

Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

Bridge City Non Emergency Transportation, LLC

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** XNO **Previous Authority?** XNO

If YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** ____NO

If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number _____

(See checklist and indicate type of business entity registered)

5. **If either a corporation or limited liability company please list members (LLC) or shareholders and officers (corporation).**

Madhav P. Nepal	
Ram Kumar Dhital	
Indra Nepal	

- 6. Physical Address** (do not use PO Box)

1708 Beryl Drive	
Street Address	
Pittsburgh PA 15227	
City, State and Zip Code	
412-225-3408	Allegheny
Telephone Number	County

The address entered here should be the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment.

- 7. Mailing Address** (if different from Physical Address)

1708 Beryl Drive	
Street Address	
Pittsburgh PA 15227	
City, State and Zip Code	

This is the address to which the Commission will send all official documents issued by the Commission. If left blank, it will be assumed that the **MAILING ADDRESS** is the same as the **PHYSICAL ADDRESS**.

8. **Attorney** (if applicable)

Attorney's Name & Telephone Number for this Filing

Attorney's Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

- 9. Does applicant have a USDOT Number?**

☒ No Yes, at No. _____

10. Describe the service area proposed by this application.

(Use the space below or attach additional sheet if space provided is not sufficient).

To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Allegheny Butler and Beaver Counties to points in PA, and return.

Examples:

- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
- *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
- *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
- *To transport people between points in Northumberland County.*

11. Certification:

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Persons in Paratransit Service; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Ram Kumar Dhital

(Print Name)



(Signature)

05/05/2020

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

Bridge City Non Emergency Transportation, LLC

Legal Name of Applicant

NA

Trade Name, if any

1708 Beryl Drive	Pittsburgh	PA	15227
Street Address (principal place of business)	City or Municipality	State	Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

NA

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

NA

3. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

See attached Service policy

Bridge City Non Emergency Transportation, LLC shall establish and maintain a database or spreadsheet sufficient to meet the reporting requirements of the program through Transportation computer Software programs, two radio communication, and telephones

Bridge City Non Emergency Transportation, LLC will maintain books, records, documents and other evidence pertaining to costs and expenses of the allocation and according to generally accepted accounting principles. Bridge City Non Emergency Transportation, LLC will maintain books and records based on the account structures used in other county human service or county transportation programs. These records shall properly reflect all costs of labor, materials, equipment, supplies, services and other costs and expenses of any nature for which reimbursement is claimed.

Bridge City Non Emergency Transportation, LLC will preserve fiscal and consumer and trip records and make them available for a period of four years from the close of the State fiscal year.

.the Grantee is selected for audit by the Commonwealth or federal auditors, or their designee, the Grantee is required to keep the above referenced records for no less than four years from the date the audit report is issued, or if part of an active appeal, records must be kept until which time that appeal is resolved and a final judgement or settlement results. Please refer to the General Responsibilities section for additional requirements on records retention

4. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
- Your hiring standards for drivers;
 - Your system for conducting criminal background checks;
 - Your driver training program;
 - Your system for conducting driver license checks;
 - Your policies regarding alcohol and drug use by your drivers.

See attached Personnel policies

5. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

YEAR	MAKE	MODEL	SEATING CAPACITY*	VEHICLE ID #	MILEAGE
2013	Honda	CRV	5	2HKRM4H32DH620830	72000
2018	Jeep	Renegade	5	ZACCJBB6JPH20760	17590
2017	Subaru	Forester	5	JF2SJAEC2HH401367	47000
2013	Nissan	Rouge	5	JN8AS5MV8DW140841	78000

*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

6. Describe your vehicle safety program. Please include the following in your explanation:
- Your periodic vehicle maintenance plan
 - Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

See Attached Maintenance policy

7. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

We have contacted an insurance carrier and recieved a quote...

8. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

_____ YES X NO

9. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

Ram Kumar Dhital

(Name and Title, printed or typed)

05/05/2020

(Date)

Statement of Financial Position (Balance Sheet)
As of (date) 5/5/2020

ASSETS

Current Assets		
Cash	\$30,975	
Other Current Assets (specify)	\$1,500	
Total Current Assets		\$32,475
Tangible Assets		
Motor Vehicle Equipment	\$ \$64,000	
Property (buildings, land, etc.)	\$6,200	
Office Equipment		
	TOTAL ASSETS	\$70,200

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	0	
Credit cards/revolving credit	0	
Other Liabilities (Attach schedule)	0	
Total Current Liabilities		0
Long Term Liabilities (Due after one year of date)		
Mortgage	0	
Long term commercial loan	0	
Other Liabilities (Attach Schedule)	0	
Total Long-Term Liabilities		
	TOTAL LIABILITIES	0

**BRIDGE CITY NON EMERGENCY
TRANSPORTATION, LLC**

**Non-Emergency Medical
Transportation**

Business Plan

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC.

PREMIER TRANSPORTATION

1708 BERYL DRIVE PITTSBURGH PA 15227:

EXECUTIVE SUMMARY

Bridge City Non Emergency Transportation, LLC. is a Pennsylvania-based non-medical transportation service. Bridge City Non Emergency Transportation LLC provides fleets including highly efficient wheelchair vans, minivans and private automobiles to Medicaid recipients and other medically appropriate clients in Allegheny County, Pennsylvania area. Bridge City Non Emergency Transportation, LLC. is led by Madhav Nepal, a transportation industry veteran. Bridge City Non Emergency Transportation LLC has forecasted healthy sales by year three.

The Market and Services Offered

Bridge City Non Emergency Transportation LLC currently has 2 Non-Emergency Medical Transportation limousine, fleet and four taxis servicing the entire County. The County of Allegheny has a population of about 1.216 million with almost 13.1% Medicaid recipients. Research indicate there is a high demand for non-emergency medical transportation services and few providers leading to long wait times for transportation and cancelled appointments for residents in the County that desperately need the service. The non-emergency medical transportation market is growing on an average at 9% per year and there are over a million potential customers.

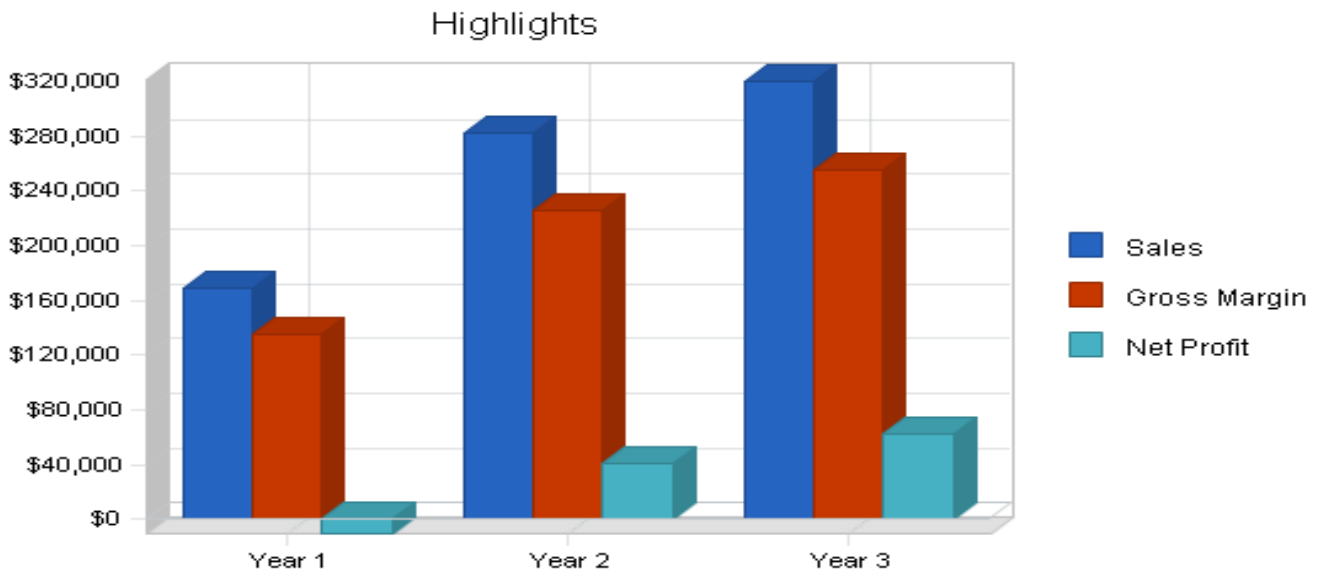
The Competitive Edge

Bridge City Non Emergency Transportation LLC recognizes the key to success in this industry is to provide unmatched customer service and to appeal to families as a reliable source for non-medical emergency transportation. Bridge City Non Emergency Transportation LLC has infused the importance of customer service into the drivers' training and jobs by offering financial incentives to the drivers for superior service. This will ensure that the best customer service will be offered at every level.

Management Team (Add background material)

Bridge City Non Emergency Transportation, LLC. was founded and is run by Madhav P. Nepal, Ram Kumar Dhital and Indra Nepal.

Bridge City Non Emergency Transportation LLC will fulfill Pennsylvania's unmet need for reliable and timely non-emergency transportation services, and high service level transportation service. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will achieve break-even status by month eight and will double sales of year one by year three. While BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will incur a loss for year one, we will generate a tidy net profit by year three.



1.1 OBJECTIVES

The objectives for the first three years of operation include:

1. To create a service-based company whose primary goal is to exceed customer's expectations
2. To fill the gap between the lack of service and the high demand for non-emergency transportation service
3. To increase customers by 20% per year through superior performance and word-of-mouth referrals.
4. To develop a sustainable non-emergency medical transportation company serving the Cleveland Metropolitan Area

1.2 MISSION

The Mission of Bridge City Non Emergency Transportation, LLC. is to provide the customer with reliable, timely, high quality and customer focused non-emergency transportation services. Our focus is to attract and maintain customers. When we adhere to this maxim, everything else will fall into place. Our services will exceed the expectations of our customers..

Company Summary

Bridge City Non Emergency Transportation, LLC., located in Allegheny County, Pennsylvania will contract with the NEMTS Medicaid managed care program to offer non-emergency transportation service for the Allegheny County Area. Services will also be provided to families and individuals to the community at a private pay rate. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will offer their service 24 hours a day to most neighborhoods Pittsburgh PA. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC services will be priced to match the reimbursement rate under the Medicaid managed care program.

_____ will be working full time as the dispatcher and back office person. _____ will have another employee to assist with management.

2.1 COMPANY OWNERSHIP

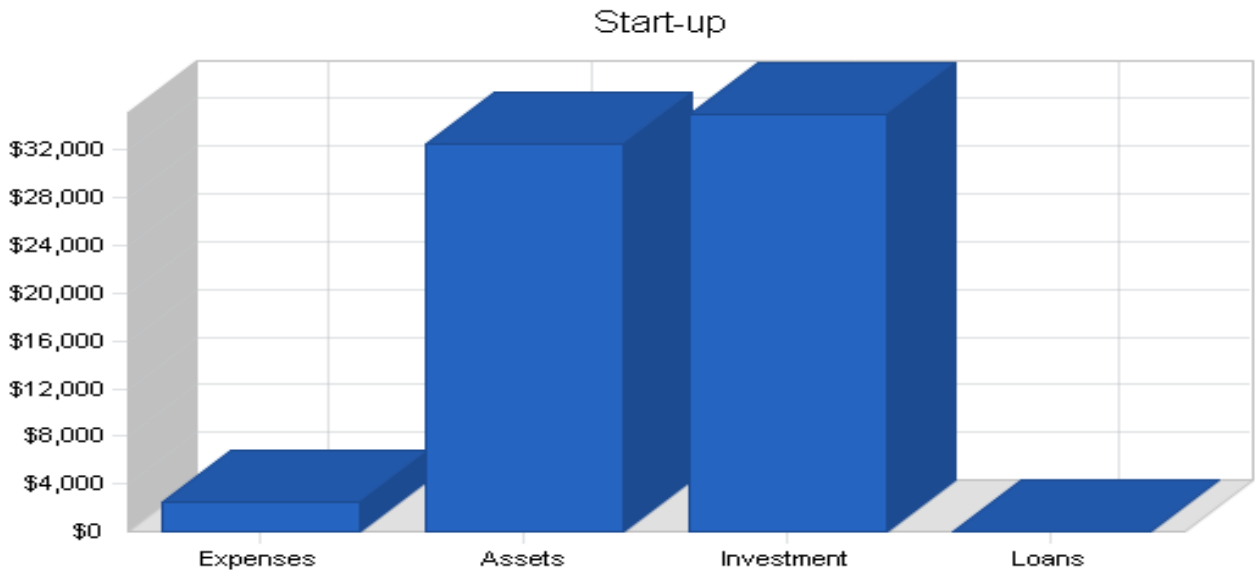
BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC is an Pennsylvania Limited Liability Company founded and owned by Madhav P. Nepal, Ram Kumar Dhital and Indra Nepal.

2.2 START-UP SUMMARY

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC ' start-up costs will include all the equipment needed for the office, legal fees, website creation, and start-up advertising.

The office equipment will be the largest chunk of the start-up expenses. This equipment includes a computer system, fax machine, office supplies. The computer should have at least a 500 megahertz Celeron/ Pentium processor, 64 megabytes of RAM (preferably 128), 6 gigabyte hard drive, and a rewritable CD- ROM for backing up the system. A DSL line will need to be set up as well. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will also need some Cisco phones. The advantage of the Cisco phones is it allows two-way communications from the base to the cars over cellular frequencies but at a drastically reduced rate.

The office will need some furniture such as a desk, file cabinets. The legal fees are used for the formation of the business as well as for reviewing/generating standard client contracts.



BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC	
Start-up Requirements	
Start-up Expenses	
Legal	\$1,000
Stationery etc.	\$125
Brochures	\$400
Office equipment	\$500
Website creation	\$500
Other	\$0
Total Start-up Expenses	\$2,525
Start-up Assets	
Cash Required	\$30,975
Other Current Assets	\$0
Long-term Assets	\$1,500
Total Assets	\$32,475

Total Requirements	\$35,000
Start-up Funding	
Start-up Expenses to Fund	\$2,525
Start-up Assets to Fund	\$32,475
Total Funding Required	\$35,000
Assets	
Non-cash Assets from Start-up	\$1,500
Cash Requirements from Start-up	\$30,975
Additional Cash Raised	\$0
Cash Balance on Starting Date	\$30,975
Total Assets	\$32,475
Liabilities and Capital	
Liabilities	
Current Borrowing	\$0
Long-term Liabilities	\$0
Accounts Payable (Outstanding Bills)	\$0
Other Current Liabilities (interest-free)	\$0
Total Liabilities	\$0
Capital	
Planned Investment	
Investor 1	\$35,000
Other	\$0
Additional Investment Requirement	\$0
Total Planned Investment	\$35,000

<i>Loss at Start-up (Start-up Expenses)</i>	<i>(\$2,525)</i>
Total Capital	\$32,475
Total Capital and Liabilities	\$32,475
Total Funding	\$35,00

SERVICES

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will provide for the pick-up and delivery of the customer or patient to the requested medical facility, treatment center or doctors office. Upon completion of the initial process, BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will deliver the patient to the designated treatment center for completion of any procedure, treatment or doctors visit. Patient will then be returned to the pre-designated location unless otherwise instructed by appropriately qualified healthcare professional or the Patient. Medical support services during transportation will be provided by independently contracted and medically licensed medical providers such as nurses and emergency medical technicians.

The Customer:

When carrying our patients, we can send them an SMS message with pick-up details. A useful tool to increase security, this message will show:

- *Arrival time.*
- *The driver's name.*
- *Car type.*

Our non-emergency medical transport service is available on a contractual or on-demand basis. We work with both medical facilities and private individuals.

MARKET ANALYSIS SUMMARY

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be focusing on families as well as medically appropriate Medicaid recipients. Both groups will likely demand BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC services. The families will utilize our service because it is convenient and less expensive than if they drove themselves and paid for long-term parking of their car in the Pittsburgh area. Medicaid recipients will use our service because it offers a

wheelchair accessibility and immediate pick up and drop off as opposed to long wait times and lack of reliability with current providers. Bridge City Non Emergency Transportation LLC currently has _____ Non-Emergency Medical Transportation limousine, fleet and four taxi services servicing the entire city).

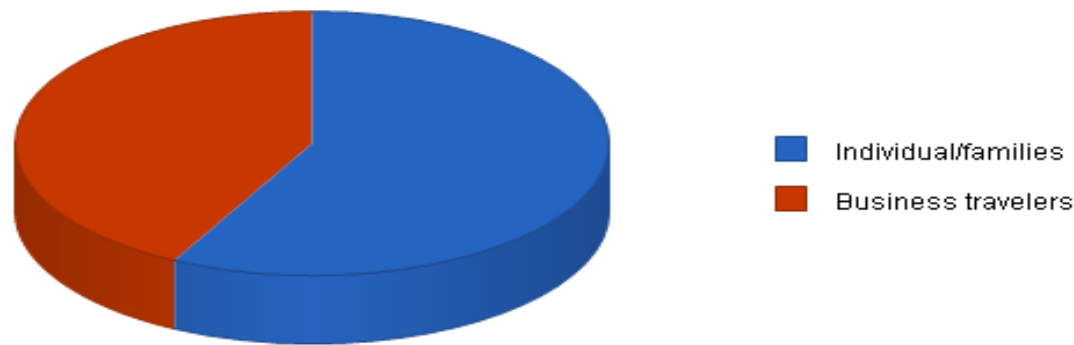
4.1 MARKET SEGMENTATION

Our customers can be divided into two groups: families/individuals on pleasure trips, and business travelers which are Medicaid recipients.

The first group is families with medical problems such as wheelchair bound patients and others with complex medical problems that require frequent visits to meet with providers such as dialysis patients without Medicaid insurance (private pay customers). This group does not typically mind paying a bit more for a solution that takes care of their transportation to and from medical appointments. All they have to do is make the reservation and show up at the arranged pickup point.

The second group is Medicaid recipients. This group will be served under a contract with the Pennsylvania Medicaid Health System to provide transportation. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be reimbursed at a rate set by Medicaid.

Market Analysis (Pie)



Market Analysis(Year 1-5)

		Year 1	Year 2	Year 3	Year 4	Year 5	
Potential Customers Growth							
Individual/families	9%	578,000	630,020	686,722	748,527	815,894	9.00%
Business Travelers	8%	425,000	459,000	495,720	535,378	578,208	8.00%
Total	8.58%	1,003,000	1,089,020	1,182,442	1,283,905	1,394,102	8.58%

4.2 TARGET MARKET SEGMENT STRATEGY

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be targeting these two groups because they consistently travel, and BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC solution makes traveling easy, reliable and convenient for them. While a slow economy has some effect on travel, in general Medicaid recipients and families with complex medical problems will continue to make travel arrangements to get their medical needs met.

4.3 COMPETITION AND BUYING PATTERNS

Currently in Pittsburgh there are several competing transportation systems however there are only a few options for non-emergency transportation services as mentioned above. Other transportation services available in the city are:

1. **Public transportation:** Port Authority of Allegheny County provides rapid transit services around the County. While this is an inexpensive alternative there are several disadvantages. The service does not run all hours of the night. Port Authority of Allegheny County also forces travelers to change buses which is a major inconvenience for medically frail travelers.

2. **Taxi service:** Taxis do provide service in the County; however, travelers cannot book the trip in advance, forcing them to call right before they want to travel. The level of service is inconsistent from taxi service to taxi service as well as from occasion to occasion. Taxis can also be quite expensive if city dwellers are going out to the suburbs. Taxi services are also not wheelchair accessible and driver's lack first aid/CPR training. Taxis are not equipped with first AID supplies.
3. **Airport parking:** Airport parking can be cost effective if it is for fewer than four days. Driving oneself has the advantage of not having to deal with anyone else, the flip side to this however is they must do everything for themselves. Lastly, there is always the risk of damage to their car when it is parked, and all airport parking facilities have drivers sign a waiver absolving the lot from responsibility if anything happens to the car.

STRATEGY AND IMPLEMENTATION SUMMARY

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC ' marketing/sales strategy will be two pronged, one to address each of our two segmented targeted groups:

1. **Families/individuals:** In addition to some advertising, we will be working with associations such as AAA, health care organizations in the community, community and civic centers, senior centers, Retirement living communities and other community groups to try to build up a network of users. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC believes that working with these groups will provide us with steady flow of customers. Additionally, since a lot of these groups have close knit among member referrals will be quite powerful when they are coming from a member who already has established a trust bond with other organizational members.
2. **Business travelers (Medicaid recipients):** BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be contracting with the state to provide services to Medicaid recipients as an NEMT provider. This will be an important strategic to have repeat customers. NEMT will build a solid reputation in the community as a reliable transportation company for Medicaid recipients.

5.1 Competitive Edge

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC competitive advantage will be based superior customer service and reliability. This will be achieved by offering an incentive system that rewards the driver economically when they achieve good service, develop repeat customers and act in a team fashion instead of competing against other company drivers. This incentive system will reward drivers when:

- 1. The company receives positive feedback about the driver (a feedback system will be set up).*
- 2. The customer is turned into a repeat customer.*
- 3. The driver develops new customers.*
- 4. The driver acts in manners that are team based instead of for individual gain.*
- 5. Timeliness and on-going training on customer service and relationship building will be offered to customers.*

Through this complicated but purposeful system, BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC is incentivizing behavior that they believe will help the company succeed, while not rewarding behavior that is destructive to the company.

5.2 SALES STRATEGY

As previously stated, BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC we will be servicing families/individuals as well as business travelers (Medicaid recipients). BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will have a different strategy for each group. For families and individuals, BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will use contacts through community medical associations and health care and network providers to build customers. Customers that are a part of an association tend to put more trust in a service provider when the service provider is aligned with the association. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will offer a discount for the association members to try to build up a following. Our selling spiel will be total convenience at a cost that is competitive with the price that they currently paying. Offering the ability to schedule in advance, offer several scheduling options such as online scheduling, emails, 24/7 customer service should be a big selling point. Our customer services department will also confirm all appointments within 24 hours of scheduling. People like convenience, and people are willing to pay for conveniences. One phone call to arrange all of your transport needs is quite a convenience.

Our strategy of wooing the business travelers (Medicaid recipients) will be a campaign to introduce BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC as a reliable source of transportation. Transportation for Medicaid recipients are offered by the state through a broker service. The Broker service arranges transportation for recipient based on availability of contracted NEMT companies. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will

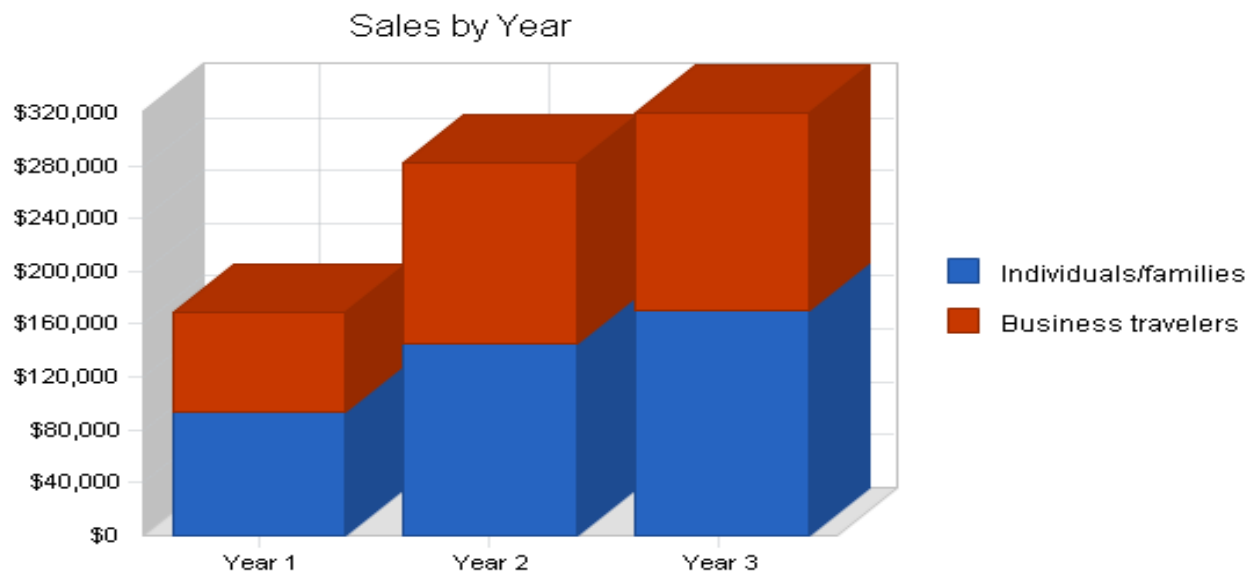
maintain an open relationship with the Broker service by effectively communicating the availability of our drivers

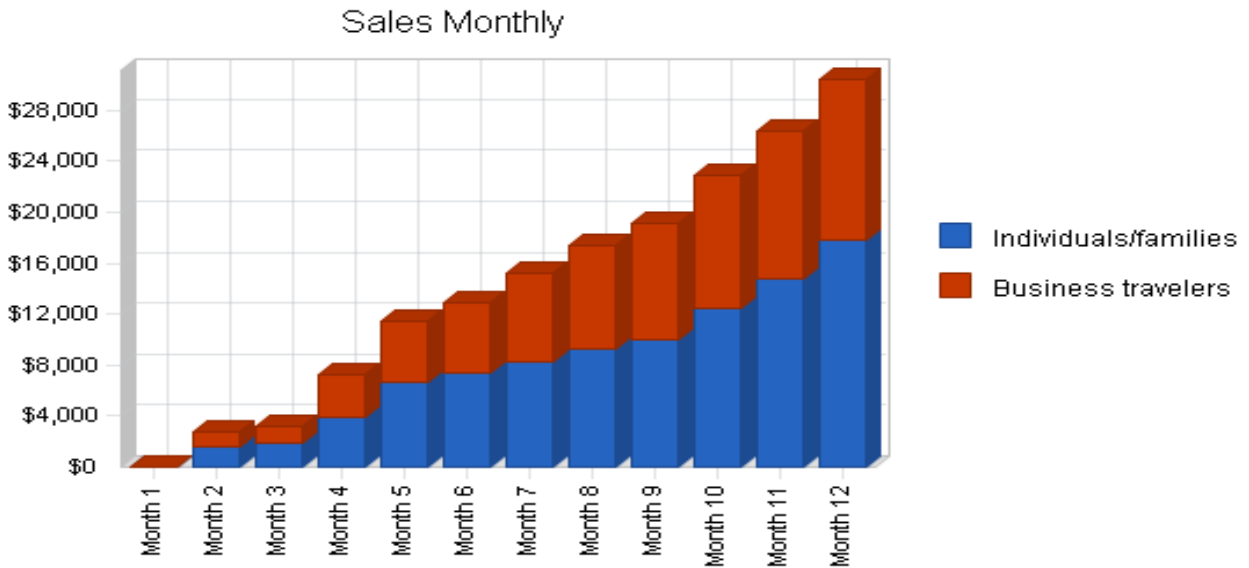
Our initial marketing efforts will include a letter/brochure describing our services along with a pricing guide with all identified source of customers. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will then follow up with a phone call to try to receive a commitment from the company. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will convert leads into frequent customer by offering excellent and reliable services.

5.2.1 SALES FORECAST

The first month will be considered as the startup period for BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC. It is anticipated that, by the second month the business office will be in order, brochures will have been sent out and BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be working with associations to create visibility for the company. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will have two drivers and will be paying a base monthly wage on the assumption that the drivers will be to transport customers. However, it is highly unlikely that that BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will generate enough revenue to support the wages of the two drivers.

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will have an increase in service by Month three. Business will continue to grow and by month five a third driver will be brought on board. A fourth and final driver will be brought on board by month eleven to accommodate the all transportation needs.





Sales Forecast for BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC			
	Year 1	Year 2	Year 3
Sales			
Individuals/families	\$94,061	\$145,885	\$169,874
Business travelers	\$74,763	\$136,874	\$149,874
Total Sales	\$168,824	\$282,759	\$319,748
Direct Cost of Sales	Year 1	Year 2	Year 3
Individuals/families	\$18,812	\$29,177	\$33,975
Business travelers	\$14,953	\$27,375	\$29,975
Subtotal Direct Cost of Sales	\$33,765	\$56,552	\$63,950

5.3 MILESTONES

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will have several milestones to aim for:

1. *Business plan completion: This will be done as a road map for the organization. While we do not need a business plan to raise capital, it will be an indispensable tool for the ongoing performance and improvement of the company.*
2. *Set up office.*
3. *Profitability.*
4. *Bringing on board the fourth driver.*

Milestones					
Milestone	Start Date	End Date	Budget	Manager	Department
<i>Business plan completion</i>	<i>1/1/2001</i>	<i>1/1/2001</i>	<i>\$0</i>	<i>ABC</i>	<i>Jose Vasquez</i>
<i>Set up office</i>	<i>1/1/2001</i>	<i>1/1/2001</i>	<i>\$0</i>	<i>ABC</i>	<i>Jose Vasquez</i>
<i>Profitability</i>	<i>1/1/2001</i>	<i>8/30/2001</i>	<i>\$0</i>	<i>ABC</i>	<i>everyone</i>
<i>Fourth drive hired</i>	<i>1/1/2001</i>	<i>11/1/2001</i>	<i>\$0</i>	<i>ABC</i>	<i>everyone</i>
Totals			\$0		

6.1 PERSONNEL PLAN

The company staff will initially consist of working full time in the back office. Madhav P. Nepal will be responsible for setting up the appointments. By month two, BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will be hiring a part-time employee to help him out in answering the phones and setting up appointments. This part time employee will also function as a part time marketing specialist to increase sales and assist the company with relationship building in the community. BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC will also hire two drivers in month two. The head count will remain the same until month five when a third driver will be brought on board. Lastly, month 11 a fourth driver brought on board to effectively meet all customer transportation needs.

Reliable Non-Emergency Medical Transportation Service(BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC) Personnel Plan			
	Year 1	Year 2	Year 3
Jose Vasquez	\$36,000	\$36,000	\$36,000
Part-time employee	\$16,500	\$16,500	\$16,500
Driver	\$20,600	\$21,600	\$21,600
Driver	\$20,600	\$21,600	\$21,600
Driver	\$14,400	\$21,600	\$21,600
Driver	\$3,600	\$21,600	\$21,600
Total People	6	6	6
Total Payroll	\$111,700	\$138,900	\$138,900

FINANCIAL PLAN

The following sections will detail important financial information.

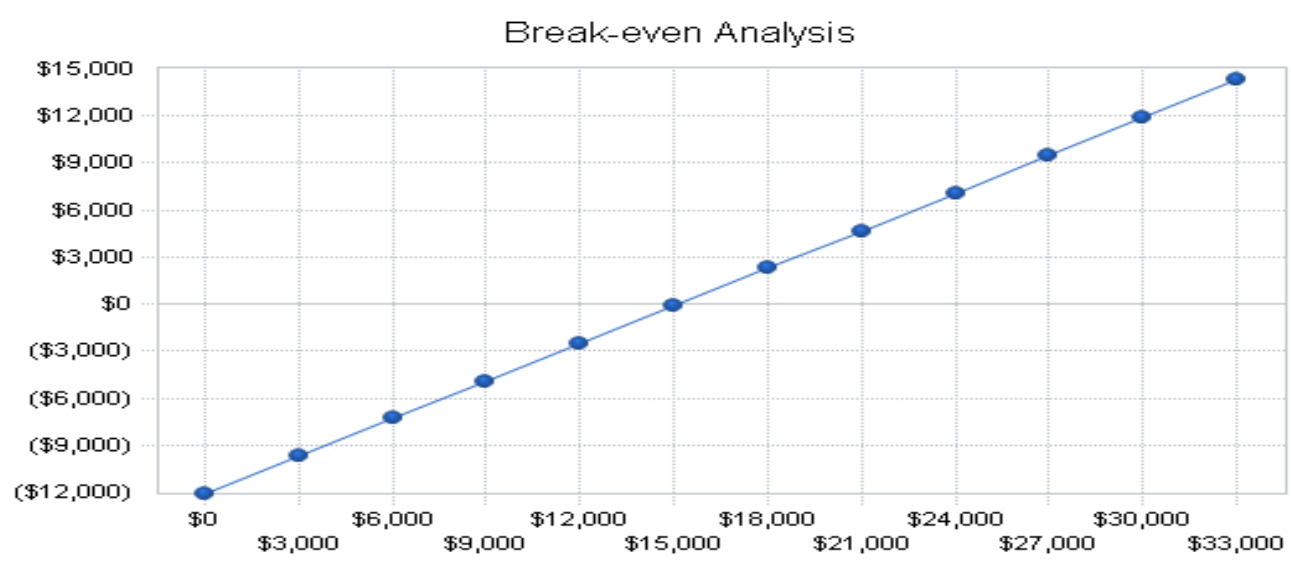
7.1 IMPORTANT FINANCIAL ASSUMPTIONS

The following table highlights some of the important financial assumptions for BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC.

(BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC)			
General Assumptions			
	Year 1	Year 2	Year 3
<i>Plan Month</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Current Interest Rate</i>	<i>10.00%</i>	<i>10.00%</i>	<i>10.00%</i>
<i>Long-term Interest Rate</i>	<i>10.00%</i>	<i>10.00%</i>	<i>10.00%</i>
<i>Tax Rate</i>	<i>25.42%</i>	<i>25.00%</i>	<i>25.42%</i>
Other	0	0	0

7.2 BREAK-EVEN ANALYSIS

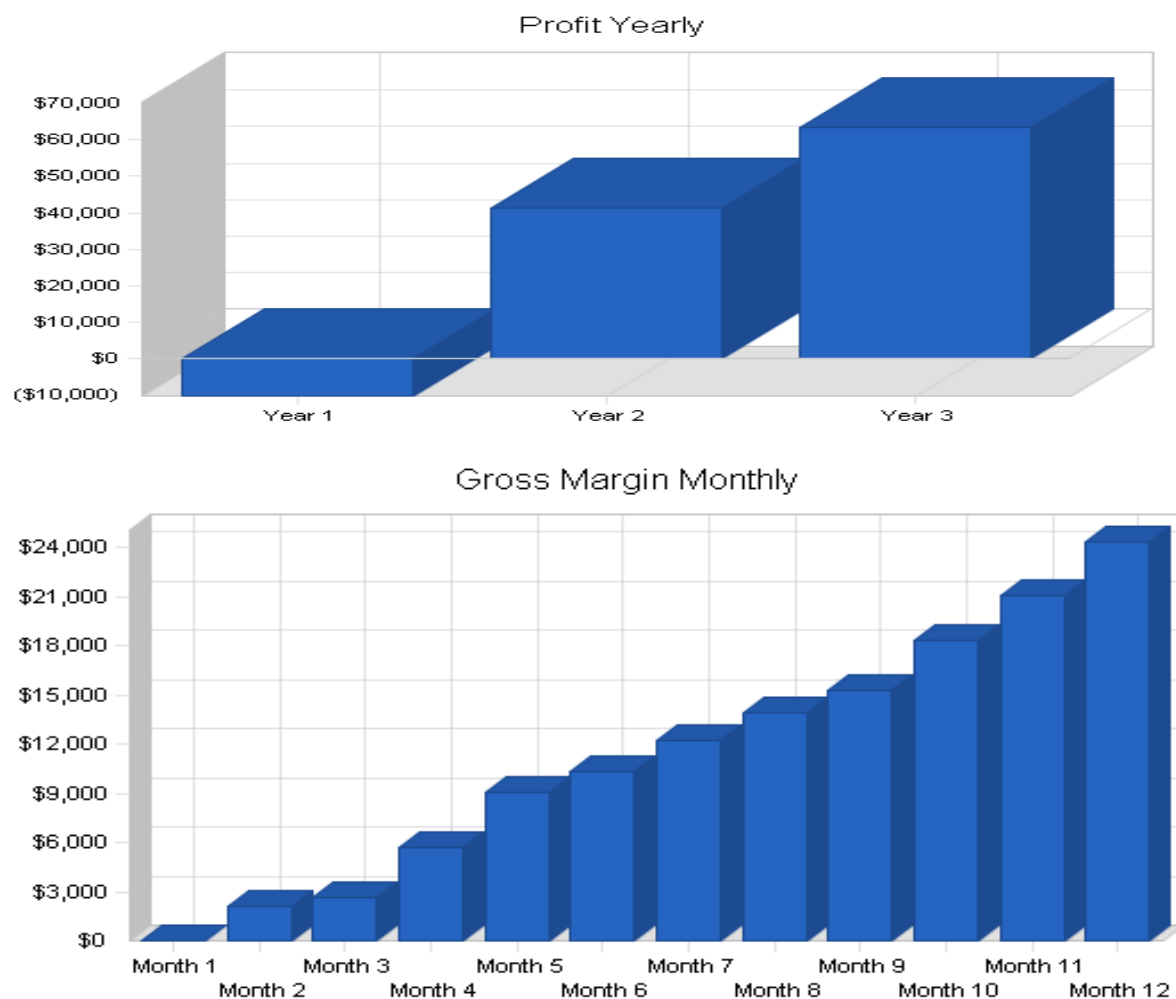
The Break-even Analysis indicates what BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC must have in averaged monthly revenue to break even.

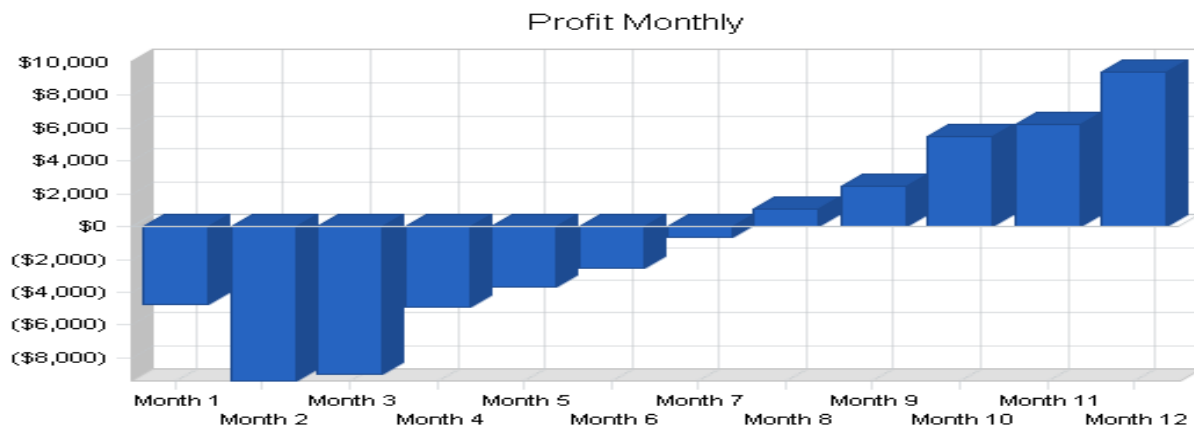
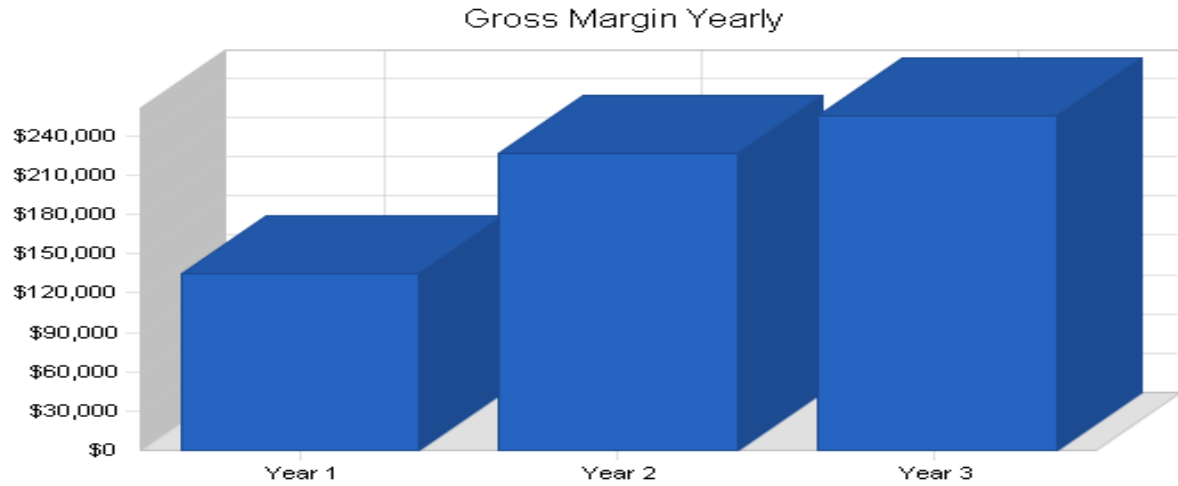


BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC	
Break-even Analysis	
Monthly Revenue Break-even	\$15,131
Assumptions:	
Average Percent Variable Cost	20%
Estimated Monthly Fixed Cost	\$12,105

7.3 PROJECTED PROFIT AND LOSS

THE FOLLOWING TABLE PRESENTS THE PROJECTED PROFIT AND LOSS.



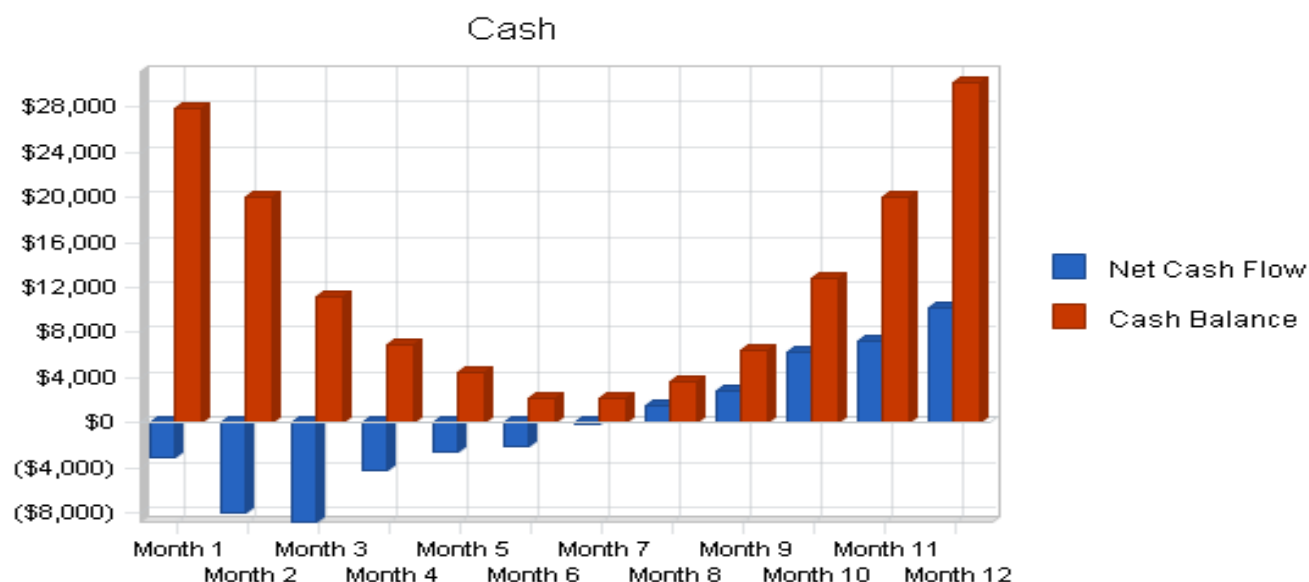


BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC			
Pro Forma Profit and Loss			
	Year 1	Year 2	Year 3
Sales	\$168,824	\$282,759	\$319,748
Direct Cost of Sales	\$33,765	\$56,552	\$63,950
Other	\$0	\$0	\$0
Total Cost of Sales	\$33,765	\$56,552	\$63,950
Gross Margin	\$135,059	\$226,207	\$255,798
Gross Margin %	80.00%	80.00%	80.00%
Expenses			

<i>Payroll</i>	<i>\$111,700</i>	<i>\$138,900</i>	<i>\$138,900</i>
<i>Sales and Marketing and Other Expenses</i>	<i>\$3,100</i>	<i>\$3,600</i>	<i>\$3,600</i>
<i>Depreciation</i>	<i>\$504</i>	<i>\$498</i>	<i>\$498</i>
<i>Web site maintenance</i>	<i>\$600</i>	<i>\$600</i>	<i>\$600</i>
<i>Utilities</i>	<i>\$1,200</i>	<i>\$1,200</i>	<i>\$1,200</i>
<i>Insurance</i>	<i>\$5,400</i>	<i>\$5,400</i>	<i>\$5,400</i>
<i>Rent</i>	<i>\$6,000</i>	<i>\$0</i>	<i>\$0</i>
<i>Payroll Taxes</i>	<i>\$16,755</i>	<i>\$20,835</i>	<i>\$20,835</i>
<i>Other</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Total Operating Expenses</i>	<i>\$145,259</i>	<i>\$171,033</i>	<i>\$171,033</i>
<i>Profit Before Interest and Taxes</i>	<i>(\$10,200)</i>	<i>\$55,174</i>	<i>\$84,765</i>
<i>EBITDA</i>	<i>(\$9,696)</i>	<i>\$55,672</i>	<i>\$85,263</i>
<i>Interest Expense</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Taxes Incurred</i>	<i>\$0</i>	<i>\$13,794</i>	<i>\$21,545</i>
<i>Net Profit</i>	<i>(\$10,200)</i>	<i>\$41,381</i>	<i>\$63,221</i>
<i>Net Profit/Sales</i>	<i>-6.04%</i>	<i>14.63%</i>	<i>19.77%</i>

7.4 PROJECTED CASH FLOW

The following chart and table display the projected cash flow.



BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC			
Pro Forma Cash Flow			
	Year 1	Year 2	Year 3
Cash Received			
Cash from Operations			
Cash Sales	\$168,824	\$282,759	\$319,748
Subtotal Cash from Operations	\$168,824	\$282,759	\$319,748
Additional Cash Received			
Sales Tax, VAT, HST/GST Received	\$0	\$0	\$0
New Current Borrowing	\$0	\$0	\$0
New Other Liabilities (interest-free)	\$0	\$0	\$0
New Long-term Liabilities	\$0	\$0	\$0

<i>Sales of Other Current Assets</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Sales of Long-term Assets</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>New Investment Received</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Subtotal Cash Received</i>	<i>\$168,824</i>	<i>\$282,759</i>	<i>\$319,748</i>
<i>Expenditures</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>
<i>Expenditures from Operations</i>			
<i>Cash Spending</i>	<i>\$111,700</i>	<i>\$138,900</i>	<i>\$138,900</i>
<i>Bill Payments</i>	<i>\$57,893</i>	<i>\$102,525</i>	<i>\$115,884</i>
<i>Subtotal Spent on Operations</i>	<i>\$169,593</i>	<i>\$241,425</i>	<i>\$254,784</i>
<i>Additional Cash Spent</i>			
<i>Sales Tax, VAT, HST/GST Paid Out</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Principal Repayment of Current Borrowing</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Other Liabilities Principal Repayment</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Long-term Liabilities Principal Repayment</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Purchase Other Current Assets</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Purchase Long-term Assets</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Dividends</i>	<i>\$0</i>	<i>\$0</i>	<i>\$0</i>
<i>Subtotal Cash Spent</i>	<i>\$169,593</i>	<i>\$241,425</i>	<i>\$254,784</i>
<i>Net Cash Flow</i>	<i>(\$769)</i>	<i>\$41,334</i>	<i>\$64,964</i>
<i>Cash Balance</i>	<i>\$30,206</i>	<i>\$71,540</i>	<i>\$136,504</i>

7.5 PROJECTED BALANCE SHEET

The following table details the projected balance sheet.

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC Pro Forma Balance Sheet			
	Year 1	Year 2	Year 3
Assets			
Current Assets			
Cash	\$30,206	\$71,540	\$136,504
Other Current Assets	\$0	\$0	\$0
Total Current Assets	\$30,206	\$71,540	\$136,504
Long-term Assets			
Long-term Assets	\$1,500	\$1,500	\$1,500
Accumulated Depreciation	\$504	\$1,002	\$1,500
Total Long-term Assets	\$996	\$498	\$0
Total Assets	\$31,202	\$72,038	\$136,504
Liabilities and Capital			
Current Liabilities			
Accounts Payable	\$8,927	\$8,382	\$9,627
Current Borrowing	\$0	\$0	\$0
Other Current Liabilities	\$0	\$0	\$0
Subtotal Current Liabilities	\$8,927	\$8,382	\$9,627
Long-term Liabilities	\$0	\$0	\$0
Total Liabilities	\$8,927	\$8,382	\$9,627

<i>Paid-in Capital</i>	<i>\$35,000</i>	<i>\$35,000</i>	<i>\$35,000</i>
<i>Retained Earnings</i>	<i>(\$2,525)</i>	<i>(\$12,725)</i>	<i>\$28,656</i>
<i>Earnings</i>	<i>(\$10,200)</i>	<i>\$41,381</i>	<i>\$63,221</i>
<i>Total Capital</i>	<i>\$22,275</i>	<i>\$63,656</i>	<i>\$126,877</i>
<i>Total Liabilities and Capital</i>	<i>\$31,202</i>	<i>\$72,038</i>	<i>\$136,504</i>
<i>Net Worth</i>	<i>\$22,275</i>	<i>\$63,656</i>	<i>\$126,877</i>

7.6 BUSINESS RATIOS

The business ratios table below is generated based on standard industry ratios, standard Industrial Classification Code (SIC), Local and Suburban Transit are shown for comparison.

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC				
Ratio Analysis				
	Year 1	Year 2	Year 3	Industry Profile
Sales Growth	0.00%	67.49%	13.08%	3.70%
Percent of Total Assets				
Other Current Assets	0.00%	0.00%	0.00%	45.30%
Total Current Assets	96.81%	99.31%	100.00%	64.40%
Long-term Assets	3.19%	0.69%	0.00%	35.60%
Total Assets	100.00%	100.00%	100.00%	100.00%
Current Liabilities	28.61%	11.64%	7.05%	31.20%
Long-term Liabilities	0.00%	0.00%	0.00%	25.20%
Total Liabilities	28.61%	11.64%	7.05%	56.40%
Net Worth	71.39%	88.36%	92.95%	43.60%
Percent of Sales				
Sales	100.00%	100.00%	100.00%	100.00%
Gross Margin	80.00%	80.00%	80.00%	66.70%
Selling, General & Administrative Expenses	86.04%	65.37%	60.12%	46.50%
Advertising Expenses	0.36%	0.21%	0.19%	0.50%
Profit Before Interest and Taxes	-6.04%	19.51%	26.51%	2.90%

Main Ratios				
Current	3.38	8.53	14.18	1.61
Quick	3.38	8.53	14.18	1.17
Total Debt to Total Assets	28.61%	11.64%	7.05%	56.40%
Pre-tax Return on Net Worth	-45.79%	86.68%	66.81%	4.60%
Pre-tax Return on Assets	-32.69%	76.59%	62.10%	10.50%
Additional Ratios	Year 1	Year 2	Year 3	
Net Profit Margin	-6.04%	14.63%	19.77%	n.a
Return on Equity	-45.79%	65.01%	49.83%	n.a
Activity Ratios				
Accounts Payable Turnover	7.49	12.17	12.17	n.a
Payment Days	27	31	28	n.a
Total Asset Turnover	5.41	3.93	2.34	n.a
Debt Ratios				
Debt to Net Worth	0.40	0.13	0.08	n.a
Current Liab. to Liab.	1.00	1.00	1.00	n.a
Liquidity Ratios				
Net Working Capital	\$21,279	\$63,158	\$126,877	n.a
Interest Coverage	0.00	0.00	0.00	n.a
Additional Ratios				
Assets to Sales	0.18	0.25	0.43	n.a
Current Debt/Total Assets	29%	12%	7%	n.a
Acid Test	3.38	8.53	14.18	n.a
Sales/Net Worth	7.58	4.44	2.52	n.a

<i>Dividend Payout</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>n.a</i>
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BRIDGE CITY NON EMERGENCY TRANSPORTATION, LLC

Section 2

Service Policies

2.1 PATIENT CARE REPORTS POLICY

Purpose: To provide guidelines for the maintenance and utilization of patient care reports by company crew members.

Policy: Bridge City Non Emergency Transportation, LLC will maintain and ensure the utilization of a patient care report form each time a crewmember makes physical or verbal contact with a patient. All crewmembers will be trained on properly completing the patient care report. A separate patient care report shall be prepared for each patient transported in the same vehicle. One patient care report, per person shall be completed. A separate patient care report shall be completed for each leg of a round trip transport. The patient care report form shall be signed by all of the crewmembers. Each patient care report form shall be completed in eligible ink and shall contain the following information:

1. The patient's name, age, sex and home address;
2. A description of the patient's condition and any observed changes
3. A description of any care and/or assistance given to the patient.
4. The time when, and location where, the patient was picked up and was discharged;
5. The vehicle recognition number, date, and full names of each crewmember and their affiliation.

A copy of the patient care report shall be given to an authorized representative at the receiving health care facility. This shall be done no later than 24 hours after completion of the call. Additions to the original report shall not be made once a copy has been delivered to the receiving health care facility, unless such changes are initialed and dated by the person making the change and the receiving health care facility is provided with a copy of the changes.

Bridge City Non Emergency Transportation, LLC shall keep all patient care reports in accordance maintenance of record policy and in compliance with state regulatory agency rules and regulation.

The Administrator shall review daily all patient care reports to ensure they are completed correctly.

2.2 NON-DISCRIMINATION POLICY

Purpose: Consistent with best work environment practice, our policy and practice is to maintain a work environment free from discrimination, one where employees and patients are treated with dignity and respect. All employees share in the responsibility for fulfilling Bridge City Non Emergency Transportation, LLC's commitment to equal employment opportunity and access to service for all patients. To that end, Bridge City Non Emergency Transportation, LLC's Non-Discrimination Policy provides that we do not discriminate against any employee or applicant for employment or patients. We also comply with all applicable national and local laws pertaining to non-discrimination and equal opportunity.

Policy:

Patients: Bridge City Non Emergency Transportation, LLC does not discriminate against existing and potential patients on the basis of person's race, sex, creed, national origin, sexual preference, age, disability, medical condition (including, but not limited to, patients with AIDS/HIV, TB, Hepatitis B or other communicable diseases) religion, marital status, sexual orientation, gender identity and expression, pregnancy, covered veteran status, political affiliation or ability to pay.

Employees: As an equal opportunity employer, Bridge City Non Emergency Transportation, LLC will provide equal consideration to all employees and job candidates without regard to sex, age, race, color, marital status, gender identity, sexual orientation, religion, national origin, veteran status, disability, political affiliation, or any other characteristic protected by federal, state, or local law.

Any form of discrimination is strictly prohibited. Discrimination of any form should be reported immediately to the Administrator for investigation. The crewmember or staff affected by the allegation will be placed on administrative leave during the investigation. If the allegations are substantiated, the employee will be terminated and the appropriate agencies will be notified.

2.3 CHILD AND ELDER ABUSE REPORTING POLICY

Purpose: To describe the process for identifying, investigating, and reporting suspected victims of Domestic Abuse, Child Abuse and Neglect, and Elder Abuse and Neglect.

Policy: Company leaders are cognizant of the increasing occurrence of domestic violence, abuse and neglect in America today. Realizing that victims of alleged or suspected domestic violence, abuse or neglect may be admitted to the service of this Company and that appropriate services cannot be provided by Bridge City Non Emergency Transportation, LLC unless these victims are identified and assessed, this organization will:

- Define terms used in this policy as follows:

Domestic: household or family related

Violence: implies use of great force, intense vehemence, physical force exerted for the purpose of violating, damaging or abusing people or things

Abuse: generally carries with it a sense of harm and takes the form of physical, verbal, sexual, psychological and emotional injury. It is generally repetitive and escalating.

Neglect: failure to care for or do, to disregard or pay no attention to. Neglect can be passive (unintentional failure to administer care or to give attention) or active (intentional failure to fulfill a care-taking obligation; to inflict physical or emotional stress or injury)

- Educate staff about domestic violence, abuse and neglect issues.
- Educate staff about appropriately identifying and assessing alleged or suspected victims.
- Educate staff about appropriate intervention in response to the identified abuse and neglect findings.
- Educate the staff to issues related to violence, abuse and neglect.
- Use the current state laws and regulations regarding abuse, neglect and domestic violence issues as Bridge City Non Emergency Transportation, LLC's guide for reporting and intervention processes.
- Establish and maintain a list of referral sources that includes private and public community agencies that provide for, or arrange for, assessment and care of victims of suspected or alleged abuse and establish a referral network with these and other appropriate resources.

- Educate all staff regarding the referral process with these resources, including the referral criteria and implementation of the referral process to the appropriate resources within the network.
- Educate staff to appropriate documentation of assessment and care.
- Establish screening guidelines for identification of this Company's "at risk" population and educate the staff to recognize this company's at risk population.

Related Policy:

1. Reportable events

2.4 REPORTABLE EVENTS POLICY

Purpose: To establish policies and procedures to notify the Department of Health and Senior Services of reportable events.

Policy: Bridge City Non Emergency Transportation, LLC will comply with all requirements for reportable events. Bridge City Non Emergency Transportation, LLC will notify the state regulatory agency by telephone and also by written confirmation using the Reportable Events form as provided by the state.

Reportable events will be reported by the Administrator to the state by phone and in writing and will include the following:

1. Any death or injury that occurred to a patient, passenger or crewmember while being treated, transported or riding in the provider's vehicle
2. Any accident reportable in which one or more of the provider's vehicles is involved, regardless of whether or not the accident is actually reported to the police.
3. Any event occurring on or within the provider's vehicle(s) or place of business that results in any damage to patient medical records;
4. Any instance where a crewmember acts outside of his or her approved scope of practice;
5. Any and all incidents or series of incidents which, upon objective evaluation, lead to the good faith belief that the conduct is in violation of any applicable law, rule and/or regulation (including, but not limited to, any instances of child abuse or neglect, elder abuse, domestic violence and/or the utilization of physical behavioral restraints); and/or
6. Any PIOOS (Provider-Initiated-Out-of-Service) for a period greater than 30 calendar days.

The initial telephone report shall be made during regular business hours before the end of the next business day following the incident.

The written confirmation shall be in the form provided by state regulatory agency and shall include all information known to the provider or crewmembers, including the condition of, and prognosis for, any injured persons, as well as copies of any official reports (such as a police report) and the provider's estimate of the degree of disruption of services, as applicable. This confirmation shall be delivered to state regulatory agency no later than 14 calendar days after the incident.

Related Policy:

1. Non-Discrimination Policy
2. PIOOS Policy

2.5 VEHICLE SAFETY POLICY

Purpose: To provide guidelines for vehicle safety operations

Policy: Each company vehicle shall be maintained in a safe operating condition. The vehicle and all required equipment shall be functional and operable when the non-emergency transportation vehicle is "in-service." The responsibility for the safe operation of each vehicle shall rest with the crewmembers staffing that vehicle. Bridge City Non Emergency Transportation, LLC strongly prohibits the operation of any vehicle without due regard for the safety of the general public or without adhering to all applicable laws, rules and/or regulations. Bridge City Non Emergency Transportation, LLC will also avoid the operation of any vehicle that is patently unsafe to drive, presents a hazard to personnel and/or bystanders, has not passed the state Motor Vehicle Commission (MVC) inspection or does not display a valid MVC inspection sticker. It is the policy of Bridge City Non Emergency Transportation, LLC that no person shall staff or operate, or be allowed to staff or operate a non-emergency transportation vehicle:

1. After consuming or while under the influence of alcohol, narcotics or any substance that substantially compromises a person's decision-making abilities;
2. In a reckless manner;
3. At an excessive rate of speed; or
4. While engaging in any illegal conduct.

(e) The interior of the vehicle shall be designed for the safety of patients and crewmembers and the patient compartment shall have the following safety features:

1. There shall be no protruding edges
2. Exterior corners (corners that point-out) shall be rounded or covered with a padded material;
3. The ceiling shall be finished with a padded material or with a flat, even and unbroken surface;
4. The floor shall have a flat, even, unbroken and impervious surface and shall be covered with a slip resistant material;
5. Any seats with under seat storage shall have a positive latching mechanism that holds the seat closed;
6. All cabinet doors, except a sliding door, shall have a positive latching mechanism that shall hold the door securely closed and shall prevent the contents of the cabinet from pushing the door open from the inside; and
7. All equipment and supplies carried on the vehicle shall be stored in a crashworthy manner (that is, they shall remain firmly in place and shall not present a hazard to any vehicle occupant in the event of an accident or sudden change in vehicle speed or direction). There shall be sufficient cabinets and other storage spaces within the vehicle so as to meet this requirement.

Crashworthy retention systems shall not incorporate rubber straps, "shock cords" or Velcro [FN®]-type closures.

8. The bench seats in all vehicles manufactured after July 1, 2002 shall have a passive barrier at the forward end of the bench.

(f) Automotive safety belts shall be provided for each vehicle occupant (patient, passenger or crewmember) over eight years of age or under eight years of age but weighing more than 80 pounds and shall meet all State standards. Each vehicle occupant shall be properly restrained either in an automotive safety belt, or, if a passenger is a patient and it is medically appropriate, in a wheelchair or on a stretcher. All children under eight years of age weighing 80 pounds or less shall be properly restrained in a Federally-approved child restraint system. or, if such a child passenger is a patient and it is medically appropriate in a wheelchair or on a stretcher.

(g) Signs shall appear in both the patient and driver's compartments that clearly indicate that smoking is prohibited anywhere in the vehicle.

(h) Each vehicle shall be equipped with the following minimum safety equipment:

1. One flashlight, two D-cell size or larger;
2. One fire extinguisher, U.L. rated at least 2A 10BC or 3A 40BC. The extinguisher shall have a valid inspection tag indicating that it is fully charged. The fire extinguisher shall be securely mounted in a bracket on the wall, floor or ceiling; and
3. Three portable red emergency reflective safety triangles or three battery-operated flashers. Due to their flammable nature, ground and/or safety flares of any type shall not be carried on any vehicle.

Related Policy

1. Alcohol and Drug Policy

2.6 PHYSICAL BEHAVIORAL RESTRAINTS POLICY

Purpose: To establish a policy and procedure for physical behavioral restraints of patients

Policy: Patients shall not be placed and/or transported in physical behavioral restraints unless:

1. A physician or court has authorized the placement of the restraints;
2. The patient is in the custody of a law enforcement officer; or
3. The medical condition of the patient mandates transportation to, and treatment at, a health care facility, and the patient manifests such a degree of behavior that he or she:
 - i. Poses serious physical danger to himself or herself or to others; or
 - ii. Causes serious disruption to ongoing medical treatment that is necessary to sustain his or her life or to prevent disability.

(b) A patient placed in physical behavioral restraints shall not remain restrained for a period greater than one hour unless:

1. A physician or court has authorized the utilization of the restraints for longer than one hour; or
2. The patient is personally accompanied by a law enforcement officer.

(c) Physical behavioral restraints shall not be of a type, or utilized in a manner, that causes undue physical discomfort, harm or pain to a patient. Hard restraints, such as handcuffs, are specifically prohibited unless the law enforcement officer who applied the hard restraints or handcuffs personally accompanies the patient. A patient placed in any type of restraint shall be closely monitored to ensure that his or her airway is not compromised in any way. In no circumstance shall a patient be placed prone (that is, face-down) on a stretcher while in restraints.

(d) The rationale for placing and/or transporting a patient in physical behavioral restraints, and the type of restraints utilized, shall be clearly stated in the patient care report.

2.7 GUIDE DOGS POLICY

Purpose: To provide guidelines foreseeing-eye dogs, service dogs, hearing ear dogs, companion dogs and/or guide dogs to assist a blind, handicapped or hearing impaired person.

Policy: In accordance with the state and federal Against Discrimination Laws, seeing-eye dogs, service dogs, hearing ear dogs, companion dogs and/or guide dogs trained by a recognized company or school to assist a blind, handicapped or hearing impaired person shall be permitted on any non-emergency transportation vehicle where their presence is necessary to perform the duties for which they are trained. No crewmember shall refuse transportation of handicapped or hearing impaired person with seeing-eye dogs, service dogs, hearing ear dogs, companion dogs and/or guide dogs trained by a recognized company.

2.8 PATIENT RESTRICTIONS POLICY

Purpose: To provide guidelines for patient restrictions under non-emergency transportation

Policy:

(a) When "in-service," a non-emergency transportation vehicle may be utilized to provide non-emergency health care transportation to sick, infirm or otherwise disabled persons:

1. Who are under the care or supervision of a physician or other recognized health care provider;
2. Whose medical condition is not of sufficient magnitude or gravity to require transportation in a BLS ambulance, but does require transportation from place to place for medical care; and
3. Whose utilization of an alternate form of transportation, such as taxicab, bus, other public conveyance or private vehicle might create a serious risk to life and health. This shall include those persons who are either ambulatory or wheelchair-bound.

(b) A non-emergency medical transportation shall not be utilized to provide transportation to persons who, based upon current medical condition or past medical history, require:

1. Transportation in a prone or supine position (including persons that are bed-or stretcher-bound);
2. Constant attendance due to a medical and/or mental condition;
3. Aspiration or suctioning;
4. Management or observation of intravenous fluids and/or intravenous medications unless
 - i. The device is totally self-sufficient, including medication supply and patient interface devices;
 - ii. The device requires no interaction or intervention by non-emergency transportation crewmembers; and
 - iii. The device is of the type approved by the FDA for home administration of medications;
5. An automatic ventilator or whose breathing is ventilator assisted unless:
 - i. The device is totally self-sufficient (including gas supply and power source);
 - ii. The device requires no monitoring or interaction by non-emergency transportation crewmembers; and
 - iii. The device is of the type approved for home utilization on patients;
6. Pre-hospital basic or advanced life support emergency medical care;
7. A BLS or ALS inter-facility transfer;
8. Treatment in the emergency department of a general hospital (for other than a set appointment or routine non-emergency follow-up care of a previously diagnosed condition);
9. Treatment in, or admission to, the obstetrical unit (labor and delivery suite) or the Intensive and/or coronary care unit of a general hospital; or
10. Transportation in physical behavioral restraints.

(c) A patient who is receiving oxygen from a portable supply routinely utilized by the patient may be transported in a non-emergency transportation vehicle without the presence of an EMT-

Basic, provided that there is no need for the non-emergency transportation crewmember to monitor, regulate or control the oxygen system.

(d) A non-emergency transportation vehicle shall not carry more than nine passengers at any given time.

(e) A non-emergency transportation vehicle shall not be utilized as a BLS ambulance.

(f) When not "in-service," a non-emergency transportation vehicle may be utilized to provide non-health care services.

2.9 OXYGEN ADMINISTRATION POLICY

Purpose: To provide guidelines for oxygen administration

Policy: Oxygen administration devices may, but need not be carried on a non-emergency medical transportation vehicle.

If carried, except in those instances where the patient supplies such devices, the non-emergency transportation shall be staffed with at least one EMT-Basic, and the oxygen and related equipment shall meet the state standard.

Each vehicle shall have a pocket-mask device, CPR mask with a one-way valve or some other approved barrier protection device for utilization in the event that CPR is performed on a patient.

Related Policy

1. Crewmember Duties Policy
2. Required Crewmember Policy

2.10 PATIENT TRANSPORT DEVICES POLICY

Purpose: To set guidelines for patient transport devices

Policy: Stretchers and/or patient litters shall not be carried on, or within, any non-emergency medical transportation vehicle. There shall be a four-point forward facing wheelchair restraint system to secure and immobilize each occupied wheelchair transported in the vehicle.

Vehicles shall be equipped only with forward-facing wheelchair systems and patient seats.

The wheelchair restraint system shall secure and immobilize the frame of the wheelchair in a crashworthy manner and so that movement of the occupied wheelchair does not exceed one inch in any direction. The restraint system shall not be attached to the wheels of the wheelchair. Each wheelchair shall have a patient seatbelt that secures the patient into the wheelchair in a configuration similar to an automotive safety belt. Velcro [FN®]-type closures shall not be utilized. The seatbelt shall attach only to the wheelchair, not to the vehicle, and shall not be part of the wheelchair restraint system. The seatbelt shall be properly secured on the patient whenever the patient is in the wheelchair and under the care of the crewmembers, including moving the patient in and out of the vehicle, and transferring the patient to his or her destination.

2.11 RAMPS AND LIFTS POLICY

Purpose: To provide policies and procedures for Ramps and Lifts.

Policy: Bridge City Non Emergency Transportation, LLC will ensure there is operable ramp or fully automatic lift for the safe entry and exit of occupied standard size wheelchairs. The ramp or lift shall be permanently fastened to the vehicle and be capable of accommodating a load of at least 500 pounds. When the vehicle is in transit, the ramp or lift shall be secured in a crashworthy manner and shall be positioned so as not to obstruct both of the patient compartment exterior doorways.

(b) The ramp or lift shall have a slip resistant surface, be structurally sound, free from defects and provide a rigid interlocking surface when being utilized.

(c) The lift, as well as any ramp that relies on electric, hydraulic or other power for its operation, shall be capable of manual operation by an unassisted person or there shall be a manually operated backup device. The manual backup device shall be capable of both lifting and lowering the patient and shall perform either function within five minutes.

2.12 PATIENT COMPARTMENT REQUIREMENTS AND DIMENSIONS POLICY

Purpose: To set guidelines for patient compartment requirements and dimensions.

Policy: Each vehicle utilized as non-emergency medical transportation shall have a patient compartment. There need not be a partition between the driver's seating area and the patient compartment.

The patient compartment shall have the following dimensions:

1. Height: At least 58 inches between the floor and the ceiling, when measured above each wheelchair restraint position;
2. Width: At least 56 inches between the vehicle interior sides when measured at any point 42 inches above the floor. (The width of cabinets, etc. shall be included when measurements are made.) When "in-service" and transporting a wheelchair bound patient, all aisles shall be maintained at a width of at least 30 inches; and
3. Length: At least 92 inches between the interior surface of the rear door and the rear surface of the driver's seat or, if present, the surface of any bulkhead or partition, if three or four wheelchair positions are present. At least 82 inches between the interior surface of the rear door and the rear surface of the driver's seat or, if present, the surface of any bulkhead or partition, if one or two wheelchair positions are present.

The patient compartment shall have at least two exterior doorways:

1. The two doorways shall not be adjacent to each other. Permissible configurations shall include one doorway on the passenger (or curb) side of the vehicle within the front half of the body of the vehicle, and the second doorway either at the rear of the vehicle, or on the driver's side of the vehicle, opposite the curbside door.
2. Each doorway opening shall be at least 28 inches wide and at least one doorway shall be at least 56 inches high in order to accommodate the required lift or ramp.
3. At least one patient compartment doorway shall be available for utilization as an emergency exit at all times. Access to patient compartment doorways shall not be obstructed by any immovable objects.
4. The doors to each patient compartment doorway shall be capable of being opened and utilized from both inside the patient compartment and from the exterior of the vehicle, using a standard automotive industry door handle.
5. There shall be a window in each door of the patient compartment. Rear windows shall be fixed and non-opening.

The patient compartment shall be equipped with a built-in lighting system. The lighting system shall utilize white or clear lenses. The lighting shall not interfere with the driver's vision and shall be located so that glare is not reflected into the driver's eyes or line of vision.

Vehicles shall be equipped with an integral roll cage or roll bar that is secured to the floor of the vehicle or is otherwise certified by the manufacturer to provide occupant protection in the event of a rollover type collision.

(Once a vehicle is licensed by the state licensing agency, there shall be no further changes to the vehicle's interior configuration unless and until such changes have been approved, in writing, by OEMS.

Each vehicle shall meet all applicable requirements set forth in the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101) and any current companion regulations as may be set forth in the Code of Federal Regulations.

2.13 VEHICLE MARKINGS AND EMERGENCY WARNING DEVICES POLICY

Purpose: To delineate guidelines for vehicle markings and emergency warning devices.

Policy: Bridge City Non Emergency Transportation, LLC shall ensure each company non-emergency medical transportation vehicle bear the following markings:

1. The trade name (as it appears on the vehicle license) shall be visible on the two exterior sides of the vehicle in a size not less than four inches high;
2. The vehicle recognition number shall be visible on the rear and the two exterior sides of the vehicle in a size not less than three inches high; and
3. The International Symbol of Access for the Handicapped (that is, the outline form of a person in a wheelchair) shall be visible on the rear and the two sides of the vehicle in a size not less than eight inches high.

The required markings shall appear in colors and shades that contrast with the background on which they appear so that they are clearly visible.

To avoid the appearance of a Basic Life Support (BLS) ambulance, Mobile Intensive Care Unit (MICU) or Specialty Care Transport Unit (SCTU), the following shall not appear on any company non-emergency transportation vehicle:

1. Symbols consisting of or resembling the "Star of Life," a Greek cross or a Maltese cross, or any symbol implying provision of advanced life support care; and/or
2. Words, or abbreviations of words, such as (but not limited to) "Advanced Life Support," "Basic Life Support," "Coronary Care," "Critical Care Transport Unit," "Emergency Medical Technician," "Intensive Care," "MICU," "Mobile Intensive Care," "Paramedic," "Special Care," "Specialty Care," "Specialty Care Transport Unit" or "Trauma."

The words "Ambulance" or "Emergency" or an abbreviation of either word shall only appear when the word is part of the lawfully incorporated name of the provider.

No company non-emergency medical transportation vehicle shall be equipped with, or appear to be equipped with, audible or visible emergency vehicle warning devices, including, but not limited to, red lights and sirens.

2.14 TWO-WAY COMMUNICATIONS POLICY

Purpose: To provide guidelines for two-way communication systems.

Policy: Bridge City Non Emergency Transportation, LLC will ensure each non-emergency medical transportation vehicle shall have at least one form of two-way communications. Bridge City Non Emergency Transportation, LLC non-emergency medical transportation shall not be equipped with a JEMS radio.

The following radio frequencies shall not be utilized in two-way communications to, or from, an MAV:

1. Any of the UHF radio frequencies known as "Med 1" through "Med 10" and "MED A" through "MED X";
2. Any of the VHF radio frequencies listed in Appendix A of the N.J.A.C 8:40-3.6
3. Any of the following radio frequencies: 155.280 MHz, 155.340 MHz, 153.785 MHz.

All two-way communications shall comply with all applicable Federal Communications Commission (FCC) rules and regulations. The Department shall be provided with a copy of any FCC license(s) issued to the provider.

Bridge City Non Emergency Transportation, LLC shall not engage in any communications activity that causes harmful interference with the EMS communications system. For the purpose of this section, harmful interference is defined as:

1. A complaint found by state licensing agency to be valid of radio interference from a service provider operating in accordance with the JEMS Communications Plan; and/or
2. A finding by the state licensing agency or the FCC that the provider's communications are causing harmful interference.

2.15 TRANSPORTING CHILDREN POLICY

Purpose: To ensure the safe transportation of children and young people and to comply with state safety requirements in the transportation of children and young people.

Policy: Bridge City Non Emergency Transportation, LLC will ensure the safe transport of all children. The child's application for enrolment requires written consent from the parent or legal guardian for transportation. If the parent or legal guardian is not available at a time of transportation and a written consent has not been provided, a verbal consent must be obtained from the parent or legal guardian before transport and must be documented on the patient care report form.

The transport crew of Bridge City Non Emergency Transportation, LLC assumes responsibility for children transported without an escort from time and place of pickup until delivered to parents, guardians or responsible persons designated by parents or guardians.

An approved infant or child car seat or other specially adapted seating appropriate to age and size of child must be utilized for transporting children. The transport crew exercise reasonable care that its infant or child car seats or other specially adapted seating are safe. Passenger windows will not be opened more than 50% when children are in transport.

Procedure:

Upon admission of children a written consent from the parent or legal guardian for transportation. Transporting of children policy will be provided to each parent or legal guardian at admission. If the parent or legal guardian is not available at a time of admission and a written consent has not been provided, a verbal consent must be obtained from the parent or legal guardian before transport and must be documented on the patient care report form. Each staff person must be informed of transporting children policy.

2.16 CUSTOMER COMPLAINT POLICY

Purpose: To establish a process for addressing patient or other customer complaints and/or comments regarding their experience with this company. Complaints and comments are taken seriously and will be subject to the policy and procedure listed below.

Policy: It is the policy of Bridge City Non Emergency Transportation, LLC to ensure all staff are courteous, truthful, and respectful when dealing with patients, and provided with services regardless of person's race, sex, creed, national origin, sexual preference, age, disability, medical condition (including, but not limited to, patients with AIDS/HIV, TB, Hepatitis B or other communicable diseases) religion, marital status, sexual orientation, gender identity and expression, pregnancy, covered veteran status, political affiliation or ability to pay. Company staff will carry out their professional work in a competent and objective manner. All staff will comply with this complaint policy and procedures and also comply at all times with all federal, state and local laws and regulations, including but not limited to laws relating to license, scope of practice, facility operations and billing requirements.

Procedure

1. Complaints: Persons concerned that any violation of the above principles has occurred can register a comment with Bridge City Non Emergency Transportation, LLC complaint officer.
 - a. Written complaint with any supporting evidence regarding the complaint must be submitted no later than 60 days after the event.
 - b. Complaint can be sent to Bridge City Non Emergency Transportation, LLC address and to the attention of the complaint officer: XXXXXX
2. Company response to complaints:
 - a. Complaints must be sent to the <INSERT APPLICABLE PERSONNEL> within 2 working days of being received.
 - b. The <INSERT APPLICABLE PERSONNEL > will be responsible for promptly investigating and responding to complaints, and responding to the person making the claim within 30 days of receipt of complaint.
 - c. The <INSERT APPLICABLE PERSONNEL > will notify the appropriate staff and complainant of investigation results within 30 days after complaint is received.
 - d. The <INSERT APPLICABLE PERSONNEL > will keep a record of receipt and disposition of all complaints.
 - e. The <INSERT APPLICABLE PERSONNEL > will be responsible for reporting any infraction of laws or guidelines that govern an employee's license and /or credentials to the proper governing authorities.
 - f. The <INSERT APPLICABLE PERSONNEL > will be responsible for reporting any infraction of laws or guidelines that govern patient or staff safety to the proper governing authorities.

Related Policy

1. Non-Discrimination Policy

2.17 NOTICE OF PRIVACY PRACTICE POLICY

As an essential part of our commitment to you, Bridge City Non Emergency Transportation, LLC maintains the privacy of certain confidential healthcare information about you, known as Protected Health Information, or PHI. We are required by law to protect your healthcare information and to provide you with the attached Notice of Privacy Practices.

The Notice outlines our legal duties and privacy practices with respect to your PHI. It not only describes our privacy practices and your legal rights, but lets you know, among other things, how Bridge City Non Emergency Transportation, LLC is permitted to use and disclose PHI about you, how you can access and copy that information, how you may request amendment of that information, and how you may request restrictions on our use and disclosure of your PHI.

Bridge City Non Emergency Transportation, LLC is also required to abide by the terms of the version of this Notice currently in effect. In most situations we may use this information as described in this Notice without your permission, but there are some situations where we may use it only after we obtain your written authorization, if we are required by law to do so.

We respect your privacy and treat all healthcare information about our patients with care under strict policies of confidentiality that all of our staff are committed to following at all times.

PLEASE READ THE ATTACHED DETAILED NOTICE.

If you have any questions about it, please contact:
Madhav Nepal
412-225-3408

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Purpose of this Notice:

Bridge City Non Emergency Transportation, LLC Service, Inc. is required by law to maintain the privacy of certain confidential healthcare information, known as Protected Health Information or PHI, and to provide you with a notice of our legal duties and privacy practices with respect to your PHI. This Notice describes your legal rights, advises you of our privacy practices, and lets you know how Bridge City Non Emergency Transportation, LLC is permitted to use and disclose PHI about you.

Bridge City Non Emergency Transportation, LLC is also required to abide by the terms of the version of this Notice currently in effect. In most situations we may use this information as described in this Notice without your permission, but there are some situations where we may use it only after we obtain your written authorization, if we are required by law to do so.

Uses and Disclosers of PHI:

Bridge City Non Emergency Transportation, LLC may use PHI for the purposes of treatment, payment, and healthcare operations, in most cases without your written permission.

Examples of our use of your PHI:

For treatment: This includes such things as verbal and written information that we obtain about you and use pertaining to your medical condition and treatment provided to you by us and other medical personnel (including doctors and nurses who give orders to allow us to provide treatment to you). It also includes information we give to other healthcare personnel to whom we transfer your care and treatment, and includes transfer of PHI via radio or telephone to the hospital or other health care facilities or dispatch center as well as providing the hospital with a copy of the written record we create in the course of providing you with treatment and transport.

For payment: This includes any activities we must undertake in order to get reimbursed for the services we provide to you, including such things as organizing your PHI and submitting bills to insurance companies (either directly or through a third party billing company), management of billed claims for services rendered, medical necessity determinations and reviews, utilization review, and collection of outstanding accounts.

For healthcare operations: This includes quality assurance activities, licensing, and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures, obtaining legal and financial services, conduction business planning, processing grievances and complaints, creating reports that do not individually identify you for data collection purposes, fundraising, and certain marketing activities.

USES AND DISCLOSURES OF PHI WITHOUT YOUR AUTHORIZATION

Bridge City Non Emergency Transportation, LLC is permitted to use PHI without your written authorization, or opportunity to object in certain situations, including:

For Bridge City Non Emergency Transportation, LLC's use in treating you or in obtaining payment for services provided to you or in other health care operations;

For treatment activities of another health care provider;

To another health care provider (such as the hospital to which you are transported) for health care operations activities of the entity that receives the information as long as the entity receiving the information has or has had a relationship with you and the PHI pertains to that relationship;

For health care fraud and abuse detection or for activities related to compliance with the law;

To a family member, other relative, or close personal friend or other individual involved in your care if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection. We may also disclose health information to your family, relatives, or friends if we infer from the circumstances that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when your spouse has called the transportation for you. In situations where you are not capable of objecting (because you are not present or due to your incapacity or medical emergency), we may, in our professional judgment, determine that a disclosure to your family member, relative, or friend is in your best interest. In that situation, we will disclose only health information relevant to that person's involvement in your care. For example, we may inform the person who accompanied you in the transportation that you have certain symptoms and we may give that person an update on your vital signs and treatment that is being administered by our non-emergency transportation crew;

To a public health authority in certain situations such as reporting a birth, death or disease as required by law, as part of a public health investigation, to report child or adult abuse or neglect or domestic violence, to report adverse events such as product defects, or to notify a person about exposure to a possible communicable disease as required by law;

For health oversight activities including audits or government investigations, inspections, disciplinary proceedings, and other administrative or judicial actions undertaken by the government (or their contractors) by law to oversee the health care system;

For judicial and administrative proceedings as required by a court or administrative order, or in some cases in response to a subpoena or other legal process;

For law enforcement activities in limited situations, such as when there is a warrant for the request, or when the information is needed to locate a suspect or stop a crime;

For military, national defense and security and other special government functions;

To avert a serious threat to the health and safety of a person or the public at large;

For workers' compensation purposes, and in compliance with workers' compensation laws;

To coroners, medical examiners, and funeral directors for identifying a deceased person, determining cause of death, or carrying on their duties as authorized by law;

If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ donation or transplantation;

For research projects, but this will be subject to strict oversight and approvals and health information will be released only when there is a minimal risk to your privacy and adequate safeguards are in place in accordance with the law;

We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

Any other use or disclosure of PHI, other than those listed above will only be made with your written authorization, (the authorization must specifically identify the information we seek to use or disclose, as well as when and how we seek to use or disclose it). You may revoke your authorization at any time, in writing, except to the extent that we have already used or disclosed medical information in reliance on that authorization.

Patient Rights:

As a patient, you have a number of rights with respect to the protection of your PHI, including:

The right to access copy or inspect your PHI. This means you may come to our Somerville office and inspect and copy most of the medical information about you that we maintain. We will normally provide you with access to this information within three (3) business days of your request. We may also charge you a reasonable fee for you to copy any medical information that you have a right to access. In limited circumstances, we may deny you access to your medical information, and you may appeal certain types of denials. We have available forms to request

access to your PHI and we will provide a written response if we deny you access and let you know your appeal rights. If you wish to inspect and copy your medical information, you should contact our Privacy Officer whose name and contact information is at the end of this Notice.

The right to amend your PHI: You have the right to ask us to amend written medical information that we may have about you. We will generally amend your information within five (5) business days of your request and will notify you when we have amended the information. We are permitted by law to deny your request to amend your medical information only in certain circumstances, like when we believe the information you have asked us to amend is correct. If you wish to request that we amend the medical information that we have about you, you should contact our Privacy Officer whose name and contact information is at the end of this Notice.

The right to request an accounting of our use and disclosure of your PHI: You may request an accounting from us of certain disclosures of your medical information that we have made in the last six years prior to the date of your request. We are not required to give you an accounting of information we have used or disclosed for the purposes of treatment, payment or healthcare operations, or when we share your health information with our business associates, like our billing company or a medical facility from / to which we have transported you.

We are also not required to give you an accounting of our uses of protected health information for which you have already given us written authorization. If you wish to request an accounting of the medical information that we have used or disclosed that is not exempt from the accounting requirement, you should contact our Privacy Officer whose name and contact information is at the end of this Notice.

The right to request that we restrict the uses and disclosures of your PHI: You have the right to request that we restrict how we use and disclose your medical information that we have about you for treatment, payment, or healthcare operations, or to restrict the information that is provided to family, friends, and other individuals involved in your healthcare. But if you request a restriction and the information you asked us to restrict is needed to provide you with emergency treatment, then we may use the PHI or disclose the PHI to a healthcare provider to provide you with emergency treatment. Bridge City Non Emergency Transportation, LLC is not required to agree to any restrictions you request, but any restriction agreed to by Bridge City Non Emergency Transportation, LLC is binding on Bridge City Non Emergency Transportation, LLC Service, Inc.

Internet, Electronic Mail, and the Right to Obtain Copy of Paper Notice on Request: If we maintain a Web site, we will prominently post a copy of this Notice on our Web site and make the Notice available electronically through the Web site. If you allow us, we will forward you this Notice by electronic mail instead of on paper and you may always request a paper copy of the Notice.

Revisions to the Notice: Bridge City Non Emergency Transportation, LLC reserves the right to change the terms of this Notice at any time, and the changes will be effective immediately and will apply to all protected health information that we maintain. Any material changes to the Notice will be promptly posted in our facilities and posted to our Web site. You can get a copy of the latest version of this Notice by contacting our Privacy Officer whose name and contact information is at the end of this Notice.

Your Legal Rights and Complaints: You also have the right to complain to us, or to the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against in any way for filing a

complaint with us or the government. Should you have any questions, comments, or complaints you may direct all inquiries to our Privacy Officer listed at the end of this Notice. Individuals will not be retaliated against for filing a complaint.

BRIDGE CITY NON EMERGENCY TRANSPORTATION, LLC

Section 3

Maintenance Policies

3.1 BIOMEDICAL EQUIPMENT TESTING AND MAINTENANCE POLICY

Purpose: To provide guidelines for Biomedical equipment testing and maintenance policy.

Policy: Bridge City Non Emergency Transportation, LLC will ensure all biomedical equipment are tested and maintained in compliance with the manufacturer's recommendations and federal standards whichever is more frequent. The administrator will maintain a list of all biomedical equipment, testing and maintenance schedule and periodically ensure the testing and maintenance are completed in compliance with manufacturer's recommendation or federal standards, whichever is more frequent.

The administrator will ensure all biomedical equipment and devices comply with all applicable provisions set forth by the Federal Food and Drug Administration for safe care, utilization and maintenance of medical devices.

Biomedical equipment includes, but is not limited to:

1. Cardiac resuscitators (that is, Thumpers [FN®]);
2. Automated external defibrillator (AED);
3. Pulse oximeters; and
4. Automatic ventilators.

The administrator will ensure the required testing and maintenance shall be conducted by:

1. Qualified employees of the firm that manufactured the equipment;
2. Qualified employees of a firm approved or authorized by the manufacturer;
3. Biomedical engineering staff of a general hospital;
4. A recognized independent laboratory; or
5. Crewmembers or other employees of Bridge City Non Emergency Transportation, LLC who have been qualified by the equipment manufacturer to perform such testing and maintenance.

The requirements above shall not apply to biomedical equipment that is:

1. In the physical possession of a general hospital or other licensed health care facility;
2. Is placed in Bridge City Non Emergency Transportation, LLC's vehicle for treatment, during transportation, of that hospital's or facility's patient; and
3. Is operated by that hospital or facility's personnel.

The results of the biomedical equipment tests shall be kept on file by the administrator at Bridge City Non Emergency Transportation, LLC's principal place of business and shall be made available to Department staff upon demand.

3.2 AUTOMATED EXTERNAL DEFIBRILLATOR REPORTING POLICY

Purpose: To establish guidelines for compliance with the manufacturer's equipment maintenance and testing requirements.

Policy: Bridge City Non Emergency Transportation, LLC will comply with manufacturer's equipment maintenance and testing requirements.

Procedure:

A notation shall be made on the patient care report each and every time a crewmember applies an AED to a patient.

In addition, a crewmember shall make a complete verbal report to the receiving physician or registered nurse;

A copy of the patient care report shall be filed with the receiving health care facility no later than 24 hours after completion of the call.

3.3: VEHICLE PIOOS (PROVIDER-INITIATED-OUT-OF-SERVICE) LOGS AND MAINTENANCE POLICY

Purpose: To establish policies and procedures for vehicle PIOOS log and to provide guidelines for vehicle maintenance.

Policy: Bridge City Non Emergency Transportation, LLC to maintain vehicles and equipment in order to provide safe, comfortable, and reliable transportation to our passengers, effective and efficient service to the community. "Provider-Initiated-Out-of-Service" or "PIOOS" means the temporary removal from service of a vehicle by Bridge City Non Emergency Transportation, LLC. This includes vehicles in transit for repairs, when being utilized for official administrative duties or when being utilized in a parade or similar ceremony. Vehicles removed from service in this manner shall be identified by the placement of a placard by the administrator or designee in one of the vehicle's windows indicating that the vehicle is "PIOOS". Any PIOOS (Provider-Initiated-Out-of-Service) for a period greater than 30 calendar days shall be reported by the administrator or designee to the state regulatory agency.

Vehicle Maintenance

1. *It is the policy of Bridge City Non Emergency Transportation, LLC to maintain vehicles to promote the safety and comfort of passengers, operators, and protect the public.*
 - Conduct regular pre-trip inspections in order to identify vehicle and equipment problems and assure vehicles are in good operating condition.
 - Conduct basic Preventive Maintenance service routines in a timely manner to identify vehicle problems and keep vehicle systems in good repair.
 - Conduct vehicle repairs in a timely manner and in accordance with industry best practices.
 - Maintain a clean appearance for vehicles through regular interior and exterior cleaning.
2. *Manage Preventive Maintenance and repair activities to promote the reliability of the service by minimizing service interruptions due to vehicle or equipment failure.*
 - Regularly inspect vehicles in order to identify and correct problems in to prevent service interruptions.
 - Schedule repairs promptly in order to minimize service interruptions.
 - Utilize subcontractors as needed to perform specialized services.
 - Analyze repair, road call and tow data to identify trouble-prone components or systems for proactive attention.
3. *Maintain vehicles and equipment to promote cost-efficiency of operations.*
 - Maintain and repair vehicles to ensure their operation at peak efficiency, including fuel efficiency, emissions systems, etc.
 - Analyze vehicle fuel usage and repair data; identify vehicles which may need remedial work or may need to put in PIOOS.
 - Maintain vehicles and related equipment to fulfill manufacturer's warranty requirements and pursue warranty repairs where applicable; research and follow up on any applicable recalls or service bulletins.

- Maintain vehicles to maximize the useful vehicle life, including the life of key components such as tires, brakes, batteries, etc.
 - Manage the maintenance program to be cost effective in terms of staff time, service vendors and parts and supplies costs.
4. *Conduct vehicle operations, repairs, and cleaning in compliance with applicable local, state and federation regulations.*
- Ensure maintenance procedures comply with applicable OSHA laws and regulations protecting the health and welfare of workers.
 - Handle and dispose of fuels, lubricants, solvents, tires and related materials in a safe and environmentally responsible manner.
 - Maintain vehicles to comply with relevant emission standards and other applicable regulations.
 - Conduct vehicle cleaning to comply with applicable wastewater and other relevant regulations.
 - Conduct maintenance and repairs in compliance with environmental standards and other relevant regulations.

Program Elements:

Pre-trip inspections. Each vehicle will be inspected at the start of each shift by a driver trained in the procedure. A walk-around will be performed with a vehicle pre-trip checklist and any irregularities reported to the Mechanic before the vehicle leaves the lot. Please see Attachments for Pre-Trip Inspection checklist.

Basic Service Routines. Per the recommendations of the chassis, bus body, and wheelchair lift manufacturers, and the additional recommendations of the Mechanic, a thorough preventive maintenance schedule will be established and followed for each vehicle. At or before the recommended mileage intervals, Bridge City Non Emergency Transportation, LLC mechanic will perform all the elements of maintenance due at that mileage.

Vehicle Cleaning. Interior cleaning and sweeping of each in-service vehicle will be performed at the end of each shift by crewmembers. Vehicle exteriors will be washed on a weekly basis or more frequently, as needed.

Vehicle Repairs. The need for a vehicle repair may be discovered during a pre-trip inspection, preventive maintenance inspection, or breakdown. The Mechanic will determine warranty coverage for the system requiring attention, and if appropriate, pursue warranty repairs with the vendor, bus or chassis manufacturer, or authorized warranty outlet. The Mechanic will determine whether the repair can be accomplished by the Mechanic, or because of the need for special diagnostic expertise or equipment, will be assigned to a subcontractor.

Documentation and Analysis. Vehicle condition will be regularly documented through pre-trip inspections and problems discovered on the road will be documented on a Vehicle Condition Report by the driver. In addition, all vehicle maintenance and repair activity and costs will be documented. Vehicle data will be organized for summary and analysis.

3.4 VEHICLE REGISTRATION POLICY

Purpose: To set guidelines for each non-emergency transportation vehicle registration.

Policy: Bridge City Non Emergency Transportation, LLC shall register, maintain and operate each vehicle in accordance with all applicable state and federal regulations. The vehicle registration card shall be made available to state licensing agency staff upon demand. Vehicles registered as a motor vehicle in the state shall display a valid motor vehicle inspection decal issued by the state Motor Vehicle Commission. The vehicle shall only be utilized to provide service after it has successfully passed all motor vehicle tests conducted by the DMV or an authorized re-inspection Station. No vehicle shall be utilized to provide services while it bears a voided, expired or "Rejected" MVC sticker. Vehicles registered as motor vehicles in other states shall display a valid motor vehicle inspection decal issued in accordance with the requirements of the state registering the vehicle. The vehicle shall only be utilized to provide service after it has successfully passed all tests conducted in accordance with the requirements of the state registering the vehicle.

3.5 VEHICLE SANITATION POLICY

Purpose: To provide guidelines regarding the sanitation of vehicles

Policy: The interior of the vehicle, including all areas utilized for storage, and the equipment and supplies within the vehicle, shall be kept clean and sanitary. A disinfectant shall be applied to all contact surfaces at least weekly. The floor, walls and equipment shall be free of stains, dirt, debris, odors and insect infestation.

All interior surfaces shall be covered with stain resistant material that is impervious to blood, vomitus, grease, oil and common cleaning materials.

Blankets, pillows and mattresses shall be kept clean and in good repair. All pillows and mattresses shall have protective, waterproof and stain resistant covers.

Clean linens shall be utilized in the transport of stretcher patients. All linens shall be changed after each patient. Disposable linens may be utilized, so long as they are disposed of after each patient.

There shall be adequate, clean, dustproof storage for clean linens.

Plastic bags and/or covered containers or compartments shall be provided and shall be utilized for all soiled supplies (including linens and blankets) carried within the vehicle.

In order to protect the safety of the general public and emergency response personnel, after a vehicle has been occupied by or used to transport a patient known or suspected to have a communicable disease, the vehicle shall, prior to transportation of another patient, be cleaned and all contact surfaces, equipment and blankets shall be disinfected according to applicable standards set forth by the Occupational Safety and Health Administration (OSHA). Where possible, only single-service implements shall be inserted into the patient's nose or mouth. These single-service items shall be wrapped and properly stored and disposed of after utilization. Non-disposable patient care equipment shall be decontaminated after each patient utilization in a manner consistent with the sending or receiving health care facility's requirements for equipment decontamination. No airway, tube, catheter or other similar device shall be utilized on more than one patient unless sterilized in accordance with manufacturer's recommendations. Exterior surfaces of the vehicle shall be cleaned weekly.

Related Policy

1. Vehicle Maintenance Policy

3.6 VEHICLE HEATER/AIR CONDITIONER POLICY

Purpose: To provide guidelines for functionality and operation for vehicle heater/air conditioner.

Policy: Each vehicle shall have a functional heater and air conditioner: When the outside temperature is below 65 degrees Fahrenheit, the heater shall, within 20 minutes after initial engine start up, provide an inside ambient patient compartment temperature of 68 to 72 degrees Fahrenheit.

The air conditioner shall, within 45 minutes after engine start up, provide an inside ambient patient compartment temperature of:

- i. Sixty-eight to 72 degrees Fahrenheit when the outside temperature is between 75 and 85 degrees Fahrenheit; and
- ii. At least 13 degrees Fahrenheit below the outside temperature when the outside temperature is over 85 degrees Fahrenheit.

3.7 VEHICLE CHASSIS, BODY AND COMPONENTS POLICY

Purpose: This policy reflects standard for the motor vehicle chassis, body and components

Policy: It is the policy of Bridge City Non Emergency Transportation, LLC that the motor vehicle chassis, body and components shall be standard commercial products and shall comply with all Federal Motor Vehicle Safety Standards (FMVSS) and Federal regulations applicable or specified for the year of manufacture.

The curb weight and payload weight shall not exceed the gross motor vehicle weight rating as determined by the manufacturer.

Tires shall be appropriate for the Gross Vehicle Weight of the vehicle and shall not be damaged or have excessive tread wear. Radial and non-radial tires shall not be mixed on the vehicle.

The completed/modified vehicle's center of gravity shall be within the parameter recommended by the chassis manufacturer.

(e) All seats shall comply with 49 C.F.R. 571.207 (FMVSS No. 207). Automotive safety belts and anchorages for seats and for occupied wheelchairs shall comply with 49 C.F.R. 571.208, 209 and 210 (FMVSS Nos. 208, 209 and 210).

All glazing shall comply with 49 C.F.R. 571.205 (FMVSS No. 205).

Bridge City Non Emergency Transportation, LLC shall, with the approval of the Department, permanently assign a unique non-duplicated recognition number to each vehicle. The recognition number shall consist of at least one, but not more than six, characters. A character shall mean either an Arabic number, an Arabic letter, a space or a dash. At least one of the characters in the recognition number shall be either an Arabic letter or Arabic number.

3.8 VEHICLE CARBON MONOXIDE CONCENTRATIONS POLICY

Purpose: This policy provides standards to minimize the amount of carbon monoxide, noxious gases, diesel exhaust, fumes and contaminants entering the vehicle.

Policy: It is the policy of Bridge City Non Emergency Transportation, LLC to minimize the amount of carbon monoxide, noxious gases, diesel exhaust, fumes and contaminants entering the vehicle:

The vehicle exhaust system, as well as the vehicle exterior, doors, windows and related gaskets shall be in good condition and free of leaks; and

The vehicle exhaust system shall extend beyond the sides of the vehicle and away from the fuel tank filler pipes and doors.

The vehicle shall not be utilized to transport patients if the exhaust system has:

1. Loose or leaking joints;
2. Holes, leaking seams, or patches;
3. A tail pipe end that is pinched or damaged; or
4. A tail pipe end that does not extend beyond the edge of the vehicle body.

3.9 PNEUMATIC TESTING POLICY

Purpose: To provide guidelines for the testing of respiratory equipment.

Policy: All respiratory equipment shall be pneumatically tested by Bridge City Non Emergency Transportation, LLC at least once every six months and, if required by the manufacturer, at more frequent intervals. Testing respiratory equipment is performed using specially designed test equipment.

Periodic pneumatic testing will be conducted by Bridge City Non Emergency Transportation, LLC using the state licensing agency pneumatic testing guide, entitled "Pneumatic and Oxygen Delivery Testing Standards".

The results of all pneumatic tests shall be kept on file by the administrator or designee at Bridge City Non Emergency Transportation, LLC's principal place of business.

(d) At the discretion of the state licensing agency, pneumatic testing conducted by approved outside agencies may be accepted for the purpose of vehicle licensure.

(e) The results of all pneumatic tests shall be made available to state licensing staff part of any annual or biennial inspection for the purpose of licensure of a vehicle.

3.10 PRE-TRIP VEHICLE INSPECTION POLICY

Purpose: To help ensure the safe mechanical condition of each vehicle before it is used in service. To identify minor and major vehicle defects for immediate maintenance

Policy:

The Pre-Trip Vehicle Inspection Sheet should be completed by each driver before they start their run for the day. Items to be checked are listed on the left side of the page. Two boxes on the right side of the page highlight information that should be recorded for administrative purposes. There are three main areas that must be inspected by the driver. The exterior inspection checks the lighting systems, tires, body damage, and wheelchair lift/ramp operation. The interior inspection checks the operating condition of the major mechanical systems such as the brakes and steering as well as the operation of the radio (if applicable) and the cleanliness of the vehicle.

Drivers should also visually check the condition of the belts and hoses in the engine compartment and fluid levels as instructed by their supervisor.

Exterior Inspection

The exterior inspection can be completed more efficiently by two people, but it should not take long for a single person to do the work.

Headlights	Both high and low beams must be checked
Turn Signals	Front and back pairs of signals must work. In addition, hazard lights must be operational.
Back-up Lights	Back-up lights must work if transmission is shifted into reverse. (Should be inspected by another individual if possible.)
Mirrors	All mirrors must be present, unobstructed, and adjusted to the person who will be driving the vehicle.
Windshield Wipers	Windshield wipers must work at all settings. Wiper fluid pump should also be tested.
Windows	Windows must be secure and in good operating condition.
Tires	All tires should be visibly inspected for inflation and tread wear.
Body Damage	Any body damage should be reported even if transportation system administration and personnel are already aware of the problem.
Cleanliness	Outside of the vehicle should be inspected for accumulated dirt and grime.
Lift/Ramp Operation	All wheelchair lifts must be checked before the vehicle is put into service, whether or not the lifts are intended to be used.

Interior Inspection

Brakes	Brakes should be checked by putting the vehicle in gear without acceleration and applying the brakes.
Steering	Steering wheel should both have a full range of motion and effectively turn the front wheels.
Gauges and Indicators	All gauges and indicators should be visually inspected to make sure that they are operational.
Transmission Selector	Vehicle should be capable of being shifted into any gear
Radio	If the vehicle is equipped with a radio, a radio check should be conducted with dispatch.
Cleanliness	The interior of the vehicle should be free of any litter, food, or excessive dirt.

Engine Area Inspection

Each driver should visibly inspect the engine compartment for any loose belts or hoses. Fluid levels should also be checked as appropriate.

CROSS REFERENCE POLICY

1. Vehicle PIOOS Policy
2. Vehicle Sanitation Policy

BRIDGE CITY NON EMERGENCY TRANSPORTATION LLC

Section 4

Personnel Policies

4.1 MINIMUM CREWMEMBER REQUIREMENTS POLICY

Purpose: To establish minimum requirements for crewmembers.

Policy: Bridge City Non Emergency Transportation LLC has established the following minimum requirements for each crewmember that is operating a vehicle to possess a valid driver's license. Bridge City Non Emergency Transportation LLC shall make available all licenses to state licensing agency staff upon demand.

Each crewmember shall:

1. Be at least 18 years old;
2. Wear identification clearly setting forth his or her first and last name and the name of Bridge City Non Emergency Transportation LLC
3. Dress in clothing, including any outerwear, of a similar uniform appearance that presents a professional appearance.

Bridge City Non Emergency Transportation LLC may require a crewmember to display identification that identifies the crewmember's level of training, completion of training courses and/or membership in a professional association or society; however, a crewmember shall not display identification that indicates a level of training that the crewmember has not attained.

A crewmember recognized by the state licensing agency as a flight nurse, flight medic, mobile intensive care nurse or first responder shall not wear any patches that suggest that he or she is in any way licensed or certified by state licensing agency.

Each crewmember shall possess and shall make available to state licensing staff upon demand, certification for the type or level of patient care he or she is providing. No person shall be allowed to provide a type or level of patient care beyond the level he or she is lawfully eligible to provide in the State. In addition, each crewmember shall, upon request by state licensing staff, produce a photo I.D. that licensing staff may utilize in order to verify the validity of the required certification credentials.

4.2 CREWMEMBER COMPETENCY POLICY

Purpose: To set requirements for crewmember competencies

Policy: Each Bridge City Non Emergency Transportation LLC crewmember shall have knowledge of and/or skills in the following:

1. Application, operation, care and removal of the on-board medical equipment, as well as knowledge of potential in transport complications which may arise from the utilization of the equipment and the treatment of these complications;
2. The policies and procedures for the operation of a non-emergency medical transportation vehicle as applicable;
3. Safety operations for vehicle accident and incident procedures;
4. All communications equipment;
5. All applicable laws, rules and/or regulations including, but not limited to, those set forth at
6. CPR/Basic Life Support for adults and pediatrics
7. Passenger Assistance Techniques Certification or Mobility Assistance Vehicle Technician course
8. EMT Basic- oxygen administering crewmember
6. The scope of practice applicable to his or her respective certification level.

4.3 PERSONAL CREWMEMBER SAFETY POLICY

Purpose: To establish a policy and procedure for the personal safety of crewmembers.

Policy: If a crewmember reasonably believes that his or her personal safety is in jeopardy, the crewmember should retreat from the scene and call for police assistance and immediate supervisor. A crewmember should return to the scene in order to assess and treat the patient only when the scene has been secured. Such retreat shall not be considered patient abandonment unless the crewmembers leave the scene and/or advise the dispatch center that they are available for other calls.

Crewmembers shall not wear or carry any weapons or explosives while on duty. "Weapons" and "explosives" include not only offensive weapons, but also defensive weapons such as stun guns, stun batons, air tasers, pepper spray, mace defensive spray and/or telescopic steel batons.

4.4 VIOLENCE IN THE WORKPLACE PREVENTION POLICY

Purpose: To provide guidelines to prevent workplace violence.

Policy: Bridge City Non Emergency Transportation LLC is committed to providing a safe environment for employees, patients and visitors. Bridge City Non Emergency Transportation LLC refuses to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring by investigating violence. Bridge City Non Emergency Transportation LLC requires prompt and accurate reporting of all violent incidents, whether or not physical injury has occurred.

Bridge City Non Emergency Transportation LLC will not discriminate against victims of workplace violence. Its workplace violence prevention program ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure and do not engage in verbal threats or physical actions that create a security hazard for others in the workplace.

Zero Tolerance

Bridge City Non Emergency Transportation LLC has a zero tolerance policy for violence in the workplace; the employee is subject to immediate termination for cause. No talk of violence or joking about violence will be tolerated.

Bridge City Non Emergency Transportation LLC defines violence to include: physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence.

Security Measures

In order to provide a safe workplace, Bridge City Non Emergency Transportation LLC will limit access to all Bridge City Non Emergency Transportation LLC property to those with a legitimate business interest. All employee and visitor vehicles must register and display Bridge City Non Emergency Transportation LLC's identification while on the property and while in the field.

All Weapons Banned

Bridge City Non Emergency Transportation LLC will not tolerate employees being in the possession of any weapons, including weapons transported in employee vehicles, Bridge City Non Emergency Transportation LLC vehicles, both inside the workplace and in the parking area. In addition, when working outside Bridge City Non Emergency Transportation LLC's premises, employees are prohibited from carrying or transporting weapons.

Carrying of concealed weapons, with or without a valid permit to carry a concealed weapon, is not permitted on Bridge City Non Emergency Transportation LLC property

or while performing work as a Bridge City Non Emergency Transportation LLC employee.

Weapons include guns, knives, explosives and other potential weapons. Appropriate disciplinary action, up to and including termination, will be taken against any employee who is in violation of this policy.

Related Policy

1. Reportable Events Policy
2. Child and Elder Abuse Reporting Policy

4.5 HARASSMENT POLICY

Purpose: To educate employees in the recognition and prevention of illegal workplace harassment and to provide an effective means of eliminating such harassment from the workplace.

Policy: Bridge City Non Emergency Transportation LLC believes that employees should be afforded the opportunity to work in an environment free of harassment based on the employee's race, skin color, religion, gender, sex, national origin, age or disability, as well as harassment based on the race, skin color, religion, gender, sex, national origin, age or disability of the employee's relatives, friends or associates.

Harassment does not refer to occasional comments of a socially acceptable nature. Harassment is a form of inappropriate conduct that undermines the employment relationship. No Bridge City Non Emergency Transportation LLC employee will be subjected to ethnic slurs or other verbal or physical conduct relating to the employee's national origin, surname, skin color, gender, sex or age. Behavior that amounts to harassment will result in disciplinary action, up to and including dismissal.

Definition

Harassment is verbal or physical conduct that shows hostility or aversion toward the employee because of the employee's race, skin color, religion, gender, national origin, age or disability, or that of the employee's relatives, friends or associates, and that: (1) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (2) has the purpose or effect of unreasonably interfering with the employee's work performance; or (3) otherwise adversely affects the employee's employment opportunities. Harassment in the workplace is illegal.

Employer's Responsibility

Bridge City Non Emergency Transportation LLC wants the employee to have a work environment free of harassment by management personnel, by the employee's coworkers and by others with whom the employee must interact in the course of the employee's work as a Bridge City Non Emergency Transportation LLC employee. Harassment is specifically prohibited as unlawful and as a violation of Bridge City Non Emergency Transportation LLC policy. Bridge City Non Emergency Transportation LLC management at all levels is responsible for preventing harassment in the workplace, for taking immediate corrective action to stop harassment in the workplace, and for promptly investigating any allegation of work related harassment.

Complaint Procedure

If the employee experiences or witnesses harassment in the workplace, he/she should immediately report it to the immediate supervisor. If supervisor is the person who is

harassing the employee, the employee may approach any other member of Bridge City Non Emergency Transportation LLC's management or the administrator. All allegations of harassment will be quickly investigated. To the extent possible, the employee's confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the employee will be informed of the outcome of that investigation.

Retaliation Prohibited

Bridge City Non Emergency Transportation LLC will permit no employment based retaliation against anyone who brings a complaint of harassment or who speaks as a witness in the investigation of a complaint of harassment.

Written Policy

The employee will receive a copy of Bridge City Non Emergency Transportation LLC harassment policy and trained to this policy when the employee begins working for Bridge City Non Emergency Transportation LLC. If Bridge City Non Emergency Transportation LLC should amend or modify its harassment policy, the employee will receive an individual copy of the amended or modified policy.

Cross Reference Policy

1. Violence in the Workplace Prevention Policy

4.6 COMMUNICATION OF CHEMICAL HAZARD POLICY

Purpose: This policy provides information about the hazardous chemicals and substances that employees will be exposed to, chemical product labels and other forms of warning, material safety data sheets related to the chemicals.

Policy: This Bridge City Non Emergency Transportation LLC understands the importance of communication of hazards for the protection of patients and staff. The administrator or designee is responsible for insuring consultation and specific training when needed.

Material safety data sheets are an OSHA approved method to make current information and protective measures for chemical health hazards present in the workplace readily available to employees.

Hazards

Definition:

- Health hazard means a chemical for which there is statistically significant evidence based on at least one study conducted in accordance with established scientific principles that acute or chronic health effects may occur in exposed employees. (OSHA, 500:1131 CH 510 ATT. 4 subpart Z)
- Material safety data sheets (MSDS) means written or printed material concerning a hazardous chemical (OSHA 500:1131 CH 510 ATT 4 subpart Z)
- Bridge City Non Emergency Transportation LLC chooses to rely upon the evaluation of hazards performed by the chemical manufacturer or importer.

Procedure

- Bridge City Non Emergency Transportation LLC will obtain and maintain current MSDS sheets on each hazardous chemical used in the workplace.
- MSDS will be placed at each physical office site in order to be readily available to employees, their designated representatives, OSHA and the National Institute for Occupational Safety and Health.

- Upon receipt of new or updated MSDS, Bridge City Non Emergency Transportation LLC will review the MSDS's to ascertain that the sheets are complete. Should an incomplete MSDS be received, Bridge City Non Emergency Transportation LLC will document such receipt and return the sheet to the chemical manufacturer or distributor who sent it. If complete forms are not received promptly, OSHA will be contacted for assistance.
- Employees will be provided with information and training on hazardous chemicals in the work area during initial orientation and yearly thereafter.
- Employee orientation will include:
 - Hazard communication requirements of OSHA standard
 - The presence of hazardous chemicals in the work area
- Location and availability of written hazard communication program including list of hazardous chemicals and MSDS
 - How to read and interpret labels and MSDS
 - How to cope with emergency procedures (recognition, reporting, and evacuation)

4.7 REQUIRED CREWMEMBERS POLICY

Purpose: To provide guidelines for required crewmembers for non-emergency transportation vehicle.

Policy:

(a) When "in-service," each non-emergency transportation vehicle shall be staffed by at least one crewmember who meets the requirements of the crew member competency requirement. A second crewmember, also meeting the same requirements, shall be required at the time the patient(s) is/are loaded or unloaded, if a patient in a wheelchair is to be moved up or down five or more steps or if a patient in a wheelchair weighs 200 or more pounds and is to be moved up or down two or more steps. The second crewmember need not be present at other times.

(b) If oxygen administration devices are not carried in the vehicle, the required non-emergency medical transportation crewmembers shall possess and shall make available to state licensing staff upon demand:

1. A CPR certification card. If Bridge City Non Emergency Transportation LLC routinely transport patients under eight years of age, the administrator of Bridge City Non Emergency Transportation LLC shall ensure that the crewmembers have successfully completed the requirements for, and hold certification in, Pediatric Basic Life Support to the standards of the American Heart Association; and
2. A valid PASS (Passenger Assistance, Safety and Sensitivity) Technician certification card issued by Community Transportation Association of America, Pennsylvania, or a valid certification card indicating completion of a course approved by the state licensing agency or a valid MAV (Mobility Assistance Vehicle) Technician certification card issued by a course program and curriculum that has been approved by the state licensing agency.

(c) If oxygen administration devices are carried in the vehicle, except those instances where the patient supplies such devices, the crewmember shall possess both EMT-Basic and CPR certifications.

CROSS REFERENCE POLICY

1. Crewmember Competency Policy

4.8 CREWMEMBER DUTIES POLICY

Purpose: To set standards for the duties of crewmembers.

Policy: The collective duties of the crewmembers staffing a non-emergency medical transportation shall include, but are not limited to:

1. Assuring that all required and necessary equipment and supplies are onboard the vehicle and in working order prior to departure;
2. Operating the vehicle in a safe manner, starting and stopping the vehicle slowly and smoothly and complying with all applicable motor vehicle laws, rules and/or regulations;
3. Providing the patient with prompt, effective and appropriate care;
4. Assisting the patient to enter into and/or exit from the vehicle;
5. Supervising the well-being of the patient and ensuring the patient's privacy and comfort;
6. Assuring that all vehicle occupants (patients, passengers and crewmembers) are properly restrained.
7. Assuring that all wheelchairs are properly restrained in the required restraints and that all wheelchair patients are restrained in the wheelchair. Wheelchair patients are to be restrained with a seatbelt until the patient is transferred from the wheelchair at the patient's destination;
8. Prohibiting smoking within the vehicle at all times;
9. Completing the patient care report; and
10. Reporting verbally to the appropriate personnel when the patient is delivered to the receiving health care facility or other place of medical care.

CROSS REFERENCE POLICY

Required Crewmember Policy

FORMS

1. Patient Care Report

4.9 DRIVER QUALIFICATION POLICY

Purpose:

To establish a process for the recruitment of non-emergency medical transportation drivers.

Introduction

1. All Drivers shall be recruited on the basis of merit with minimum eligibility standards. No preference shall be given on the basis of cast, creed, color, race and language.
2. The recruitment system encompasses mandatory criteria for all applicants, which must be followed in letter and spirit for recruitment of a driver in the organization.

2. Driver Recruitment Criteria

Age and Experience.

Applicants *for driver positions* shall comply with the following age and experience criteria:

1. Applicant must have at least **two years** driving experience on the type of vehicle required to be driven in Bridge City Non Emergency Transportation LLC e.g. articulated and fixed.
2. Applicant's age should be at least 18 years at the time of recruitment.
3. Applicant's age should not exceed the official retirement age of Bridge City Non Emergency Transportation LLC i.e. 65 years.
4. *Have a clean driving record, must be drug and alcohol free and pass a criminal background check*
5. *Other requirements as determined by the hiring manager*

Personality.

Driver's personality attributes shall be verified through an **Interview / Assessment-Form** at the time of selection. The ideal candidate should be:

1. Someone who has an aptitude for driving.
2. Someone who can provide courteous service to customer.
3. Mature and responsible.
4. Decisive.
5. Capable of working independently, self-reliant and self-disciplined.
6. Prepared and capable of working on shifts.

Someone who must be aware and determined to practice all safety rules, methods and procedures.

1. Non-Smokers shall be preferred.
2. No attitude towards drugs.
3. No physical deformity & capable of controlling the vehicle (reaching and operating the controls).
4. Someone with the ability to perceive hazards & able to react rationally in normal and emergency situations

2.3. **Health.**

A board-certified physician shall conduct a comprehensive **medical examination**. Medical report shall be placed in the personal file of each driver after completion of selection process. Medical examination must ensure following fitness areas:

2.3.1 Vision (eyesight and color blindness).

2.3.2 Any serious illness.

2.3.3 Any neurological or musculoskeletal deficiency which could adversely affect movement and reaction time.

2.3.4 Conditions that could result in sudden collapse such as epilepsy, diabetes and heart attack.

2.3.5 Any history of anxiety or depression.

2.3.6 Use of any medication which could influence driving behavior.

2.3.7 Stress / sleeping disorders, and degree of dependence on sleeping tablets, alcohol and other measures.

2.3.8 Drug and alcohol testing.

2.4 **Driving Skills**

2.4.1 **Practical Driving Test.**

Each driver should go through a practical driving examination before recruitment with current certification. An experienced driver / monitor driver shall provide field orientation and test under typical operating conditions. He will confirm that applicant is fully competent to drive the type of vehicle he would use on Bridge City Non Emergency Transportation LLC business.

2.4.2 Appropriate Driving License. The applicant to be recruited must have an appropriate valid License for the vehicle to be driven by him. A Photostat copy of license must be placed in his personal file.

Education

(Education Requirement)

1. Preferable level of education for a prospective driver is a *high school graduate or higher degree*.
2. If an applicant is not meeting the above education standards, then he should be literate and numerate at a level where he is able to:
3. Follow written work instructions.
4. Read maps.
5. Safety bulletins.
6. Fill out trip log.
7. Other forms required to report about journey details etc.
8. Complete a defensive-driving course sponsored or endorsed by the national safety council.
9. Complete an approved Passenger-assistance training
10. Any driver who holds a current, valid EMT-basic, EMT-intermediate, or EMT-paramedic certification from the state board of emergency medical services is deemed qualified.
11. Pass a training course in first aid and CPR offered by the American red cross, the American heart association, the national safety council, medic first aid international, American safety and health institute or other approved institutions.

4. Induction.

4.1 A newly selected driver will be given a Job-Offer letter along with “Extract from Rules & Regulations of Bridge City Non Emergency Transportation LLC” for his guidance. He will be on probation for three months.

4.2 Newly hired drivers should be put on the safest and least demanding routes.

4.3 There should be a progression from smaller *to larger vehicles* and from rigid to articulated vehicles, supported by continuous progressive training.

4.4 During initial short trips, a monitor driver should spend the first three to five days with new driver, identifying any skill gaps, attitude problems and providing the necessary support.

4.5 The monitor driver shall continue to record his skill gaps during the probationary period and through coaching, counseling, and other training drills would bridge the gaps

in his driving skills. He will then submit his report to Bridge City Non Emergency Transportation LLC.

4.6 Following a final trip at the end of the probationary period, the monitor driver should recommend whether or not a driver to be rejected or accepted.

4.7 Job confirmation letter will be issued to the driver on probation, if Monitor-Driver comments positively about him and there is no other negative report against him.

Conduct.

With respect to general conduct, drivers shall:

Follow procedures regarding duty and rest periods.

1. Follow defensive driving principles.
2. Wear a seat belt at all times whilst in a moving vehicle.
3. Work in accordance with all Bridge City Non Emergency Transportation LLC Rules and to act on the instructions of their supervisor.
4. Keep the vehicle and cab interior clean and tidy.
5. Not place heavy or sharp objects in the cab (or on the top of trailers).
6. Not place product samples or product contaminated material, including gloves, in the cab.
7. Not engage in horseplay or unsafe driving maneuvers.
8. Must not smoke or carry matches, lighters or other source of ignition when carrying flammable products

6. Other Important Requirements.

During the selection process in addition to the above-mentioned requirements the under mentioned elements are also very important and the driver selection shall encompass the following:

1. Driving record (no serious offences and no more than three accidents or violations in the last 5 years).
2. Knowledge and application of defensive driving.
3. Attitude to alcohol and drugs.
4. Understanding of the Highway Code.
5. Awareness of key road safety issues.
6. *Successfully pass all required and mandatory trainings*

4.10 EMPLOYEES' RESPONSIBILITIES IN COOPERATING WITH INSPECTIONS

Purpose: To provide guidelines regarding employees' responsibilities in cooperating with inspections by the state licensure agency or other regulatory agencies.

Policy: Each employee will fully comply and cooperate with all inspections by the state licensure agency. Employees will be available and answer questions in an honest manner by state staff to aid in all inspections. Employees will provide all proper documentation and paperwork as requested by state staff. If the employee is unable to answer questions or provide documents as requested by the state staff, the state staff will be referred to the Administrator. No employee should fabricate information or edit or correct documentation to mislead state staff during an inspection. Such behavior will result in penalization of the employee including up to termination.

4.11 PRE-EMPLOYMENT INQUIRIES/CRIMINAL OFFENDER RECORD INFORMATION (CORI) POLICY

Purpose: To explain Bridge City Non Emergency Transportation LLC's Pre-Employment Inquiries/Criminal Offender Record Information (CORI) Policy.

Policy: Bridge City Non Emergency Transportation LLC is an equal opportunity employer. It is the policy of this Bridge City Non Emergency Transportation LLC to hire qualified candidates for employment.

Bridge City Non Emergency Transportation LLC does not discriminate against an employee or applicant based on race, color, religion, sex, sexual orientation national origin, physical or mental handicaps, marital status, or military or political affiliation.

Job applicants will be assessed on the basis of their ability to perform the job for which they are interviewing without regard to non-job-related criteria. The employee's opportunity to work at Bridge City Non Emergency Transportation LLC will not be jeopardized by the employee's refusal to answer a non-job-related question, with the exception of criminal record (see below).

Information received from Criminal Offender Record Information (CORI) and/or the state registry (for applicable states only) will be reviewed by the Administrator or designee. Reports containing no "negative" findings will be filed in a separate, confidential, personnel file, and applicant will be considered for employment. Reports that have any other findings will be reviewed by the Administrator or designee. Applicants will not be "automatically" rejected because of past criminal records. Each applicant's record will be reviewed on a case-by-case basis. Criteria used to make a decision include, but are not limited to references, applicant interview, no history of criminal judgments for the past ten years, and recent work history. Reports of abusive behavior, violent criminal judgments, or incarceration are reasons to reject the applicant.

Under no circumstances will an applicant/employee begin employment before the CORI results are obtained and reviewed.

If CORI is required by state/federal regulations, then a Consent form is signed by job applicants before background check is done.

4.12 PERSONNEL FILES POLICY

Purpose: To define guidelines for the maintenance of personnel files.

Policy: Bridge City Non Emergency Transportation LLC will maintain a personnel file for each crewmember. All personnel files shall be maintained at Bridge City Non Emergency Transportation LLC's principal place of business in a readily accessible manner and shall be made available to Department of Health and Senior Services staff upon demand. It is the policy of Bridge City Non Emergency Transportation LLC not to knowingly verify a record or document that is falsified, fraudulent or untrue. Any employee that knowingly verifies any such falsified records or documents shall be terminated.

Personnel file for each crewmember shall at a minimum contain the following:

- Application or resume which contains the crewmember's name and home address
- Job description
- Qualifications
- Licensure or certification verification checked at time of hire and each renewal including A copy of the crewmember's PASS Technician, MAV Technician or EMT-Basic certification card, as applicable; CPR certification card;
- Evidence of observed competency skills checks, if applicable
- Performance evaluations
- Valid Driver's License for staff operating a motor vehicle in the course of duties, and or A copy of the crewmember's photo I.D. (a valid photo driver's license may be utilized);
- MVR checks minimally upon hire and every 3 years for staff operating a motor vehicle in the course of duties
- Evidence of Motor Vehicle Insurance for all staff operating a motor vehicle in the course of duties
- Immigration status
- Other items and information required by Bridge City Non Emergency Transportation LLC
- Reference checks - two work related, verbal or written and one personal reference
- Background checks, as required by state/federal guidelines
- Health Statement detailing TB screening and Hepatitis B vaccine or declination

Personnel records shall be maintained on all employees. They shall be kept in Bridge City Non Emergency Transportation LLC's offices in a locked file and safeguarded from unauthorized use. Personnel records shall contain the following:

Personnel records shall be maintained according to regulations and Bridge City Non Emergency Transportation LLC's policy for record retention.

Confidential health related requirements such as a current TB skin test or chest x-ray, Hepatitis B vaccination or declination documentation, required physical exams, and work related injury reports would be maintained in a separate personnel folder, apart from the primary personnel file.

Personnel records must be maintained in confidentiality. Only the Administrator or the employee's immediate supervisor may have unlimited access to the personnel record.

Employees may review their personnel files in reply to a written request for an appointment.

Other requests for personnel records will be processed and approved by the Administrator or designee.

It shall be Bridge City Non Emergency Transportation LLC's policy to reply to written requests for information on former employees, providing Bridge City Non Emergency Transportation LLC has written authorization from the employee to do so.

4.13 BACK SAFETY POLICY

Purpose: The purpose of this safety plan is to establish guidelines, practices and procedures to implement and sustain a Back-Injury Reduction Program.

Policy: All employees will use safe technique for performing lifting tasks. Employees will maintain proper back alignment during periods of sitting and standing. Staff will prepare for and execute safe lifting practices during the performance of their roles at Bridge City Non Emergency Transportation LLC.

Strategies to reduce the incidence of back injuries include promoting awareness of risks and education of all employees.

The risk of repetitive motion disorders, manual lifting and back injuries will be the focus of back safety training.

Training on back safety and lifting will be attended annually by all employees who are required to lift in the course of their job.

4.14 PERFORMANCE EVALUATION POLICY

Purpose: The purpose of this policy is to establish guidelines for employee performance evaluation.

Policy: Bridge City Non Emergency Transportation LLC will endeavor to provide each employee with an evaluation upon completion of 6 months of employment, and annually thereafter.

The evaluation shall be job specific, include the performance of the individual and, if applicable, shall include one direct observation per year for a competency skills check. If the individual doesn't pass an area of competency, or if a new competency skill is introduced to the individual, Bridge City Non Emergency Transportation LLC shall establish a reinstruction, performance monitoring after completion of reinstruction and a satisfactory skills check prior to performing the skill independently.

The appropriate supervisor shall review the performance evaluation with the employee, who shall sign the evaluation indicating that it has been discussed with him/her. The performance evaluation shall become a permanent part of the employee's personnel file.

Negative client outcomes directly related to staff performance will have appropriate actions, documented in the personnel records. Actions may include remedial training of the staff, reassignment of the staff, or limitation of the staff's involvement in client service or other appropriate actions.

Bridge City Non Emergency Transportation LLC may choose to collect the performance evaluation in the most appropriate way based on a variety of methodologies: record review, direct observation, monitoring of service techniques, and discussion with other individuals involved in the service such as the patient or caregiver, peer review or supervisor. A multi methodology approach is the preferred method.

Any employee taking a leave of absence shall have his/her evaluation deferred until he/she has been back on the job 30 days.

4.15 DRUG TESTING POLICY

Purpose: Bridge City Non Emergency Transportation LLC desires to provide a safe and drug free (illegal drug use) environment for employees and patients. This policy provides guidelines for drug testing

Policy: Employees Subject to testing under Bridge City Non Emergency Transportation LLC's drug testing policy, current and prospective employees who work or would work in high-risk or safety-sensitive positions including drivers and crewmembers can be asked to submit to drug testing. No prospective employee will be asked to submit to testing unless an offer of employment has been made. An offer by Bridge City Non Emergency Transportation LLC, however, is conditioned on the prospective employee testing negative for drugs.

Safeguards

Bridge City Non Emergency Transportation LLC's policy is intended to comply with all state laws governing drug testing and is designed to safeguard employee privacy rights to the fullest extent of the law.

Written Notice

Before being asked to submit to a drug test, the employee will receive written notice of the request or requirements.

Licensed Laboratories

A laboratory licensed by the state will conduct any drug testing required or requested by Bridge City Non Emergency Transportation LLC. The employee may obtain the name and location of the laboratory that will analyze the employee's test sample by calling the laboratory before the employee is scheduled to be tested.

Notice of Results

If the employee is asked to submit to a drug test, Bridge City Non Emergency Transportation LLC will notify the employee of the results after it receives them from the laboratory. To preserve confidentiality the employee will be notified whether the test was negative or confirmed positive and, if confirmed positive, what the next step is.

Positive Test Results

If the employee receives notice that the employee's test results were confirmed positive, the employee will be given the opportunity to explain the positive result following the employee's receipt of the test result. In addition, the employee may have the same sample re-tested at a laboratory of the employee's choice.

Adverse Employment Action

If there is reason to suspect that the employee is working while under the influence of an illegal drug or alcohol, the employee will be suspended without pay until the results

of a drug and alcohol test are made available to Bridge City Non Emergency Transportation LLC by the testing laboratory. Where drug or alcohol testing is part of a routine physical or random screening, there will be no adverse employment action taken until the test results are in.

If the employee's test result is confirmed positive for the first time, the employee may be given the opportunity to participate in a rehabilitation or treatment program for 6 months. When the employee has successfully completed the prescribed program, the employee may be restored to the job the employee held before entering rehabilitation or treatment at the same pay and with the same benefits.

If the employee does not successfully complete a prescribed program, or the employee refuses to participate in a prescribed program, the employee is subject to termination or suspension. In addition, if a confirmed positive test result follows one or more previous confirmed positive test results, the employee will be terminated.

Confidentiality

Bridge City Non Emergency Transportation LLC will make every effort to keep the results of drug and alcohol tests confidential. Only persons with a need to know the results will have access to them. The employee will be asked for the employee's consent before test results are released to anyone else. Be advised, however, that test results may be used in arbitration, administrative hearings and court cases arising as a result of the employee's drug testing. Also, results will be sent to federal agencies as required by federal law. If the employee is to be referred to a treatment facility for evaluation, the employee's test results will also be made available to the employee's counselor. The results of drug testing in the workplace will not be used against the employee in any criminal prosecution.

Costs

Bridge City Non Emergency Transportation LLC will pay the cost of any drug and alcohol testing that it requires or requests that the employee submit to, including re-testing of confirmed positive results. Any additional tests that the employee requests will be paid for by the employee.

Drug and Alcohol Use at Work Prohibited

Bridge City Non Emergency Transportation LLC will not tolerate any use of non-prescribed "street" drugs or alcohol during work hours. If the employee comes to work under the influence of drugs or alcohol or uses drugs or alcohol during work time, the employee will be terminated or suspended.

CROSS REFERENCE POLICY

Disciplinary Action Policy

4.16 DISCIPLINARY ACTION POLICY

Purpose: The purpose of this policy is to provide employees and managers a fair, clear and useful tool for correcting performance problems, as well as to provide a process to assist management in handling cases of unacceptable personal conduct. Consistent with sound employee relations practices, it is most important that all disciplinary actions, including dismissal, be administered in as near a uniform manner as possible throughout Bridge City Non Emergency Transportation LLC.

Policy: When any employee is unable or unwilling to perform duties of his assigned position in a satisfactory manner or has committed any act to the prejudice of Bridge City Non Emergency Transportation LLC, or has failed to perform any act that was his/her duty to perform, failed a routine substance abuse testing, or otherwise has become subject to corrective action, the appropriate supervisor has the authority to take whatever action is warranted in consultation with the administrator. Document all discipline and allow an employee a “mentor” if requested. The action taken may extend to:

- Termination from service for just cause
- Mandatory retirement
- Reduction in pay
- Suspension without pay not to exceed ninety (90) days
- Warning (verbal or written)
- Probation

In any case of reduction in pay or suspension, the appropriate supervisor shall immediately furnish the employee and the Administrator with a written statement documenting the reasons for the action.

If an employee receives a written warning, the warning shall become a permanent part of his/her personnel file. A verbal warning will also be documented and become part of an employee's personnel file.

Conduct unbecoming an employee shall be considered just cause for disciplinary action and/or termination from service. Such conduct may include, but not be limited to:

- Fraud
- Abuse
- Neglect
- Misappropriation of Client Property/Funds
- Stealing
- Being intoxicated or drugged while on the job
- Making untrue statements with intent to deceive
- Frequent absenteeism
- Unprofessional actions
- Unexcused absences and late reporting

CROSS REFERENCE POLICY

1. Child and Elder Abuse Reporting Policy
2. Reportable Events Policy
3. Drug Testing Policy

4.17 SMOKING POLICY

Purpose: In recognition of the health, safety and comfort benefits of smoke-free air and the responsibility to provide and maintain an optimally healthy and safe working environment for employees and patients.

Policy: It is the policy of Bridge City Non Emergency Transportation LLC employee may only smoke in approved areas.

To support its policy of not allowing smoking in other than designated smoking areas, Bridge City Non Emergency Transportation LLC has posted "No Smoking" and "Smoking" signs in the appropriate areas. Smoking is strictly prohibited in Bridge City Non Emergency Transportation LLC vehicles. Each sign posted in an area where smoking is prohibited carries the internationally recognized symbol for no smoking -- a red circle containing a lit cigarette with a line drawn diagonally through the circle. Please observe these signs at all times.

Bridge City Non Emergency Transportation LLC identifies and implements a process for monitoring compliance with the policy.

The employee will receive a copy of this policy in the employee's orientation packet. In addition, copies of the policy are posted in various locations throughout Bridge City Non Emergency Transportation LLC.

Related Policy

Vehicle Safety Policy

4.18 JURY DUTY POLICY

Purpose: This policy provides for administering time off for employees subpoenaed for jury duty or court appearances

Policy: An employee shall be given time off when performing jury duty and pay for jury duty leave shall be determined by applicable state laws. Any employee subpoenaed to appear before a court, public body, or commission will be given leave, but may be counted as an excused absence and not paid.

Any payment received by the employee for performance of jury duty, excluding expenses, shall be deducted from the employee's regular wages, and the wages shall be the same as if the employee had worked his or her regular schedule.

4.19 MILITARY LEAVE

Purpose: The purpose of this policy is to comply with applicable federal and state law regarding the rights of employees who serve in the military and to allow an employee paid or unpaid time off or supplemental pay benefits for periods of training or active duty in the uniformed services. This policy applies to regular full-time and regular part-time employees who are absent from work due to annual training, encampment, weekend drills or active duty in the uniformed services. Eligible employees are entitled to Military Leave if the employee is required to be absent from work by reason of service in the uniformed services.

Policy: An employee who shall have entered or been called into active military duty with the Armed Forces of the United States or the state shall be placed on military leave without pay.

An employee on military duty shall be granted a leave of absence for up to five years if obligated to perform service in a “uniformed service”.

Any veteran showing satisfactory completion of military service must be reinstated as stated in USERRA regulations. If the individual is not qualified for the new position and cannot become qualified after reasonable effort, the individual will be re-employed in the position he or she held prior to military leave.

Uniformed Services Employment and Reemployment Rights Act 38 U.S.C 4301

4.20 GIFT AND GRATUITIES POLICY

Purpose: Employees of Bridge City Non Emergency Transportation LLC, including all its affiliates are responsible to conduct all Bridge City Non Emergency Transportation LLC business actions with honesty, integrity and fairness. The purpose of this policy is to set forth guidelines for employee behavior that will contribute to fair and effective interactions with patients and other third party individuals served to eliminate what might be perceived by patients and others served as inappropriate influence, and to comply with all applicable laws and regulations that govern such interactions.

Policy: No employee or affiliates of Bridge City Non Emergency Transportation LLC shall accept any gift, present, gratuity, property, or service of any significant value from patients or work related associates. If that gift, present, gratuity, property, or service has been encouraged or solicited in any way by the employee, or if the gift, present, gratuity, etc., was given and/or accepted with the expectation of something in return, disciplinary action may be taken by the Administrator.