

City of New Orleans

Department of Safety and Permits

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Administrative Rule 17-02

Non-Emergency Medical Transportation: Standards and Requirements

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Non-Emergency Medical Transportation: Standards and Requirements

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Non-Emergency Medical Transportation: Standards and Requirements

Introduction

Pursuant to Section 162-46 of the Code of Ordinances of the City of New Orleans, the Department of Safety and Permits hereby promulgates Standards and Requirements for Non-Emergency Medical Transportation in the city of New Orleans.

The purpose of creating these Standards and Requirements is to ensure consistency in review of applications for Certificates of Public Necessity and Convenience and to provide for adequate operator training prior to City-approved operation of a vehicle providing Non-Emergency Medical Transportation.

Regulatory Standards

- (1) Non-Emergency Medical Transportation (NEMT) Certificates of Public Necessity and Convenience (CPNCs) are issued by the Department of Safety and Permits pursuant to Section 162-190(1) of the City Code as special services CPNCs which are specifically limited in scope to the Standards and Regulations contained herein.
- (2) Fees for initial issuance and renewal of NEMT CPNCs shall be the same as required for Limousines within Section 162-189 of the City Code.
- (3) All provisions of Section 162-189(d) with respect to renewal schedules, fees, penalties, revocations, and extensions shall apply to NEMT CPNCs.

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NEMT Vehicle Requirements

- (1) Any vehicle issued a NEMT CPNC shall be certified by the Louisiana Department of Health and Hospitals.
- (2) Vehicle must be equipped with fire extinguisher, first aid kit, and HIV protection kit (includes rubber gloves and impervious gown or coveralls). All safety equipment shall be marked with the assigned vehicle CPNC number.
- (3) The vehicle may accommodate no more than twelve (12) passengers and acceptable vehicles are limited to mini-vans and full-size passenger vans. Sedans or sport utility vehicles are not acceptable.
 - a. For any company holding or seeking more than ten (10) NEMT CPNCs, at least 25% of vehicles in that company's fleet in excess of the initial ten (10) vehicles shall meet accessibility specifications for transportation vehicles found in Title 49 of the Code of Federal Regulations (CFR) Part 38 – American with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles, including boarding devices, alternative power sources, safety controls, and securement devices.
 - b. The requirement of section (1), above, will apply to all new NEMT CPNC numbers activated after the effective date of these Regulations and any changes of equipment on existing NEMT CPNCs occurring after December 31, 2017.
- (4) The vehicle must be properly marked with the company's name displayed in 6" letters on both sides of vehicle. Lettering must be painted and permanently attached (no magnetic signs).
 - a. Vehicle unit numbers are not allowed. No signage is allowed on windows. Signage which indicates that a vehicle is wheelchair accessible signage is permitted, subject to approval of the department.
- (5) The CPNC number must be 4" (located on the rear quarter panel behind the tires on both sides of vehicle).

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- (6) Insurance Requirements: Insurance. The holder of a NEMT CPNC shall file with the Bureau, and keep in effect at all times, a policy of insurance with an insurance company licensed to do business in the State of Louisiana. At a minimum, the policy must provide the following coverage:
 - a. For injury to one person in any one accident: \$100,000
 - b. For injury to two or more persons in any one accident: \$300,000
 - c. For property damage in any one accident: \$50,000
 - d. General liability insurance per occurrence: 300,000

Additional Standards for NEMT CPNC Operators

- (1) Any individual seeking an Operator's Permit for NEMT CPNC vehicles are required to meet the requirements contained herein in addition to the applicable standards for CPNC Holder and Driver's Permit holders proscribed in Division 3 of Chapter 162 of the City Code.
- (2) Any individual seeking an Operators Permit for NEMT CPNC vehicles shall successfully complete:
 - a. A certified training program for the needs of passengers in wheelchairs and other persons with disabilities. Such training shall include, but not be limited to, loading and tie-down procedures and door-to-door service;
 - b. A certified first aid course, and possess a current first aid certificate;
 - c. A course of instruction in cardiopulmonary resuscitation by either the American Heart Association (Heartsaver Level or equivalent) or the American Red Cross (Adult CPR or equivalent).

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Penalty for Violation

Any violations of these provisions may be cited as a violation of procedurally adopted Departmental Regulations, promulgated pursuant to Section 2-1000 of the City Code.

- (1) Multiple violations of the standards contained herein shall constitute separate violations of Departmental Regulations and may be cited individually.
- (2) Any CPNC Holder or Operator cited as operating in violation of these Regulations shall be subject to the administrative adjudication processes of Chapter 162 of the City Code. Penalties may include fines not to exceed \$500 per violation, or suspension or revocation of the Operator's Permit or NEMT CPNC.