

2019 -- S 0583

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LC001707
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STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2019

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A N A C T

RELATING TO PUBLIC UTILITIES AND CARRIERS -- NON-EMERGENCY MEDICAL
TRANSPORTATION

Introduced By: Senators Euer, DiPalma, Goodwin, Lawson, and Valverde

Date Introduced: March 14, 2019

Referred To: Senate Health & Human Services

It is enacted by the General Assembly as follows:

1 SECTION 1. Title 39 of the General Laws entitled "PUBLIC UTILITIES AND
2 CARRIERS" is hereby amended by adding thereto the following chapter:

3 CHAPTER 13.2

4 PUBLIC UTILITIES AND CARRIERS

5 **39-13.2-1. Short title.**

6 This chapter shall be known and may be cited as the "Passenger Bill of Rights."

7 **39-13.2-2. Bill of rights.**

8 (a) Recipients shall have access to transportation for non-emergency medical
9 appointment services.

10 (b) Transportation includes: public transit, taxi or limited public vehicle, ride share
11 program, public motor vehicle, multi-passenger van, wheel-chair van, and ambulance.

12 (c) Qualified transportation services shall be required that:

13 (1) The operator shall have a recent and distinct photograph of himself or herself at least
14 two and one-half inches (2 1/2") wide and four inches (4") high together with his or her full name
15 and address;

16 (2) The operator will provide this identification to the recipient or facility employee upon
17 arrival to pick up the recipient;

18 (3) Contracted operators shall have his or her PUC identification visible during operation

1 of his or her vehicle;

2 (4) Contracted operators shall be required to display an EOHHS transportation broker
3 placard or sign on the vehicle at all times when being utilized for the transportation of recipients;

4 (5) The operator shall be required to display that the passenger pick-up standard is that
5 the operator will be arriving no earlier than fifteen (15) minutes before the scheduled time nor
6 later than fifteen (15) minutes after the scheduled pick-up time; and

7 (6) The operator shall be required to display that the drop-off standard will be on time but
8 no more than thirty (30) minutes early.

9 (d) Vehicle operators shall provide transportation recipients the contact information of
10 the transportation services broker including:

11 (1) The telephone number for complaints or commendations regarding service;

12 (2) Local business address;

13 (3) Email address; and

14 (4) Website address.

15 SECTION 2. This act shall take effect upon passage.

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EXPLANATION
BY THE LEGISLATIVE COUNCIL
OF

A N A C T

RELATING TO PUBLIC UTILITIES AND CARRIERS -- NON-EMERGENCY MEDICAL
TRANSPORTATION

- 1 This act would list information needed by recipients of transportation of non-emergency
- 2 medical appointment services.
- 3 This act would take effect upon passage.

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