

# **ATTACHMENT 1: home52 Transportation Overview**

## **home52 Transportation Overview**

home52 Transportation is a centralized and coordinated system developed to meet the unique needs of riders who require specialized transportation services. The goal of home52 Transportation is to provide the right type of vehicle, at the right time and with the right support to meet individuals' needs.

home52 Transportation will coordinate multiple transportation providers through a centralized transportation coordination system, providing on-demand and advance-scheduled trips. Once fully implemented, home52 Transportation will provide on-demand and advance-scheduled transportation for:

- Clients enrolled in Hamilton County's Elderly Services Program (ESP) and FastTrack Home (FTH)
- Patients discharging from area hospitals and skilled nursing facilities without appropriate transportation to get home
- Seniors and people with disabilities who need to get to routine, follow up or same-day health care appointments
- Seniors and people with disabilities who need non-medical transportation, such as to the grocery store or other activities that allow them to remain healthy, independent and connected to their communities

Additionally, for medical providers such as hospitals, health systems, dialysis clinics and federally qualified health centers, home52 Transportation will act as a centralized scheduling service, optimizing routes, schedules and vehicles to best meet the unique needs of their riders.

## **home52 Transportation Coordination System**

home52 Transportation will provide a central point of contact for transportation providers, clients and healthcare/social service organizations that seek transportation for individuals with specialized transportation needs. Using a Transportation Management System (TMS), NovusMed TripSpark, home52 Transportation will: optimize routing; facilitate two-way communication between the driver and the call center; and dispatch and schedule rides.

home52 Transportation will communicate directly with clients, or client delegates, to schedule transportation that meets the client's needs. home52 Transportation will also communicate with care managers, medical providers and other transportation funders. Lastly, home52 Transportation will communicate with the drivers and dispatchers of the transportation providers. Communication between home52 Transportation and transportation providers is essential to keep all interested parties informed, on time, and safe. home52 Transportation operating hours are 6 am to 6 pm Monday through Friday, and Saturdays as needed by client appointment.

## **home52 Transportation aims to improve the efficiency and quality of transportation services.**

**Efficiency:** home52 Transportation aims to improve efficiency of transportation services through centralized coordination of transportation services. Efficiency for both home52 clients and

transportation providers will be improved by decreasing the number of empty miles for vehicles, providing direct dispatching and 2-way communication. To achieve this vision, home52 Transportation seeks transportation providers for two types of services, and providers are encouraged to bid on both services:

- **Dedicated Vehicles** - Dedicated vehicles are those that will be contracted to home52 Transportation for full or partial days (4 – 12 hours) during transportation operating hours. Dedicated vehicles will only provide services for home52 Transportation during contracted hours. Dedicated vehicles will be dispatched directly through NovusMed TripSpark through an in-vehicle smart device.

Dedicated vehicles will give home52 Transportation and its providers the greatest ability to improve efficiency of transportation services. Therefore, home52 Transportation seeks contracts with transportation providers willing to dedicate vehicles to its service. The number of dedicated vehicles will grow as home52 Transportation expands.

- **Non-Dedicated Vehicles** – Non-dedicated vehicles are those that will be assigned specific trips for home52 Transportation clients. These trips will be arranged through the transportation provider’s own dispatchers and will not be dispatched directly by home52. Non-dedicated vehicles will be expected to sign-in to NovusMed TripSpark in their vehicle at the time of transporting a home52 Transportation client.

Non-dedicated vehicles will help fill scheduling gaps when a dedicated vehicle is unavailable or not convenient to the transportation location(s). Also, non-dedicated vehicles may serve clients with more specialized needs that require specialized vehicles and support.

**Quality:** home52 Transportation also aims to improve the quality of transportation services by setting a standard of quality that is focused on client needs. For specific quality standards and measures, see section 6.0 Quality Standards in the attached home52 Transportation Service Specifications. Quality standards include, but are not limited to:

- **Through the Door Services:** home52 aims to provide client-centered services for populations with specialized needs. Unless otherwise directed, transportation providers will provide “through the door services” to clients. Through the door is defined as: escorting or assisting the client directly to the location of the appointment, which may be a specific office or floor within a larger building; or into the client’s home or other location.
- **Hands on Assistance** – Drivers will be expected to provide hands on assistance to all clients, which may include escorting in compliance with training as well as assistance with client equipment and/or belongings.
- **Timeliness and Wait Times** – Transportation providers are expected to arrive at the pick-up location within an acceptable window of time (+/- 10 minutes) and are required to wait a minimum of 15 minutes for the client.

## **NovusMed TripSpark**

home52 Transportation will utilize NovusMed TripSpark Transportation Management System (TMS). Transportation providers are financially responsible for the cost of the NovusMed TripSpark license(s) for each device to be used by dedicated and/or non-dedicated vehicles. The current license fee is \$750 annually, subject to changes made by TripSpark during the contract period. Should this fee change during the contract period, home52 will notify providers as soon as possible. This fee will be paid directly to home52 on an annual or monthly basis, as preferred by the transportation provider.

Upon purchase of the NovusMed TripSpark license, drivers will have access to the DriversMate mobile application on their in-vehicle Android device (see below for Vehicle Device Needs). This will enable GPS tracking of the vehicle when it is signed on to the DriversMate application. Routine updates to NovusMed TripSpark will be pushed to the in-vehicle device(s), so updates must be enabled.

## **Vehicle Device Needs**

All vehicles, dedicated and non-dedicated, will be required to have an in-vehicle Android smart device that is Wi-Fi ready on which to operate NovusMed TripSpark:

- Android Smart Phone – Minimum of 8GB memory with an adequate data plan OR
- Android Tablet – Minimum of 32GB memory and must have a SIMM card and data plan

The use of an in-vehicle device, on which to run NovusMed TripSpark, is required for all vehicles transporting clients on behalf of home52 Transportation. Through the device the vehicle drivers will have the advantage of easy two-way communication to remain in contact with home52 Transportation. Additionally, the device will allow GPS tracking by home52 Transportation for improved coordination of services. home52 Transportation personnel will monitor the progress of rides to help mitigate possible delays and/or provide notice to clients and customers if delays should occur. Lastly, using the device, the driver will be able to capture the signature of the client upon completion of the ride as required by home52 funders.

## **Ride Scheduling**

All ride scheduling – including medical, non-medical and in partnership with any funder or entity - will be handled by the home52 Transportation team. Scheduling and dispatching of dedicated vehicles will occur using NovusMed TripSpark TMS. Non-dedicated vehicle trips will be scheduled through the transportation providers' own dispatchers in accordance with the preference of the transportation provider.

Dedicated vehicles will receive trip schedules the evening before the day of service. Dedicated vehicles may also be directly dispatched for on-demand trips, or to fill in where additional services are needed.

## **Ride Sharing**

Provision of rides to multiple individuals – either multiple home52 clients or home52 clients and other clients of the transportation provider – are only permitted at the discretion of home52 Transportation. Prior approval must be obtained before ridesharing takes place. home52 Transportation will take multiple factors into consideration before approving ridesharing, which may include but are not limited

to quality customer service needs; health and safety needs; and ride logistics for both home52 and the transportation provider.

Given current COVID conditions, ride sharing is prohibited in sedans and only permitted in vans or other vehicles when riders can be safely distanced six feet apart. Contracted providers will be notified when these restrictions are lifted but must still obtain home52 approval before ridesharing may occur.

### **Service Authorizations**

home52 Transportation will ensure that clients are authorized for transportation services.

Transportation providers will not be held responsible for rides dispatched when units are not available, and home52 Transportation is responsible for any communications with COA care managers, medical providers or other transportation funders.