

Agenda Item# 101

**Draft Order revised after initial
posting of supporting material
but prior to meeting.**

BEFORE THE NEVADA TRANSPORTATION AUTHORITY

In Re: The Application of GMT CARE, LLC for authority to modify tariff rates pursuant to NAC 706.1384.)
) Docket 22-03041
)
)

At a general session of the Nevada Transportation Authority held on July 7, 2022.

PRESENT: Chairman Dawn Gibbons
 Commissioner George Assad
 Commissioner R. David Groover
 Deputy Commissioner Jennifer De Rose

ORDER

Based on the evidence of record, the Nevada Transportation Authority ("Authority") makes the following findings:

1. That an Application was filed with the Authority by GMT CARE, LLC, a carrier certificated to provide non-emergency medical transportation service as described in Certificate of Public Convenience and Necessity ("CPCN") 1115, Sub 3, for authority to modify tariff rates pursuant to NAC 706.1384.
2. That the Application was properly noticed to the public and there were no Petitions for Leave to Intervene or Protests filed.
3. That the Applicant seeks to:
 - a. Modify the following rules/fees:
 - i. Hours of Service – expand business hours.
 - ii. Wait Time – fee applies when a vehicle is waiting for more than 15 minutes.

Additionally, the Wait Time fee increased for:

Ambulatory – from \$20.00 to \$40.00 (100% increase)
 Wheelchair – from \$20.00 to \$50.00 (150% increase)
 Stretchers – from \$30.00 to \$100.00 (233% increase)

- iii. Mileage – establish the mileage start and end locations for proposed Zone 3.
- iv. COVID Isolation Service Fee – increase from \$35.00 to \$50.00 (43% increase).

b. Add the following rules/fees:

- i. Cancellation fee – 100% of the reservation price cancelled less than 2 hours.
- ii. Stair assistance - \$50.00 flat fee per transport.
- iii. Credit Card - 3% fee on all services rendered when paying by credit card.
- iv. Late Fee – for invoices paid late
- v. Increase the number of rides for discounted rates from 5 to 10.
- vi. Zone rates charged will be based on the location with the highest zone rate.

c. Increase the following one-way rates and combining zones 3 & 4:

Service/Vehicle	Zone 1			Zone 2			Zone 3 & 4	Zone 3	
	Old	New	%↑	Old	New	%↑	Old	New	Avg %↑
Ambulatory	50	65	30%	60	75	25%	Z3 - \$60/\$3.75 Z4 - \$80/\$3.75	\$100/\$4.75	43%/27%
Wheelchair	85	105	24%	110	125	14%	Z3 - \$115/\$3.75 Z4 - \$160/\$3.75	\$175/\$4.75	27%/27%
Stretcher	135	165	22%	160	210	31%	Z3 - \$175/\$3.75 Z4 - \$185/\$3.75	\$250/\$4.75	39%/27%

d. Increase the following one-way discounted rates and combining zones 3 & 4:

Service/Vehicle	Zone 1			Zone 2			Zone 3 & 4	Zone 3	
	Old	New	%↑	Old	New	%↑	Old	New	Avg %↑
Ambulatory	45	65	44%	55	75	36%	Z3 - \$60/\$3.75 Z4 - \$80/\$3.75	\$100/\$4.75	43%/27%
Wheelchair	80	105	31%	100	125	25%	Z3 - \$110/\$3.75 Z4 - \$160/\$3.75	\$175/\$4.75	30%/27%
Stretcher	125	165	32%	150	210	40%	Z3 - \$165/\$3.75 Z4 - \$185/\$3.75	\$250/\$4.75	43%/27%

4. That the proposed tariff rates are within the range of rates charged by the industry for similar services except for:

- a. All one, non-discounted way rates which are higher than the current range.
- b. Cancellation fee, stair assistance, late fee, which are new to the NEMT industry.

5. That staff supports the proposed rules and rates except for:

- a. Wait times rate increase, stretcher
- b. COVID safety protocol rate increase.

6. That based upon all the records relating to the Application and after investigation:
 - a. The Application on file herein comes within the purview of the statutes of the State of Nevada and within the regulatory jurisdiction of the Authority.
 - b. The proposed tariff modification will be consistent with the public interest and will not operate to defeat the legislative policy set forth in NRS 706.151.

Therefore, based upon the foregoing findings, it is ORDERED that:

1. The tariff modification proposed by GMT CARE, LLC is hereby...

GMTCARE, LLC		CPCN No. 1115
RULE NO.	RULES AND REGULATIONS	
5	GENERAL APPLICATION These rules, regulations and rates are to be used by GMTCare, in the operation of service for which GMTCare is Certified.	
10	HOURS OF SERVICE Normal business hours will be 8:00AM to 5:00PM Monday through Friday, not including holidays. Patient transports will normally take place during normal business hours. Transports outside normal business hours will be available by appointment only.	
15	AVAILABILITY OF TARIFF Copies of this tariff shall be available in each office where orders for service are taken and in each vehicle used to provide services.	
20	TIME SCHEDULE FOR SERVICE GMTCare shall endeavor to arrive and depart at prior agreed upon times to and from points of departure and arrival within its service area. However, GMTCare will not be liable for delay caused by accident; breakdown; roadway conditions; weather; or other causes beyond its control. Furthermore, GMTCare does not guarantee arrival or departure from any point at a specified time.	
25	ANIMALS OR PETS Dogs, cats or other animals will not be carried in vehicles with passengers with the exception of service animals individually trained to assist people with disabilities.	
INTENTIONALLY LEFT BLANK		
Issued:		Effective:
Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118		ACCEPTED MAR 16 2022 Nevada Transportation Authority Las Vegas, Nevada

CPCN No. 1115 GMTCARE, LLC	
RULE NO.	RULES AND REGULATIONS
30	FIREARMS Passengers will not be permitted to board vehicles while carrying firearms.
35 (C)	RESERVATION OF RIGHTS A. GMTCare reserves the right to refuse transportation to any individual having in their possession explosives or inflammable material; substances; or articles; or articles of an objectionable nature; or individuals under the influence of alcohol and/or drugs; or whose conduct and behavior is objectionable to other passengers; prospective passengers; or drivers; or medical personnel. B. GMTCare reserves its right to control seating, including the right to change such seating at any time during the transportation. C. GMTCare reserves the right, whenever the need arises, to transfer passengers from one transport vehicle to another. D. Immediate transportation is not guaranteed but is subject to limitations of available vehicles; equipment; and personnel. Should any of the above occur GMTCare reserves the right to transport passengers at the next available opportunity. E. Once transport is completed payment is required and there is no refund for services rendered per NAC 706.311 (1) (b). However, complaints may be submitted to the NTA for determination.
40	COMPLIANCE WITH LOCAL LAW GMTCare shall comply with all local laws, rules, and regulations within its area of service.
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Issued:	Effective:
Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	

CPCN No. 1115 GMTCARE, LLC	
RULE NO.	RULES AND REGULATIONS
	SERVICE ZONES
45	The proposed service area shall be divided into four zones: <u>Zone 1:</u> shall include all areas within the City of Las Vegas and North Las Vegas <u>Zone 2:</u> shall include the City of Henderson, Nevada <u>Zone 3:</u> shall be the areas within Clark County, Nevada not specifically designated in Zones 1 and 2. This area shall be designated as "Rural Clark County." <u>Zone 4:</u> shall be all other areas in the State of Nevada not included in the above zones.
50	MULTIPLE PASSENGER RATES If two wheelchair passengers from the same origination require transportation to the same destination at the same time, the rate charged each passenger shall be 75% of the applicable tariff rate for his or her transportation. All other patients transported during multiple passenger transports will be at 100% of the applicable tariff. There shall be no charge for passengers not requiring special transportation; and who are accompanying a passenger who requires special transportation.
55	DISCOUNTED RATES If any person or entity completes five or more transports within a single calendar day, the rate charged will be the "Discounted Rates" defined in Section 70 of this Tariff.
58	BARIATRIC RATES Bariatric rates will be based on patient weight. Any patient weighing 350 pounds, or more is considered bariatric. Bariatric wheelchair transports will be charged the base stretcher rate and the patient will be transported with two crew members in a stretcher vehicle. Bariatric stretcher transports will be charged the base stretcher rate times two and will include an additional 1-2 crew members.
59	WAIT TIME Wait time is an additional charge based on amount of time. Wait time begins upon arrival to drop off (appointment or facility). There is a minimum of 30 minutes for wait time and any wait time under 30 minutes will be charged the 30-minute wait time price for the requested vehicle type.
60	MILEAGE Mileage is computed as the total driving distance between origination and destination address according to "Google Maps" online service, rounded up to the nearest mile.
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Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	
ACCEPTED MAR 16 2022 Nevada Transportation Authority Las Vegas, Nevada	

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
60 (C)	MILEAGE Mileage is computed as the total driving distance between origination and destination address according to "Google Maps" online service, rounded up to the nearest mile. For all transports with origination and/or destination in zone 3, mileage will be calculated starting from the GMTCare office location (3645 W. Oquendo Rd., Las Vegas, NV 89118) and ends at the destination address.
61 (N)	CANCELLATION Carrier reserves the right to cancel any service because of weather or other conditions such as road hazards due to slides, storms, or any other similar causes, natural or otherwise which makes travel inadvisable. Carrier will charge a cancellation fee in the event the request for transportation is cancelled less than (120) minutes from the time of requested service for all trips. Cancellation fee shall be equal to 100% of the price for all zones.
62 (N)	STAIRS ASSISTANCE As part of the mobility support solutions Stairs Assistance is a service provided to anyone in need of assistance with going up and down the stairs on the way to your medical appointments, returning home or any health care transportation. Stairs Assistance is an additional charge based on the patient's request involving any type of assistance with stairs.
63 (N)	Credit Card as payment type For all services rendered where the payment type requested by the customer is by credit card a three (3) percent (%) fee will be charged.
64 (N)	Late Payment fees on invoices A late fee of 1% will be charged monthly when a payment is not provided within 30 days of receipt.
Issued: Effective:	
Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
65 (C) (C) (C) (C)	STANDARD RATES PER ONE WAY TRANSPORTATION PER PERSON (Less than 10 transports per calendar day) <u>ZONE 1:</u> Greater Las Vegas Metropolitan Area/ North Las Vegas Ambulatory Patient: \$65.00 Wheelchair Service: \$105.00 Stretcher Service: \$165.00 <u>ZONE 2:</u> Henderson Ambulatory Patient: \$75.00 Wheelchair Service: \$125.00 Stretcher Service: \$210.00 <u>ZONE 3:</u> Other areas in the State of Nevada not included in zones 1 and 2 Ambulatory Patients: i. a base rate of \$100.00; plus ii. \$4.75 per mile. Wheelchair Service: iii. a base rate of \$175.00; plus iv. \$4.75 per mile. Stretcher Service: i. a base rate of \$250.00; plus ii. \$4.75 per mile. Bariatric Stretcher: 350 pounds or more will be charged the base stretcher rate times two. Bariatric Wheelchair: 350 pounds or more will be charged the base stretcher rate. *See rule 58 Wait time will be an additional charge per 30 minutes per person. *See rule 59 Ambulatory: \$40.00 per 30 minutes or fraction thereof Wheelchair: \$50.00 per 30 minutes or fraction thereof Stretcher: \$100.00 per 30 minutes or fraction thereof Stairs Assistance fee is \$50.00 per transport Note 1: Rates are for one way transportation and are based on the pick-up or drop-off location with the highest zone rate.
Issued:	Effective:
Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
70 (C)	DISCOUNTED RATES PER ONE WAY TRANSPORTATION PER PERSON (10 or more transports per calendar day) ZONE 1: Greater Las Vegas Metropolitan Area & North Las Vegas Ambulatory Patient: \$65.00 Wheelchair Service: \$100.00 Stretcher Service: \$155.00 ZONE 2: Henderson Ambulatory Patient: \$75.00 Wheelchair Service: \$120.00 Stretcher Service: \$200.00 ZONE 3: Other areas in the State of Nevada not included in zones 1 and 2 Ambulatory Patients: i. a base rate of \$100.00; plus ii. \$4.75 per mile. Wheelchair Service: i. a base rate of \$175.00; plus ii. \$4.75 per mile. Stretcher Service: i. a base rate of \$250.00; plus ii. \$4.75 per mile. Bariatric Stretcher: 350 pounds or more will be charged discounted stretcher base rate times two. Bariatric Wheelchair: 350 pounds or more will be charged discounted stretcher rate. *See rule 58 Wait time will be an additional charge per 30 minutes per person *See rule 59 Ambulatory: \$40.00 per 30 minutes or fraction thereof Wheelchair: \$50.00 per 30 minutes or fraction thereof Stretcher: \$100.00 per 30 minutes or fraction thereof Stairs Assistance fee is \$50.00 per transport Note 1: Rates are for one way transportation and are based on the pick-up or drop-off location with the highest zone rate.
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GMTCARE, LLC

SAFETY PROTOCOL
ISOLATION SERVICE FEE

At all times commercial transportation carriers are required to ensure the safety of their passengers. In response to COVID-19 and other forms of isolation in which anyone entering the patient's room and having direct contact with the patient requires wearing gloves and a gown or any Personal Protective Equipment (PPE), GMT has taken extra steps to ensure the protection and safety of our drivers and passengers. These steps are based on CDC guidelines for commercial motor carriers, in conjunction with Nevada OSHA guidance and recommendations for best practices published by the Nevada Transportation Authority. In order to provide these extra safety measures an Isolation Service and Safety Fee will be imposed on the transportation of any patient with a COVID positive result or Isolation needs.

(1) \$50.00 per trip for all zones

ISSUED:

ISSUED BY:

EFFECTIVE:

GMTCare, LLC
3645 W Oquendo Rd, Suite # 400
Las Vegas, NV 89118

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
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ACCEPTED MAR 16 2022 Nevada Transportation Authority Las Vegas, Nevada	

GMTCARE, LLC**RULE
NO.****RULES AND REGULATIONS****FIREARMS****30**

Passengers will not be permitted to board vehicles while carrying firearms.

35**RESERVATION OF RIGHTS**

- A. GMTCare reserves the right to refuse transportation to any individual having in their possession explosives or inflammable material; substances; or articles; or articles of an objectionable nature; or individuals under the influence of alcohol and/or drugs; or whose conduct and behavior is objectionable to other passengers; prospective passengers; or drivers; or medical personnel.
- B. GMTCare reserves its right to control seating, including the right to change such seating at any time during the transportation.
- C. GMTCare reserves the right, whenever the need arises, to transfer passengers from one transport vehicle to another.
- D. Immediate transportation is not guaranteed but is subject to limitations of available vehicles; equipment; and personnel. Should any of the above occur GMTCare reserves the right to transport passengers at the next available opportunity.

new rule added
←

COMPLIANCE WITH LOCAL LAW**40**

GMTCare shall comply with all local laws, rules, and regulations within its area of service.

INTENTIONALLY LEFT BLANK**Issued:****Effective:**

Issued by:
GMTCare, LLC

3645 W Oquendo Rd, Suite # 400
Las Vegas, NV 89118

ACCEPTED**MAR 16 2022**

Nevada Transportation Authority
Las Vegas, Nevada

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
	SERVICE ZONES
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GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
65 (N) (N) (N) (N) (N)	STANDARD RATES PER ONE WAY TRANSPORTATION PER PERSON (Less than 5 transports per calendar day) ZONE 1: Greater Las Vegas Metropolitan Area/ North Las Vegas Ambulatory Patient: <u>\$50.00</u> ↑ Wheelchair Service: <u>\$85.00</u> ↑↑ Stretcher Service: <u>\$135.00</u> ↑↑ ZONE 2: Henderson Ambulatory Patient: <u>\$60.00</u> ↑ Wheelchair Service: <u>\$110.00</u> ↑↑ Stretcher Service: <u>\$160.00</u> ↑↑ ZONE 3: Rural Clark County Ambulatory Patients: i. a base rate of <u>\$60.00</u>; plus ↑ ii. <u>\$3.75</u> per mile. Wheelchair Service: iii. a base rate of <u>\$115.00</u>; plus ↑ iv. <u>\$3.75</u> per mile. Stretcher Service: i. a base rate of <u>\$175.00</u>; plus ↑ ii. <u>\$3.75</u> per mile. Zone 4: Nye County and other areas in the State of Nevada Ambulatory Patient: i. a base rate of <u>\$80.00</u>; plus ↑ ii. <u>3.75</u> per mile. Wheelchair Service: i. a base rate of <u>\$160.00</u>; plus ↑ ii. <u>\$3.75</u> per mile. Stretcher Service: i. a base rate of <u>\$185.00</u>; plus ↑ ii. <u>\$3.75</u> per mile. Bariatric Stretcher: 350 pounds or more will be charged the base stretcher rate times two. Bariatric Wheelchair: 350 pounds or more will be charged the base stretcher rate. *See rule 58 Wait time will be an additional charge per 30 minutes per person. *See rule 59 Ambulatory or Wheelchair: <u>\$20.00</u> per 30 minutes or fraction thereof ↑ Stretcher: <u>\$30.00</u> per 30 minutes or fraction thereof ↑↑
Issued:	Effective:
Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	

ACCEPTED

MAR 16 2022

Nevada Transportation Authority
Las Vegas, Nevada

GMTCARE, LLC

RULE NO.	RULES AND REGULATIONS
	DISCOUNTED RATES PER ONE WAY TRANSPORTATION PER PERSON
70	
(N)	<u>ZONE 1:</u> Greater Las Vegas Metropolitan Area & North Las Vegas Ambulatory Patient: \$45.00 Wheelchair Service: \$80.00 Stretcher Service: \$125.00
(N)	
(N)	<u>ZONE 2:</u> Henderson Ambulatory Patient: \$55.00 Wheelchair Service: \$100.00 Stretcher Service: \$150.00
(N)	
(N)	<u>ZONE 3:</u> Rural Clark County Ambulatory Patients:
	i. a base rate of \$60.00; plus ii. \$3.75 per mile.
	Wheelchair Service:
	i. a base rate of \$110.00; plus ii. \$3.75 per mile.
	Stretcher Service:
	i. a base rate of \$165.00; plus ii. \$3.75 per mile.
	<u>Zone 4:</u> Nye County and other areas in the State of Nevada Ambulatory Patient:
	i. a base rate of \$80.00; plus ii. 3.75 per mile.
	Wheelchair Service:
	i. a base rate of \$160.00; plus ii. \$3.75 per mile.
	Stretcher Service:
	i. a base rate of \$185.00; plus ii. \$3.75 per mile.
	Bariatric Stretcher: 350 pounds or more will be charged discounted stretcher base rate times two. Bariatric Wheelchair: 350 pounds or more will be charged discounted stretcher rate. *See rule 58
(N)	Wait time will be an additional charge per 30 minutes per person Ambulatory or Wheelchair: \$20.00 per 30 minutes or fraction thereof Stretcher: \$30.00 per 30 minutes or fraction thereof *See rule 59
	NOTE: The services of medical professionals, if necessary, will be provided by independent contractors who will charge their normal fees.
Issued:	Effective:
	Issued by: GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118

ACCEPTED**MAR 16 2022**Nevada Transportation Authority
Las Vegas, Nevada

**CARRIER NAME
CPCN/Permit 1115**

Original Page #

N.T.A. #1

3% TAX Pursuant to SECTION 51 of AB175

The following rules apply to carriers who provide passenger transportation, excluding airport transport service:

Pursuant to Nevada Legislative Senate Bill No. 376

Sec. 36. Section 51 of Assembly Bill No. 175 of this session is hereby amended to read as follows:

Sec. 51. 1. Except as otherwise provided in subsection 2 and in addition to any other fee or assessment imposed pursuant to this chapter, an excise tax is hereby imposed on the connection, whether by dispatch or other means, made by a common motor carrier of a passenger to a person or operator willing to transport the passenger at the rate of 3 percent of the total fare charged for the transportation, which must include, without limitation, all fees, surcharges, technology fees, convenience charges for the use of a credit or debit card and any other amount that is part of the fare. The Department of Taxation shall charge and collect from each common motor carrier of passengers the excise tax imposed by this subsection.

2. The provisions of subsection 1 do not apply to an airport transfer service.

3. (Intentionally omitted)

4. As used in this section, "airport transfer service" means the transportation of passengers and their baggage in the same vehicle, except by taxicab, for a per capita charge between airports or between an airport and points and places in this State. The term does not include charter services by bus, charter services by limousine, scenic tours or special services.

NOTE 1: The passenger transportation recovery charge must be passed along to all customers.

NOTE 2: The 3% passenger transportation recovery charge must be shown separately from the total fare as defined above.

Issued: March 14, 2022	Issued By: EMIL BEJGU GMTCare, LLC 3645 W Oquendo Rd, Suite # 400 Las Vegas, NV 89118	Effective: ACCEPTED MAR 16 2022 Nevada Transportation Authority Las Vegas, Nevada
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GMTCARE, LLC

COVID-19
SAFETY PROTOCOL

At all times commercial transportation carriers are required to ensure the safety of their passengers. In response to COVID-19, GMT has taken extra steps to ensure the protection and safety of our drives and passengers. These steps are based on CDC guidelines for commercial motor carriers, in conjunction with Nevada OSHA guidance and recommendations for best practices published by the Nevada Transportation Authority. In order to provide these extra safety measures a COVID-19 Safety Fee will be imposed ONLY ON COVID-19 POSITIVE trips.

(1) \$35.00 per trip for all zones

ISSUED:

March 14, 2022

ISSUED BY:

GMTCare, LLC
3645 W Oquendo Rd, Suite # 400
Las Vegas, NV 89118

EFFECTIVE:

ACCEPTED

MAR 16 2022

Nevada Transportation Authority
Las Vegas, Nevada