QUALIFICATIONS**

- 1. UNIVERSAL**> Monitors must be at least nineteen (19) years of age and have completed all required training specified in Section IV.C prior to HST work.
- 2. UNIVERSAL**> Monitors must furnish written references and undergo a Criminal Offender Record Information (CORI) check, with results verified, prior to any contact with Agency Consumers. The

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

references and CORI must remain on file at the Transportation Provider's place of business and the CORI must be conducted annually thereafter. The Transportation Provider must follow the CORI request procedures under 803 CMR 3.00. and hire in accordance with 101 CMR 15.00.

3. **UNIVERSAL**> Monitors must be physically able to assist Consumers entering and exiting vehicles.
4. **UNIVERSAL**> If any Monitor is ever to be used as a driver, he or she must meet all driver qualifications prior to work as a driver.
5. **PROGRAM-BASED TRANSPORTATION ONLY**> Monitors are also subject to the drug/alcohol testing provisions set forth in **Section IV.A.6**.

### **C. DRIVER AND MONITOR TRAINING**

The Transportation Provider shall:

1. **UNIVERSAL**> Ensure that all drivers and Monitors have successfully completed the applicable in-service training program prior to their transporting any HST Consumers. The Broker reserves the right to request documentation of trainings conducted. The mandatory training shall include at a minimum the following and must be conducted annually thereafter:

<b>Program Application</b>	<b>TRAINING REQUIREMENT</b>
Universal	DRIVER ONLY: Driver rules and regulations; Defensive driving & reacting to skids, and Vehicle stalling & brake failure
Universal	DRIVER AND MONITOR: Proper use of vehicle safety equipment; content and use of all first aid kit items; use of two-way radios, if applicable, and emergency vehicle evacuation procedures;
Universal	DRIVER AND MONITOR: Accident procedures & Incident reporting
Universal	DRIVER AND MONITOR: Correct use of Consumer seat belts, including correct use of child safety restraint devices for all programs serving children
Universal	DRIVER AND MONITOR: Use of Wheelchair lift & proper wheelchair securement
Universal	DRIVER AND MONITOR: Human rights and sensitivity to Consumer needs, including disability awareness and passenger assistance
Universal	DRIVER AND MONITOR: Familiarization with the HST and Agency standards, specifications and procedures, including mandated reporting of suspected abuse or neglect
Program-Based	DRIVER AND MONITOR: First aid; reaction to seizures and universal precautions
DPH only	DRIVER AND MONITOR: Certified in basic first aid (4 hours). The certification must be through the American Red Cross, American Heart Association, or other equivalent training approved by the Broker and must be kept current.
DPH only	DRIVER AND MONITOR: Certified in CPR for infants and children. The certification must be through the American Red Cross, American Heart Association, or other equivalent training approved by the Broker and must be kept current.

2. **UNIVERSAL**> Ensure that drivers and Monitors attend Broker sponsored, coordinated, or arranged meetings as determined to be necessary by the Broker.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

3. **UNIVERSAL**> Ensure that drivers have a good basic knowledge of the service area and are provided with detailed maps of the service area. Drivers and dispatchers must be aware of the locations and telephone numbers of emergency facilities (police, fire, hospital, etc.) in the service area.
4. **PROGRAM BASED TRANSPORTATION ONLY**> Pre-qualify drivers prior to being assigned to a route:
  - a. Current Transportation Providers – driver must accompany an experienced driver or supervisor on a minimum of one established route during regularly scheduled Facility hours.
  - b. New Transportation Providers – driver must accompany a supervisor on a minimum of one simulated route in the service area during regularly scheduled Facility hours.

### **D. PERSONNEL POLICIES/DOCUMENTATION**

The Transportation Provider shall

1. **UNIVERSAL**> Maintain a personnel file on each driver (including owners when they have driving responsibilities) and Monitor which shall include:
  - a. credentials;
  - b. written references;
  - c. copy of driver's license (drivers only);
  - d. results from annual CORI check;
  - e. health records, including results of drug/alcohol testing and any other agency specific requirements (annual health exam, TB test, etc.);
  - f. annual RMV report (drivers only);
  - g. training records;
  - h. performance evaluation results;
  - i. signed HIPAA confidentiality forms; and
  - j. any other Broker required documents.

This file shall be available for review by the Broker and/or HST Office, upon request.

2. **UNIVERSAL**> Develop and maintain written procedures for driver and Monitor orientation and training, and performance Monitoring.

### **V. DRIVER AND MONITOR PERFORMANCE STANDARDS**

The Transportation Provider shall:

1. **UNIVERSAL**>Ensure that drivers and Monitors (where applicable) are clean and neat in appearance and look professional. Blouses, shirts, skirts, slacks and pants are acceptable. Clothing must not be ripped or torn.
2. **UNIVERSAL**> Ensure that all personnel exercise patience and sensitivity and be exemplary in speech and action whenever they are in contact with parents, Consumers and Facility staff. Drivers and Monitors should not discuss with parents or residential staff the behavior or medical condition of any other individual other than those the parents or staff are directly responsible for.
3. **UNIVERSAL**> Ensure drivers do not use drugs or alcohol at any time when it might affect a safety sensitive duty (including within the 4 hours preceding driving), and if taking medications, must still be able to perform his/her duties in a safe manner. Any driver taking medications that may hinder performance must report such use to his/her supervisor, and not transport Agency Consumers.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- 3a. DPH ONLY**> Ensure that drivers report in person to supervisory staff at the Transportation Provider's place of business on any day they will be transporting Agency Consumers. This may be done at any time of the day during the Transportation Provider's normal working hours.
- 4. UNIVERSAL**> Ensure that drivers and Monitors (where applicable) adhere to the following:
- a. No eating or drinking is allowed in the vehicle while any Consumer is in the vehicle (this also applies to the driver and Monitor);
  - b. The doors of the vehicle are closed and locked while the vehicle is in motion (except for the rear emergency door of vehicles which must remain unlocked in transit);
  - c. No fueling of the vehicle is conducted while Consumers are on board;
  - d. All vehicles used to transport Consumers must be smoke free and no driver or Monitor may smoke on the grounds of the Facility, Residence or Day Care Facility;
  - e. Only the driver shall occupy the driver's seat;
  - f. Shut off the vehicle and remove the keys when not occupying the driver's seat (not applicable for vehicles when operating hydraulic lift);
  - g. No pushing a vehicle with their vehicle or allowing the vehicle to be pushed while a Consumer is located in either vehicle;
  - h. Operate vehicles at all times in compliance with all federal, state and local laws;
  - i. No personal stops while transporting HST Consumers, unless specifically authorized;
  - j. No headphones while on duty; and
  - k. No firearms, alcoholic beverages, unauthorized controlled substances or highly combustible materials shall be transported in the vehicle.
- 5. UNIVERSAL**> Ensure that drivers and Monitors assist all Consumers upon entering and exiting the vehicle and assist in securing and releasing car seats and seat belts, as needed. The driver is ultimately accountable to ensure that all passengers, both adults and children, are properly secured with seat belts or in car seats before any movement of the vehicle and en route. Drivers and Monitors (where applicable) must not leave a vehicle unattended at all times when Consumers are in the vehicle.
- 6. UNIVERSAL** > Ensure compliance with Massachusetts Seat Belt Law & Child Passenger Safety Law - MGL, C. 90, S. 13A & C. 90, S. 7AA. The Transportation Provider is not responsible to furnish car seats, only to insure that they are being used properly when needed. Vehicles for hire, including taxicabs are not exempt. The standards are as follows, unless an exemption under the law is applicable:
- a. Children under 8 years of age must be properly secured in an appropriate child passenger restraint (as defined in MGL C.90 S.1), unless they are more than 57 inches tall;
  - b. Children under 13 years of age must wear a properly adjusted and fastened safety belt, unless required to be in a child passenger restraint;
  - c. Older children and adults must wear a safety belt; and
  - d. Child passenger restraints must meet current federal motor vehicle safety standards (49 CFR 571.213) and be in good working order, properly used and installed in the vehicle as specified by the manufacturer's instructions. Child passenger restraints may not be altered or modified unless approved by the manufacturer. Any restraint involved in a crash should no longer be used.
- 7. UNIVERSAL**> Ensure that:
- a. No Consumer is seated in any side or rear-facing seat (only forward facing seats);
  - b. No child under 12 years of age is seated in the front passenger seat of any vehicle equipped with a front air bag on the passenger side; and

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- c. No child in a child passenger restraint is in the rear most bench seat of a fifteen-passenger van.
8. **UNIVERSAL**> Ensure that drivers and Monitors (where applicable) do not discipline any Consumer, under any circumstances. Circumstances that warrant action shall be reported at once to the appropriate Facility staff and to the Broker. Any behavior or Incident that affects the safety of Consumers should be reported immediately to the dispatcher and when required, the vehicle shall pull to a safe place to address the situation.
9. **UNIVERSAL**> Ensure that drivers carry and maintain “fact sheets” and/or Transportation Plans and daily attendance and/or trip/route sheets for all Consumers on their route. Driver must maintain the log/trip sheet legibly and completely.
10. **UNIVERSAL**> Ensure that Monitors, in addition to all other requirements contained herein, perform the following:
  - a. Constantly observe/monitor the Consumer(s) to whom they are assigned while in transit;
  - b. Provide one-to-one assistance to Consumers, upon assignment, but also provide supervision and assistance to other Consumers on the vehicle when necessary;
  - c. Follow designated assignments and accept supervisory guidance;
  - d. Attend specialized training upon request by the Broker. The Broker reserves the right to request documentation of trainings conducted;
  - e. Intervene only to prevent injury from occurring to a Consumer. Inform the driver of any situation that threatens or appears to threaten the well being of any Consumer;
  - f. Notify Facility staff of any significant Incident that occurred while in transit;
  - g. Individual Monitors must sit next to the individual Consumer Monitored, or if a group Monitor, be seated in one of the middle or rear seats of the vehicle while any Consumer is in the vehicle. Monitor should under no circumstance be seated in the front seat with the driver; and
  - h. Perform any additional Consumer-specific duties. The Broker may request that the Monitor assist the Consumer when necessary from door to door.
11. **UNIVERSAL**> Ensure that drivers and Monitors release children and cognitively impaired Consumers only to authorized individuals and that they confirm the identity of any individual to whom they release the Consumers. Drivers that are not familiar with a person(s) authorized to take custody of the Consumers must confirm identification of the person(s) either through a photo ID or physical description, confirmed by Facility personnel (drivers should never ask a person if they are “Ms. Jones;” rather drivers should ask the person to give their name). Whenever there is any doubt, contact the Facility and if necessary, return the Consumer to the Facility and notify the Broker immediately. In addition to caution, drivers and Monitors must exercise sensitivity in these situations.
12. **UNIVERSAL**> Ensure that all equipment is properly secured at all times and kept out of the reach of Consumers. The satisfactory condition of any vehicle and equipment is subject to the discretion of the Broker.
13. **UNIVERSAL**> Ensure that when in transit, any medical equipment (oxygen tanks, Monitoring equipment, etc) is positioned and secured to the floor, vehicle seat or wall of the vehicle below the window line. Bungee cords and/or Velcro are not acceptable securement devices.
14. **UNIVERSAL**> Ensure that drivers perform a daily vehicle inspection before picking up any Agency Consumers. The daily vehicle inspection must be documented in writing and kept on file for three months.

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

15. **PROGRAM-BASED TRANSPORTATION ONLY**> Ensure that drivers and Monitors wear in plain view a uniform photo ID card clearly displaying his/her picture, full name and the Transportation Provider's name.
16. **PROGRAM BASED TRANSPORTATION ONLY**> Ensure that drivers, after discharging all Consumers on a route (inbound or outbound), physically inspect the entire interior section of the vehicle to ensure that all Consumers have exited and no Consumer belongings have been left behind and place a "Vehicle Empty" sign in the rear window.
17. **PROGRAM-BASED TRANSPORTATION ONLY**> Ensure that whenever a driver transports a Consumer to a Residence or Facility that shows no evidence of a parent/guardian, residential staff or other authorized person, that the driver immediately notify the supervisor/dispatcher who must (unless otherwise specified in writing by the Broker):
  - a. Notify the transportation coordinator or director at the Consumer's Facility;
  - b. Attempt to contact the parent/Day Care provider by phone;
  - c. If there are other Consumers on the vehicle instruct the driver to continue on with the route and then return;
  - d. If there are no other Consumers on the vehicle and no contact with the parent/Day Care provider has been established, then notify the transportation coordinator or director at the Consumer's Facility and return the Consumer to the Facility; and
  - e. If there is no authorized staff at the Consumer's Facility or if unable to contact the Facility, then notify the Broker.

At this point, if no contact can be established with the parent, residential staff, or Facility staff then the Broker will:

**For children under 12 (DPH EI or unaccompanied MassHealth children)** - instruct the supervisor to notify the Department of Social Services (DSS) and to turn the child over to DSS as an abandoned child (Transportation Provider must be aware of local and after hours DSS telephone numbers).

**For DMR/MassHealth Day Habilitation Consumers** – immediately notify the HST/Regional Transportation Director.

A written report must be submitted to the Broker within 24 hours of the Incident.

## VI. TRIP PERFORMANCE STANDARDS

### A. TIME MEASURED STANDARDS

1. **UNIVERSAL**> **On-Time Arrival** The driver shall make his presence known to the Consumer (briefly sounding the horn, if necessary.) If the Consumer is then not present for pick up, the driver shall notify the Provider's dispatcher and await instructions from the dispatcher before departing from the pick-up location. Unless otherwise directed by the dispatcher, the driver shall wait until at least five minutes after the scheduled pick-up time before departing without the Consumer. The Transportation Provider cannot change the assigned pickup time without permission from the Broker. If the driver cannot arrive on time to the pick-up location, the Provider shall notify the Broker and attempt to contact the Consumer or Consumer's representative and the Facility, if applicable. The performance goal is 100% on-time performance and late or missed trips may subject the Provider to

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

the Broker's Provider Accountability Policy (see **Section 5.2.A.7** of the HST Broker Services Contract).

2. **PROGRAM BASED TRANSPORTATION ONLY**> The Transportation Provider shall transport Consumers from their respective residences to the sites and at the times specified by the Broker on days that the programs are in session during the performance period of the service contract. Consumers will similarly be returned to their respective residences.
3. **PROGRAM BASED TRANSPORTATION ONLY**> The Transportation Provider shall notify the Consumer or responsible person of the times that the Consumer will be transported, no later than at least twenty-four (24) hours prior to initiation of transport or any changes in the schedule during the course of the contract. (For Demand-Response Transportation the Provider is not responsible for communicating with Consumers about pickup time.)
4. **PROGRAM BASED TRANSPORTATION ONLY**> The Transportation Provider shall ensure that Consumer pick-up and drop-off times at their residence and day program are maintained and are as constant as can be reasonably expected. The Broker/Agency may require that actual pick-up and drop-off times begin to be recorded and submitted for specific routes where problems have arisen. Additionally, if a Consumer is not immediately present, the driver should initiate a call to the dispatcher who will attempt to contact the Consumer's residence by telephone, and may be required to remain longer than five minutes for certain Consumers due to the presence of a physical limitation, behavioral challenge, or extreme weather conditions.
5. **PROGRAM-BASED TRANSPORTATION ONLY**> Ensure that Consumers are transported within the following timelines:
  - a. Pick up at their Residence or Day Care site within 15 minutes (plus or minus) of their scheduled pick up time. In the event of a possible Consumer "no-show", Drivers must radio the dispatcher who in turn will attempt to contact the Consumer by phone. Drivers should initiate a call to the dispatcher within two minutes of arriving at a Consumer's residence. However, they need not wait more than five minutes for an acknowledgement before continuing on with the route. In no event shall a driver be considered to have fulfilled the obligation by merely sounding the horn.
  - b. Arrive at the Destination Facility for drop-off no earlier than 15 minutes prior to and no later than the Facility's scheduled starting time. At the discretion of the Facility, Consumers may be required to wait in the vehicle until the scheduled starting time.
  - c. Arrive at the Facility for the return trip no earlier than 15 minutes prior to and no later than the Facility's scheduled ending time, or other agreed upon time if multiple sites are combined on one route, when transporting Consumers from the Facility to their Residence or Day Care site.
  - d. Drop off at their Residence or Day Care site within 15 minutes (plus or minus) of their scheduled return time.
  - e. No Consumer under six (6) years of age is to be on board a vehicle for more than 45 minutes, no Consumer six (6) years of age and older is to be on board a vehicle for more than 90 minutes and in all cases transportation will be as expeditious as is practical under the circumstances.
  - f. Drivers must radio their dispatcher if their route is running more than 15 minutes late. The Dispatcher shall notify a responsible person at the Consumer's Residence and/or Facility.
6. **PROGRAM-BASED TRANSPORTATION ONLY**> Implement the following procedures when notified that a vehicle with Consumers on board is overdue en route to a Destination Facility. The Dispatcher shall:

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

- a. Attempt to establish radio contact with the driver;
- b. Maintain contact with the person who initiated the report;
- c. Inform Facility staff of the delay;
- d. **When 15 minutes has elapsed since the Facility's scheduled starting time:** continue with the above and contact all residences on the route to verify if and when the Consumer was picked up and confirm the missing vehicle's description (make, model, year, color & license #);
- e. **When 30 minutes has elapsed since the Facility's scheduled starting time:** continue with the above, maintain contact with residences and dispatch a radio equipped backup vehicle to follow the missing vehicle's route; and
- f. **When 45 minutes has elapsed since the Facility's scheduled starting time:** continue with the above and notify the local/state police.

The Transportation Provider shall notify the Broker and submit a written report to the Broker within 24 hours detailing the Incident, outcome, investigation and action taken.

### 7. **PROGRAM-BASED TRANSPORTATION ONLY**> Implement the following procedures when notified that a vehicle with Consumers on board is overdue en route to a Residence or Day care site:

- a. Attempt to establish radio contact with the driver.
- b. Maintain contact with the person who initiated the report.
- c. Contact Facility staff.
- d. When 30 minutes has elapsed since the designated drop-off time or 75 minutes since the Facility's scheduled ending time (whichever comes first): continue with the above and contact all residences on the route for verification that the Consumer was dropped off, dispatch a radio equipped backup vehicle to follow the missing vehicle's route and confirm the missing vehicle's description (make, model, year, color & license #).
- e. When 45 minutes has elapsed since the designated drop-off time or 90 minutes since the Facility's scheduled ending time (whichever comes first), continue with the above and notify the local/state police.

The Transportation Provider shall notify the Broker and submit a written report to the Broker within 24 hours detailing the Incident, outcome, investigation and action taken.

## **B. QUALITY MONITORING**

The Transportation Provider shall:

1. **UNIVERSAL**> Respond to complaints forwarded by the Broker within 48 hours and provide resolution and/or a corrective action plan approved by the Broker.
2. **UNIVERSAL** > Cooperate and participate in Broker or Agency on-site visits of the Transportation Provider's place of business and inspection of business records and vehicles.
3. **UNIVERSAL**> Upon request, make available any vehicles used in HST work for Broker or Agency inspection according to the contract requirements. Implement a system of reporting and tracking such inspections.
4. **PROGRAM BASED TRANSPORTATION ONLY**> Conduct a minimum of two (2) inspections annually (that drivers or Monitors are not aware of in advance) at each contracted Facility site or en route. The inspection is to Monitor the driver's (and Monitor if applicable) performance and the condition of the vehicle and equipment. Inspections must be conducted by supervisory staff at

## HST Provider Performance Standards

Revised: Effective 7-1-08 \*\*

regularly scheduled Consumer drop off or pick up times and a report on the results of each such inspection is to be forwarded to the Broker within 30 days. In cases where complaints or disputes arise, additional inspections may be required by the Broker to be held at the Facility site, Consumer's residence or at any point along the route. Inspection reports must be documented in writing and maintained for annual inspection.

### **C. CORRECTIVE ACTION/PROVIDER ACCOUNTABILITY**

1. **UNIVERSAL**> If the Broker or the HST Office representative identifies, in its sole judgment, any deficiency in the Transportation Provider's performance under these terms, the Broker or HST Office may require the Provider to develop a corrective action plan to correct such deficiency within a specified timeframe.
2. **UNIVERSAL**> The Transportation Provider agrees to respond to recommendations of any on-site visit and understands that failure to respond by the requested date or to implement a corrective action plan may result in future trips not being scheduled until such time as satisfactory responses are in place, fines or penalties in accordance with the HST Broker's "Provider Accountability Policy", or contract termination, at the Broker's discretion.

## **VII. REPORTS AND BILLING**

1. **UNIVERSAL**> The Transportation Provider must submit all required documentation, polices and reports specified in this Attachment to the Broker within the specified time frames.
2. **UNIVERSAL**> The Transportation Provider must bill the Broker on a monthly basis for transportation services provided, in accordance with each Agency/Program's specifications and as required by the Broker. Invoices should be submitted within 30 days of completion of delivery and accompanied by any required supporting documentation.
3. **UNIVERSAL**> The Transportation Provider must ensure that all trips invoiced to the Broker have been verified. Verification systems should include, but not be limited to, the following:
  - Daily trip sheet identifying each scheduled One-Way Trip with a check box indicating if the Consumer was transported, canceled or was no-show and signed by the driver (and by program staff, if required). Trip sheets should also include Consumer pickup and drop-off times.
  - Random, on-site inspections at destination facilities by supervisory staff
  - Random surveys of destination facilities to confirm transportation
  - Random surveys of Consumers to confirm transportation (and pick-up and drop-off times and quality of service).

**NOTE:** Agency specific requirements may be incorporated by supplemental attachment to this document.