



TRANSPORTATION SERVICES AGREEMENT

Covered Journey Transportation Co.

This Transportation Services Agreement (“Agreement”) is entered into between Covered Journey Transportation Co. (“Company,” “we,” “us”) and the parent, legal guardian, or authorized representative identified below (“Client Representative,” “you”), on behalf of the individual receiving transportation services (“Client”).

Client Name: _____

Date of Birth: _____

Client Representative Name: _____

Relationship to Client: _____

Effective Date of Services: _____

1. Services Provided

The Company provides non-emergency, specialized transportation for individuals with developmental disabilities, autism spectrum disorder, intellectual disabilities, and other support needs. Services include transportation to and from day programs, community programs, schools, medical appointments, therapy appointments, vocational programs, recreational activities, and home-based services, as scheduled in advance with the Company.

2. Current Pricing

Introductory Rate (first 30 days of active service):

- \$35.00 — One-Way Trip
- \$50.00 — Round Trip

Standard Rate (after the first 30 days of active service):

- \$40.00 — One-Way Trip
- \$60.00 — Round Trip

Pricing applies to private-pay clients and may differ for waiver-funded clients whose rates are governed by their applicable waiver program's authorized rate schedule, as described in Section 4. The Company reserves the right to update pricing with at least thirty (30) days' written notice to private-pay clients. Rate changes affecting waiver-funded transportation will follow the applicable program's rate-setting process.



3. Transportation Scheduling

- Recurring schedules are arranged in advance and confirmed in writing (email or printed schedule).
- Schedule changes must be requested at least 48 hours in advance whenever possible.
- Same-day or short-notice trip requests are accommodated on a best-effort basis and are not guaranteed.
- Pickup windows of up to 10 minutes before or after the scheduled time should be expected to allow for traffic and multi-client routing.
- The Company will make reasonable efforts to maintain consistent drivers and vehicles for each Client to support familiarity and routine.

4. Waiver-Funded Transportation

- Clients whose transportation is funded in whole or in part through a Medicaid waiver program (including but not limited to NOW, COMP, or CCSP) must provide a current, valid service authorization prior to the start of services.
- Services will be billed in accordance with the authorized units, rate, and effective dates listed on the Client's Monthly Service Authorization Form.
- The Company will coordinate directly with the Client's support coordinator or case manager regarding authorization renewals, changes in approved hours, or changes in funding status.
- If a waiver authorization lapses, is reduced, or is not renewed, the Client Representative is responsible for any unauthorized trips already provided and may be transitioned to private-pay rates until a new authorization is received.

5. Private-Pay Transportation

- Private-pay Clients are billed directly according to the pricing in Section 2.
- Payment is due according to the terms described in Section 14 (Payment Terms).
- Private-pay Clients may switch to waiver-funded billing upon providing the Company with a valid, current service authorization.

6. Parent / Guardian Responsibilities

- Ensure the Client is ready at the scheduled pickup location at the scheduled time.
- Ensure an authorized individual is present to release and receive the Client as described in the Authorized Pickup and Release Form.
- Provide accurate, current medical, behavioral, and emergency contact information, and promptly notify the Company of any changes.



- Communicate schedule changes, cancellations, or concerns in a timely manner.
- Maintain current payment information and fulfill payment obligations under this Agreement.
- Provide any required mobility equipment (e.g., car seat, harness) unless otherwise arranged with the Company in advance.

7. Client Responsibilities

Client responsibilities are based on the Client's individual ability level and are supported by the Client Representative and Company staff as needed:

- Remain seated and properly secured (seatbelt, harness, or car seat) for the duration of the trip.
- Follow reasonable safety instructions provided by the driver.
- Treat drivers and other passengers with respect.
- Refrain from behavior that endangers the safety of the Client, driver, vehicle, or other passengers, to the extent within the Client's ability and behavioral support plan.

8. Communication Requirements

- The Company will notify the Client Representative of any delay, route change, missed trip, or incident as soon as reasonably possible.
- The Client Representative agrees to be reachable by phone during scheduled transportation windows.
- All non-emergency communication should be directed to the contact information listed on this Agreement's letterhead.
- This Agreement is supplemented by the Company's Family Communication Policy, which is incorporated by reference.

9. Safety Procedures

- All vehicles are equipped with required safety restraints and, where applicable, mobility equipment securement systems.
- Drivers complete training related to safe transport of individuals with developmental, intellectual, and behavioral support needs, defensive driving, and emergency response.
- Drivers will verify the identity of the individual releasing and receiving the Client at each pickup and drop-off in accordance with the Authorized Pickup and Release Form.
- The Company performs regular vehicle inspections and maintenance, documented through its Driver Vehicle Inspection Form process.



10. Behavioral Support Expectations

- The Client Representative agrees to disclose any known behavioral triggers, communication strategies, calming techniques, elopement risk, or history of aggression on the Medical and Behavioral Information Form.
- The Company will make reasonable accommodations consistent with any behavior support plan provided to it in writing.
- If a Client's behavior poses an immediate safety risk to themselves, the driver, or others, the driver may pull over in a safe location, contact the Client Representative, and/or contact emergency services as necessary.
- Repeated safety-related behavioral incidents may result in additional support requirements (such as requiring an aide to ride along) or suspension of services under the Company's Service Suspension and Termination Policy.

11. Emergency Procedures

- In the event of a medical emergency, the driver will contact 911 and then notify the Client Representative and any listed emergency contacts as soon as safely possible.
- The Client Representative authorizes the Company to seek emergency medical treatment for the Client if the Client Representative cannot be reached, as further described in the Emergency Contact Form and Transportation Consent and Acknowledgment Form.
- All incidents are documented using the Company's Incident Report Form and shared with the Client Representative.

12. Vehicle Breakdown Procedures

- In the event of a vehicle breakdown or mechanical issue, the driver will move to a safe location, notify Company dispatch, and notify the Client Representative.
- The Company will arrange an alternate vehicle or driver as quickly as reasonably possible to complete the trip.
- If a timely alternate cannot be arranged, the Company will work with the Client Representative on next steps, which may include the Client Representative arranging pickup.

13. Weather Delays

- The Company prioritizes safety over schedule adherence during severe weather (e.g., ice, heavy snow, flooding, tornado warnings).
- Trips may be delayed, modified, or canceled due to hazardous road or weather conditions. The Company will notify the Client Representative as early as possible.



- Weather-related cancellations initiated by the Company are not subject to the Missed Trip Policy fees described in Section 17 and the Company's separate Missed Trip Policy.

14. Cancellation Procedures

- Cancellations should be communicated as early as possible and, whenever feasible, at least two (2) hours before the scheduled pickup time.
- Cancellations and no-shows are governed by the Company's Missed Trip Policy, which is incorporated into this Agreement by reference.
- Repeated late cancellations or no-shows may result in fees, a change in scheduling priority, or service suspension.

15. Payment Terms

- Private-pay invoices are issued on a schedule communicated at intake (e.g., weekly or bi-weekly) and are due upon receipt unless otherwise agreed in writing.
- Accepted payment methods will be communicated at intake and may include card, bank transfer, or other methods designated by the Company.
- Waiver-funded trips are billed directly to the funding source in accordance with the applicable service authorization; any portion not covered by the funding source is the responsibility of the Client Representative.

16. Late Payment Policy

- Invoices not paid within seven (7) calendar days of the due date are considered past due.
- The Company may apply a late fee of \$25.00 or 5% of the outstanding balance, whichever is greater, to invoices more than 14 days past due.
- Accounts more than 30 days past due may result in suspension of services until the balance is brought current, subject to the Service Suspension and Termination Policy.

17. Service Suspension

The Company may suspend or terminate services for reasons including, but not limited to, non-payment, repeated missed trips, safety risks to drivers or other passengers, falsification of intake information, or violation of this Agreement. Suspension and termination procedures, notice requirements, and reinstatement terms are governed by the Company's Service Suspension and Termination Policy, which is incorporated into this Agreement by reference.



18. Confidentiality

The Company will maintain the confidentiality of Client information consistent with its Privacy and Confidentiality Policy, which is incorporated into this Agreement by reference. Client information will only be shared with third parties (such as support coordinators, day programs, or emergency responders) as necessary to coordinate safe and effective transportation services, as authorized by the Client Representative, or as required by law.

19. Limitation of Liability

The Company maintains commercial auto insurance coverage in accordance with Georgia law and will perform services using reasonable care consistent with industry standards for specialized transportation providers. Except in cases of gross negligence or willful misconduct, the Company's liability for any claim arising from the services provided under this Agreement shall be limited to the amount of fees paid by the Client Representative for the trip(s) giving rise to the claim. The Company is not liable for delays, missed appointments, or consequential damages arising from circumstances beyond its reasonable control, including but not limited to weather, traffic, road conditions, third-party acts, or mechanical failure occurring despite reasonable maintenance.

20. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Georgia, without regard to its conflict-of-laws principles. Any dispute arising under this Agreement shall be subject to the jurisdiction of the courts located in the State of Georgia.

21. Entire Agreement

This Agreement, together with the documents it incorporates by reference (including the Transportation Consent and Acknowledgment Form, Privacy and Confidentiality Policy, Missed Trip Policy, Service Suspension and Termination Policy, and Family Communication Policy), constitutes the entire agreement between the parties regarding transportation services and supersedes any prior oral or written understandings. This Agreement may be amended only in writing, signed by both parties, except that policy documents incorporated by reference may be updated by the Company with reasonable notice to the Client Representative.



COVERED JOURNEY TRANSPORTATION CO.

Where Every Journey Is Covered With Care

By signing below, the Client Representative acknowledges having read, understood, and agreed to the terms of this Agreement.

Parent/Guardian Signature

Date

Date

Date

Covered Journey Transportation Co. Representative

Date

Date

Date