

**FY 2023-2024
SCOPE OF SERVICE**

OLDER PERSONS TRANSPORTATION PROGRAM

I. PURPOSE

Older Persons Transportation (OPT) through a contractual agreement with transportation broker / CONTRACTOR, the COUNTY purchases door to door services for older adults to increase their accessibility to community facilities and services that support them in maintaining an independent lifestyle and access to critical health services.

II. DEFINITIONS

These definitions include terms, phrases, acronyms, and abbreviations used within the Scope of Service that are not defined in the Aging Program Directives and other applicable State and Federal laws or Acts.

In addition to the definitions in Pennsylvania Department of Aging Program Directives (APD) referenced in this Scope of Service, and the definitions in the AGREEMENT, the following definitions will be used:

- A. ACDHS/AAA** – Allegheny County Department of Human Services / Area Agency on Aging: Provides services to adults age sixty (60) and over to help them maintain their independence.
- B. Aging & Disability**: See WellSky Aging & Disability
- C. Area Agency on Aging (AAA) Transportation Coordinator**: Designated Allegheny County Department of Human Services Area Agency on Aging (ACDHS/AAA) staff who serves as day-to-day liaison with CONTRACTOR in interpreting OPT Scopes and Policy & Procedure and providing authorizations for services as stipulated in Scopes and Policy.

- D. Care Management Consumers (CM):** Consumers who receive Care Management Services through the ACDHS/AAA network, who are eligible for an enhanced level of OPT Services.
- E. Care Manager (CM):** Care Manager works with Consumers and their caregivers in gaining access to the state's home- and community-based services and other medical, social, and educational services regardless of funding source.
- F. Carriers:** The local transportation companies with whom the CONTRACTOR contracts to provide OPT services.
- G. Consumer:** Refers to any adult, age 60 or older
- H. CONTRACTOR:** The transportation broker providing coordination of transportation services through contractual AGREEMENT with the COUNTY.
- I. Fare Program:** The production, sale and management of cash receipts and electronic transportation accounts, collection and disposition of funds collected from Consumers for OPT trips.
- J. IMT:** Integrated Monitoring Tool
- K. Integrated Monitoring Tool (IMT) Application:** Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy, and procedure, staffing and personnel, environment, service delivery and outcomes.
- L. Master Provider Enterprise Repository (MPER):** A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims information by CONTRACTORS. CONTRACTORS are required to keep all agency

information including but not limited to contacts, facilities and service offering information up to date.

- M. Medical / Individual Transportation:** Individual transportation for medical and other health-related purposes to and from physician offices, hospitals, Behavior Health Clinic, pharmacy, other specialized medical and health-related facilities, social service agencies, Senior Companion, and Adult Day Service Centers.
- N. Non-Medical / Group-Based Transportation:** Pre-grouped transportation for senior center-based congregate meals and socialization and recreational programs, as well as grocery shopping trips.
- O. Non-Medical/Individual Based Transportation Services:** Trips originating and / or terminating at the Consumer's or Family Member's home shall be provided to an individual for grocery shopping trips to any grocery store of the consumer's choice. Trips are limited to one time per week for eligible individuals.
- P. Senior Community Center (SCC) Clustered Services:** The purpose of senior community center service programs is to facilitate the social, emotional, and physical well-being of Consumers as a part of a comprehensive and coordinated system of services. Center programs and activities can help older adults enhance their dignity, support their independence, and encourage their involvement in the community. The following services can be provided at or through senior community centers depending upon staffing and Consumer needs: Information and assistance, outreach, transportation registration and coordination, nutrition, social, recreational and educational programs, volunteer opportunities within the senior community center and within the community, wellness activities and events, and access to community services and programs.

- Q. Transportation Coordination:** The scheduling and other operational functions related to the delivery of OPT services.
- R. Unit of Service:** One (1), one way trip.
- S. WellSky Aging & Disability:** The Pennsylvania Department of Aging's mandated information system used by ACDHS/AAA and CONTRACTORS to document and track specific services provided to consumers with ACDHS/AAA funding and demographics. The application is also known as Aging & Disability.

III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

Organizations providing services outlined in this Scope of Service will comply with all federal and state directives listed below.

The primary source of requirements for Older Persons Transportation Services -- Program Scope of Services is the policies established in the Pennsylvania Department of Aging Program Directives and may be accessed by visiting the [Pennsylvania Department of Aging / Aging Program Directive webpage](#) . From this webpage, select the Program Area link as identified by the middle two numbers in the APD number, or follow the links below:

- [Program Area 07 - Passenger Transportation Services](#)

85-07-01 Policies for Transportation Services

For Transportation Services:

- [Program Area 01 – Area Agency on Aging Administration](#)

97-01-02 Accounting Manual for Area Agency on Aging Programs and Updates to Accounting Manual 7/21/2005

- Other applicable requirements may be found on the [Pennsylvania Department of Transportation](#) website.

- [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)

This Scope of Service is subject to change based on changes to the above directives.

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. The monitoring tool applicable to this Scope of Service is:

Allegheny County Department of Human Services
Area Agency on Aging
Older Persons Transportation Services
Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, for all monitoring visits, all service providers are required to access and upload documentation via the online application. For each monitoring visit, the county will utilize IMT to share important monitoring documents. Service providers are required to complete the monitoring process through IMT.

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

This Requirement section outlines specific responsibilities of the CONTRACTOR by service in addition to those stated in applicable APDs and other applicable State and Federal Laws or Acts as listed in Section III of this Scope of Service.

A. Medical / Individual Transportation Services

1. Medical / Individual Transportation Trip Specific Standards: Trips originating and / or terminating at the Consumer's or Family Member's home shall be provided on an individual basis for the following purposes:

- Radiation and Chemotherapy Treatments
- Dialysis Treatments
- General Medical & Health-related Purposes (Trips to physician offices, medical facilities, pharmacy, therapy, Behavioral Health Clinics, and other health-related facilities.)
- ACDHS/AAA contracted Adult Day Contractors
- Social Service Agencies (Trips to the Social Security and Public Assistance offices, housing placement, and other social services agencies for care managed Consumers.)
- Senior Companion Activities

NOTE: For reporting purposes, individual trips to social service agencies and Senior Companion trips are charged as Medical / Individual.

2. Hours of Operation: Medical trips shall be available for scheduling Monday through Sunday between the hours of 6:00 a.m. and 12:00 a.m. Requests for trips outside of these hours may be granted at the CONTRACTOR option. At the ACDHS/AAA's request, trips shall be provided outside of these hours to address emergency situations or

special circumstances. In weather or disaster-related emergencies, OPT service will operate in cooperation with the Allegheny County Standard Emergency Response Plan.

Service is available 365 days / year.

B. Non-Medical / Group-Based Transportation Services

1. Non-Medical / Group-Based Transportation Trip Specific Standards: Except for Center / Nutrition Trips, the following trips shall be provided on a group basis for four (4) or more fare-paying Consumers:

- a. Center / Nutrition (Trips to and from ACDHS/AAA senior centers for congregate meals and other senior center programs and services.) Senior Center Trips are exempt from the four (4) passenger minimum.
- b. Socialization / Recreation (Group trips for outings, typically originating from an ACDHS/AAA senior center.) The number of Senior Center trips to be provided is subject to the continued availability of funds.
- c. Group Grocery Shopping Trips

Other individual or group trips may be provided, with prior ACDHS/AAA approval.

2. Hours of Operation:

Group trips are available seven days a week, from 6:00 a.m. to 12:00 a.m.

OPT can only be used by Allegheny County residents. Trips may be provided in Allegheny County and to destinations within three (3) miles outside of the county

boundaries. If a consumer, who is not a resident of Allegheny County and wants to participate at an Allegheny County Senior Center, the consumer must register for ACCESS and pay that fare.

C. Non-Medical/Individual Based Transportation Services (Pilot Program)

1. Non-Medical/ Individual Transportation Trip Specific Standards: Trips originating and / or terminating at the Consumer's or Family Member's home shall be provided on an individual basis for the following purposes:

a. Grocery shopping trips to any grocery store of the consumer's choice

b. Trips are limited to one time per week for eligible individuals

2. Hours of Operation:

Individual trips are available seven days a week, from 6:00 a.m. to 12:00 a.m.

OPT can only be used by Allegheny County residents. Trips may be provided in Allegheny County and to destinations within three (3) miles outside of the county boundaries. If a consumer, who is not a resident of Allegheny County and wants to participate at an Allegheny County Senior Center, the consumer must register for ACCESS and pay that fare.

D. Transportation Coordination

At a minimum, transportation coordination conducted by CONTRACTOR consists of these activities and services:

- Receiving Consumer eligibility verification from Senior Community Centers and other designated ACDHS/AAA representatives (for example, OPTIONS Care Management and Senior Companions).
- Working with the ACDHS/AAA in the development and electronic distribution of information to the ACDHS/AAA and its network for the purpose of educating new and established OPT users on registration, complaint process, and new program elements. ACDHS/AAA to format information to place on COUNTY website.
- Coordinating ACDHS/AAA's Aging & Disability database with the CONTRACTOR customer database.
- Collecting and maintaining files of Consumer proof of age documentation.
- Scheduling trips.
- Receiving, investigating, responding to, and resolving complaints regarding service delivery.
- Assisting the ACDHS/AAA in the collection of program income, as requested.
- Managing incidents.
- Managing Consumer no-shows for rides.
- Verifying Consumers' health insurance coverage.
- Taking calls from Consumers and community partners to provide information related to OPT Program eligibility and registration.
- Assisting with registering Consumers for OPT as requested.

E. Fare Program

Routine management of the fare program consists of the following tasks:

- Process cash receipts: maintain separate fare balance until such time as the ACDHS/AAA shall require disbursement or authorize application of the account balance to the monthly invoice.

- Create, manage, and maintain mechanism of Consumer electronic payment account (E-Purse).
- Establish and deposit cash receipts into a separate, interest-bearing account with a fully insured financial institution.
- Process refund requests from OPT Consumers.
- Securely destroy refunded scrip tickets on an annual basis.

F. Vehicle Operation / Rider Assistance Requirements

1. Requirements for drivers: All vehicles shall be safety inspected per Pennsylvania Department of Transportation (PennDOT) requirements and operate in a safe and efficient manner. Requirements for drivers include the following:

- A CONTRACTOR photo identification badge must be worn in plain sight.
- Minimum twenty-one (21) years of age.
- Pre-employment Drug Screen.
- Random, post-accident and reasonable suspicion Drug & Alcohol testing as required by the Federal Transit Administration.
- Required Background Clearances are obtained
- Valid Pennsylvania driver's license.
- Good driving history, as verified by an application which includes a Motor Vehicle Report for ten (10) years.

2. Vehicle Operation and Consumer Relations: In the operation of their vehicles and in dealing with Consumers, drivers shall conform to the following:

- Treat all Consumers with dignity and respect.
- Offer assistance to Consumers entering or exiting vehicles and assure the safe arrival of Consumers to their destinations by offering assistance from

the vehicle to the door or lobby, assisting with no more than four (4) steps.

- Assist with carrying up to four (4) packages to the door or lobby, as needed.
- Upon arriving to pick-up, a Consumer, make presence known in an appropriate and courteous manner, recognizing that some Consumers may have various functional impairments.
- Refrain from loud radio levels while Consumers are in the vehicle.
- Refrain from smoking while in the vehicle or within fifteen (15) feet.
- Assure that all Consumers fasten seat belts, and, if necessary, provide aid to Consumers with fastening or adjusting seat belts.

3. Vehicle Driver Training Requirements: The CONTRACTOR shall assure that all drivers receive training in all the following areas:

- Orientation to the OPT Program
- Following emergency protocols
- Awareness training on topics of the Americans with Disabilities Act, Aging, Mental Health, Dementia, Intellectual Disability, Communication, Hearing Impairment, Elder Abuse / maltreatment / Protective Service (including reporting).
- Safe / Defensive driving techniques.
- Training in provision of assistance to passengers with special needs including those with visual impairments or using mobility aids.
- Customer Service training.
- Training in appropriate and successful communication with Consumers with cognitive impairments.
- Training in "hand to hand" service assistance requirements for Consumers identified in advance by ACDHS/AAA.

- Diversity and Inclusion Training
- Protected Personal and Health Information Training
- Fatigue Awareness Training
- Training on the effects of Drugs and Alcohol

A copy of the driver training curriculum shall be kept on file at the CONTACTOR office and made available to the ACDHS/AAA upon request during monitoring visits. A sufficient number of qualified drivers shall be available to provide transportation services during the required hours of operation. A master trainer shall train and supervise carrier drivers.

G. Accidents and Emergency Situations

- 1. Response to accidents or emergency:** In the event of an accident or emergency, the Carrier driver will follow established protocols.
- 2. Driver Reporting Requirements:** The driver shall report all accidents and injuries to his/her supervisor as soon as possible by phone or radio to obtain any needed assistance or instructions. The driver's supervisor shall report all accidents and injuries to the CONTRACTOR office as soon as possible and prepare and submit written documentation.
- 3. CONTRACTOR Reporting Requirements:**

The CONTRACTOR office shall:

- Notify the ACDHS/AAA transportation staff by email or phone within one (1) hour of incident, or before 9:00 a.m. the following business day.

- Notify the Consumer's emergency contact from the data base by phone, in cases involving personal injury requiring medical attention.
- The carrier shall provide information as soon as possible on the final disposition of ALL passengers in the vehicle to the CONTRACTOR office and follow up with a written accident report.

If the accident occurs after normal business hours, the carrier will follow normal procedures the following day. The carrier is also responsible for reporting the accident to their insurance carrier.

H. Cancellation of Services Policy

- 1. Cancellations:** All OPT service will remain scheduled in the event of severe winter weather. **No trips will be automatically cancelled.** Service will be provided so long as the walkway is clear and the roads are passable.
 - a. **Path of Travel Between Home and the Vehicle:** It is the responsibility of riders to make sure that the path of travel between home and the vehicle is free of snow and ice, and clear year-round. If the driver can't get to your door, you will receive a phone call advising you that you can meet the driver at the curb.
 - b. **Road Conditions:** Throughout the winter, every effort will be made to provide service. However, if the driver cannot find a safe, passable route to your home, CONSUMER will receive a call to advise it is not possible to make a pick up at home that day. Automated calls to all consumers will be made in the event of system-wide delays.
- 2. Notification:** The CONTRACTOR shall notify the ACDHS/AAA via email whenever services are cancelled.

ACDHS/AAA approval is required for cancellation of services for any reason other than severe winter weather conditions.

I. Consumer Eligibility

1. Basic Eligibility Requirements: In order to be eligible for OPT service, a Consumer must:

- Be 60 years of age or over
- Provide a proof of age
- Be a resident of Allegheny County
- Be registered for transportation in the ACDHS/AAA's Aging & Disability data base (the exception would be for a temporary / emergency start for life sustaining trip)
- Not be a resident of a nursing home

OPT is also available for use by:

- Senior Companions for Consumer visits
- An escort if the Consumer requires the assistance of another person on the trip or at the destination
- Spouses under 60 accompanying their OPT-Eligible spouse to Senior Center visits and on social recreation trips from a Senior Center only when accompanying a spouse over the age of 60

2. Consumers 60-64 years old: Individuals 60-64 years of age who are not Care Management Consumers will be permitted to take one round trip per month for a medical appointment, provided they call the OPT Coordinator for intake and approval. The OPT Coordinator will work with the AAA on special requests as needed.

3. Medical Assistance recipients: Medical Assistance recipients who are eligible for the Medical Assistance

Transportation Program (MATP) are not eligible to use OPT for MATP-eligible medical trips.

The CONTRACTOR shall refer persons who are not eligible for OPT trip and require further assistance to contact the SeniorLine.

- 4. Emergency transportation services:** Emergency transportation services, utilized outside normal ACDHS/AAA office hours as part of the ACDHS/AAA's Protective Services procedures, are exempt from fare requirements.
- 5. Escorts:** An escort may accompany an OPT Consumer requiring assistance on medical trips, at no charge to the escort, if they are picked up and dropped off at the same location as the OPT Consumer. An escort may accompany an OPT Consumer requiring assistance on a non-medical trip on a case-by-case basis.

J. Trip Availability and Limitations

1. Medical / Individual Transportation

- a. Radiation, chemotherapy, and kidney dialysis trips shall be provided as needed under guidelines stated in these Scopes.
- b. General medical trips. Consumers, age 65 and over, shall be limited to four (4) one-way medical trips per person, per month, unless recommended or prescribed by a care manager, or authorized by ACDHS/AAA.
- c. Adult day service trips, requested by Adult Day Service Center, under authorization of ACDHS/AAA Care Manager and with the written approval of the ACDHS/AAA.

- d. Physical, occupational, cardiac, or other Therapy (therapy defined as physician prescribed and billable through medical insurance). Trips shall be provided as needed up to 12 weeks, provided the OPT office has received a copy of the prescription for therapy.

2. Non-Medical/Group-Based Transportation

Grocery Shopping Trips: Grocery shopping trips shall be scheduled on a recurring basis for each requesting group in which a minimum of four (4) reservations per trip is established. Individual Consumers shall be allowed a maximum of four (4) parcels per trip.

3. Non-Medical/Individual Based Transportation

Grocery Shopping Trips: Grocery shopping trips shall be provided on an individual basis for grocery shopping trips to any grocery store of the consumer's choice. Trips are limited to eight (8) one-way trips per month for eligible individuals. There are no bag limitations.

K. Scheduling of Trips

1. Medical / Individual Trips

- a. Medical trips shall be scheduled by 3:00 p.m. one (1) day in advance and may be cancelled without penalty a minimum of one (1) hour in advance of the scheduled pick up time.
- b. Chemotherapy, radiation, dialysis, and general medical trips shall be scheduled by the Consumer or caregiver, or by an ACDHS/AAA Care Manager on the Consumers' behalf.

- c. Adult day service trips shall be scheduled by the Consumer, family member or day care center.
- d. Other trips for ACDHS/AAA Care Managed Consumers shall be scheduled by a Care Manager on the Consumer's behalf.
- e. Trips shall be scheduled and charged at the individual rate, based on the Consumer's age. (See Attachment A)

2. Non-Medical/Group-Based Trips

Grocery Shopping Trips

Trips shall be scheduled by 3:00 p.m., one (1) day in advance and may be cancelled a minimum of one (1) hour prior to the scheduled pickup time. The CONTRACTOR shall establish, publicize, and notify the SCC of the grocery shopping trip schedules for each neighborhood served by that SCC. Consumers shall arrange their individual trips with the CONTRACTOR according to this schedule; when appropriate, the SCC may arrange these trips.

3. Non-Medical/Individual Based Trips

Grocery Shopping Trips

Trips shall be scheduled by 3:00 p.m., one (1) day in advance and may be cancelled a minimum of one (1) hour prior to the scheduled pickup time. Consumers shall arrange their individual trips with the CONTRACTOR.

4. Trips to/from Center

Consumer shall schedule a trip to the center by 3:00 p.m., one (1) day in advance which may be cancelled without

penalty a minimum of one (1) hour prior to the pickup time.

5. Center-Coordinated Socialization/Recreation (Soc/Rec) Trips

Trips shall be scheduled by 3:00 p.m., one (1) business day in advance. Minimum number of Consumers on this trip is four (4). Trips may be cancelled a minimum of one (1) hour prior to the pickup time. Reservations for trips for groups of 50 or more Consumers must be made at least two (2) business days in advance.

L. Complaints from Consumers and Carriers

The CONTRACTOR is responsible for receiving, investigating, and resolving all Consumer and carrier complaints, and shall reply directly to those filing complaints within ten (10) working days of receipt of a complaint.

If a Consumer develops a pattern or practice of a substantial number of "no-shows" for any type of OPT service within a contract year, the provider is authorized by the ACDHS/AAA to follow up with the Consumer and initiate appropriate response, beginning with Consumer Education, escalating up to and including suspension of service. The CONTRACTOR will report all instances of service suspension to the ACDHS/AAA and inform the Consumer of their right and the procedure to appeal any such actions.

M. Documentation and Reporting

The following reporting and documentation will be submitted by the CONTRACTOR by the 5th working day of second month following service delivery. Documentation and reporting shall be available in electronic form for amendment and distribution.

1. Entry into the ACDHS/AAA's Aging & Disability database of the monthly total of OPT units in the following categories:
 - a. Shared Ride Zone 1 (Non-medical, 65 and over).
 - b. Shared Ride Zone 2 (Non-medical, 60-64).
 - c. Shared Ride Zone 3 (Medical, 65 and over).
 - d. Shared Ride Zone 4 (Medical, 60-64).
2. Monthly financial invoice for medical and non-medical transportation. The invoice will include the number and types of trips reported for that month.
3. Senior Companion Report
4. Monthly OPT Financial Activity Report
5. Outstanding fares owed by individual consumers in excess of \$25.00
6. A summary report of bi-monthly unannounced on-site monitoring visits. This will include the date, time, location, number of drivers observed, and any major issues
7. Complaint summary reports. The OPT complaint rate goal shall be less than 60 valid complaints per 100,000 trips. If there are no complaints for a month the ACDHS/AAA will be notified by sending the complaint report indicating there are no complaints.
8. Monthly ACCESS Customer Satisfaction survey summary (by carrier)
9. Monthly ACDHS/AAA Senior Community Center Survey answered by a Senior Center Representative.
10. Monthly Deposits
11. Monthly New Consumers

N. Program Income

The CONTRACTOR shall assist the ACDHS/AAA in collecting program income, at the ACDHS/AAA's request.

O. Reimbursement

Reimbursement for transportation services provided shall:
Be based on the contracted unit cost, as specified in Attachment A; be submitted to the ACDHS/AAA as monthly invoices; and be billed only for services provided.

- Individual Rate: For medical / health related, center / nutrition, adult day service, dialysis, chemotherapy/radiation, senior companions, individual grocery shopping trips, approved other and emergency trips.
- Group Rate: For Senior Community Center socialization / recreation and group grocery shopping trips.

ACDHS/AAA authorization is required for payment for services not delivered due to unforeseen circumstances.

P. Publicity

The CONTRACTOR shall assist the ACDHS/AAA in advertising and promoting the OPT program, when directed to do so. All information shall prominently display ACDHS/AAA funding of OPT. All publicity and advertising shall have prior ACDHS/AAA approval.

**VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE
(AREA AGENCY ON AGING)**

- A. The ACDHS/AAA shall be responsible for administration, coordination, and evaluation of the OPT program.
- B. The ACDHS/AAA shall be responsible for scheduling face-to-face meetings with the ACDHS/AAA as needed, but no less than annually to address processes, procedures, ensure coordination of services and to formally review Performance Evaluation expectations.
- C. The ACDHS/AAA, CONTRACTOR and SCC shall inform Consumers of all OPT requirements, including eligibility requirements, trip limitations and Consumer obligations.
- D. The ACDHS/AAA shall be responsible for granting of exemptions to eligibility and trip limitation requirements, as warranted, prior to service delivery.
- E. ACDHS/AAA will communicate to the CONTRACTOR any Pennsylvania Department of Aging information that is pertinent to this Scope of Service.
- F. ACDHS/AAA will offer opportunities including but not limited to meetings, training, conference calls and e-mail updates that are pertinent to this Scope of Service.
- G. ACDHS/AAA will offer support in resolving functional issues related to the Aging & Disability system.
- H. ACDHS/AAA will be responsible for developing interim policies and procedures that meet PA Department of Aging and local requirements arising during the term of the AGREEMENT.
- I. During the contract year, the ACDHS/AAA may develop "Transportation Pilots" in collaboration with the CONTRACTOR.

ATTACHMENT A

FY 2023-24 (July 1, 2023-June 30, 2024) / Scope of Service Costs

UNIT/TRIP (One Way) COSTS. All consumer co-pays are deducted from E-Purse balance created by rider through ACCESS.

<u>Medical/Individual Trips</u>	<u>RATE/TRIP</u>	<u>Consumer Co-Pay</u>
65 and Over	\$4.50	\$2.25
60 and Over (Individual Grocery Shopping Trip)	\$4.50	\$2.25
60-64	\$29.90	\$5.25

<u>Non-Medical/Group Trips</u>	<u>RATE/TRIP</u>	<u>Consumer Co-Pay</u>
65 and over	\$2.50	\$1.25
60-64	\$16.50	\$1.25

THE ABOVE TRIPS AND RATES SCHEDULE OF THIS AGREEMENT SHALL BE SUBJECT TO REVISION UNDER THE FOLLOWING CONDITIONS:

If the characteristics of trips sponsored by the ACDHS/AAA through the CONTRACTOR change significantly, or if the numbers of trips sponsored by the ACDHS/AAA through the CONTRACTOR are less than 90% of those projected at the beginning of the fiscal year.

If there are changes in the Pennsylvania state legislation that enable the CONTRACTOR to pass on to the ACDHS/AAA substantial subsidies provided by the Pennsylvania Lottery (PL) through the Pennsylvania Department of Transportation (PENNDOT); or if there are changes in the guidelines issued by PENNDOT pertaining to the nature and types of trips that are eligible for subsidies provided by the PL.

If the increases in rates charged by the carriers used by the CONTRACTOR are in excess of normal inflationary increases.

If the price of fuel should exceed \$3.50 per gallon, a fuel escalator surcharge will be imposed on all trips as per Attachment B.

Requests for changes to the Trip and Rate Schedule must be submitted in writing and are subject to approval by the ACDHS/AAA. In no event, shall the total amount of payment exceed the amount stated in attachment A.

ATTACHMENT B
FY 2023-24 (July 1, 2023-June 30, 2024) / Scope of Service
OPT Fuel Surcharge Costs

Fuel Surcharge: Due to the volatility in the price of fuel, a fuel surcharge to the hourly rate will be triggered when the average price of gasoline exceeds \$3.50 per gallon. An additional \$0.04 per trip will be assessed for each \$0.05 per gallon increase in the published AAA fuel survey cost of self-serve unleaded gasoline in excess of \$3.50 per gallon. (From \$3.500 - \$3.549, there will be no additional charge. The first additional \$0.04 charge would start with: \$3.550 - \$3.599.) The full amount of the surcharge would be paid by Area Agency on Aging for all riders.

OPT FUEL SURCHARGE - FY 2023-24

Price Range		Sur-charge per Trip	Med <65 Trip Rate	Med < 65 Rate with Surcharge	Group Trip <65 Rate	Group Trip <65 Rate with Surcharge	Med 65+ Trip Rate	Med 65+ Rate with Surcharge	Group Trip 65+ Rate	Group Trip 65+ Rate with Surcharge
\$3.500	\$3.549	\$0.00	\$29.90	\$29.90	\$16.50	\$16.50	\$4.50	\$4.50	\$2.50	\$2.50
3.550	3.599	0.04	29.90	29.94	16.50	16.54	4.50	4.54	2.50	2.54
3.600	3.649	0.08	29.90	29.98	16.50	16.58	4.50	4.58	2.50	2.58
3.650	3.699	0.12	29.90	30.02	16.50	16.62	4.50	4.62	2.50	2.62
3.700	3.749	0.16	29.90	30.06	16.50	16.66	4.50	4.66	2.50	2.66
3.750	3.799	0.20	29.90	30.10	16.50	16.70	4.50	4.70	2.50	2.70
3.800	3.849	0.24	29.90	30.14	16.50	16.74	4.50	4.74	2.50	2.74
3.850	3.899	0.28	29.90	30.18	16.50	16.78	4.50	4.78	2.50	2.78
3.900	3.949	0.32	29.90	30.22	16.50	16.82	4.50	4.82	2.50	2.82
3.950	3.999	0.36	29.90	30.26	16.50	16.86	4.50	4.86	2.50	2.86
4.000	4.049	0.40	29.90	30.30	16.50	16.90	4.50	4.90	2.50	2.90
4.050	4.099	0.44	29.90	30.34	16.50	16.94	4.50	4.94	2.50	2.94
4.100	4.149	0.48	29.90	30.38	16.50	16.98	4.50	4.98	2.50	2.98
4.150	4.199	0.52	29.90	30.42	16.50	17.02	4.50	5.02	2.50	3.02
4.200	4.249	0.56	29.90	30.46	16.50	17.06	4.50	5.06	2.50	3.06
4.250	4.299	0.60	29.90	30.50	16.50	17.10	4.50	5.10	2.50	3.10
4.300	4.349	0.64	29.90	30.54	16.50	17.14	4.50	5.14	2.50	3.14
4.350	4.399	0.68	29.90	30.58	16.50	17.18	4.50	5.18	2.50	3.18
4.400	4.449	0.72	29.90	30.62	16.50	17.22	4.50	5.22	2.50	3.22
4.450	4.499	0.76	29.90	30.66	16.50	17.26	4.50	5.26	2.50	3.26
4.500	4.549	0.80	29.90	30.70	16.50	17.30	4.50	5.30	2.50	3.30
4.550	4.599	0.84	29.90	30.74	16.50	17.34	4.50	5.34	2.50	3.34
4.600	4.649	0.88	29.90	30.78	16.50	17.38	4.50	5.38	2.50	3.38
4.650	4.699	0.92	29.90	30.82	16.50	17.42	4.50	5.42	2.50	3.42
4.700	4.749	0.96	29.90	30.86	16.50	17.46	4.50	5.46	2.50	3.46
4.750	4.799	1.00	29.90	30.90	16.50	17.50	4.50	5.50	2.50	3.50
4.800	4.849	1.04	29.90	30.94	16.50	17.54	4.50	5.54	2.50	3.54
4.850	4.899	1.08	29.90	30.98	16.50	17.58	4.50	5.58	2.50	3.58
4.900	4.949	1.12	29.90	31.02	16.50	17.62	4.50	5.62	2.50	3.62
4.950	4.999	1.16	29.90	31.06	16.50	17.66	4.50	5.66	2.50	3.66
5.000	5.049	1.20	29.90	31.10	16.50	17.70	4.50	5.70	2.50	3.70
5.050	5.099	1.24	29.90	31.14	16.50	17.74	4.50	5.74	2.50	3.74
5.100	5.149	1.28	29.90	31.18	16.50	17.78	4.50	5.78	2.50	3.78

Price Range		Sur-charge per Trip	Med <65 Trip Rate	Med < 65 Rate with Surcharge	Group Trip <65 Rate	Group Trip <65 Rate with Surcharge	Med 65+ Trip Rate	Med 65+ Rate with Surcharge	Group Trip 65+ Rate	Group Trip 65+ Rate with Surcharge
5.150	5.199	1.32	29.90	31.22	16.50	17.82	4.50	5.82	2.50	3.82
5.200	5.249	1.36	29.90	31.26	16.50	17.86	4.50	5.86	2.50	3.86
5.250	5.299	1.40	29.90	31.30	16.50	17.90	4.50	5.90	2.50	3.90
5.300	5.349	1.44	29.90	31.34	16.50	17.94	4.50	5.94	2.50	3.94
5.350	5.399	1.48	29.90	31.38	16.50	17.98	4.50	5.98	2.50	3.98
5.400	5.449	1.52	29.90	31.42	16.50	18.02	4.50	6.02	2.50	4.02
5.450	5.499	1.56	29.90	31.46	16.50	18.06	4.50	6.06	2.50	4.06
5.500	5.549	1.60	29.90	31.50	16.50	18.10	4.50	6.10	2.50	4.10
5.550	5.599	1.64	29.90	31.54	16.50	18.14	4.50	6.14	2.50	4.14
5.600	5.649	1.68	29.90	31.58	16.50	18.18	4.50	6.18	2.50	4.18
5.650	5.699	1.72	29.90	31.62	16.50	18.22	4.50	6.22	2.50	4.22
5.700	5.749	1.76	29.90	31.66	16.50	18.26	4.50	6.26	2.50	4.26
5.750	5.799	1.80	29.90	31.70	16.50	18.30	4.50	6.30	2.50	4.30
5.800	5.849	1.84	29.90	31.74	16.50	18.34	4.50	6.34	2.50	4.34
5.850	5.899	1.88	29.90	31.78	16.50	18.38	4.50	6.38	2.50	4.38
5.900	5.949	1.92	29.90	31.82	16.50	18.42	4.50	6.42	2.50	4.42
5.950	5.999	1.96	29.90	31.86	16.50	18.46	4.50	6.46	2.50	4.46