



## ORS/DATS Administrative Standard Operating Procedures (SOP)

### Procedures and Official Use of Patient Shuttles

Approved: October 10, 2017

Approved by: DATS Director

Last Revised: N/A

#### A. Purpose

The Office of Research Services (ORS), Division of Amenities and Transportation Services (DATS), provides hotel and airport shuttle services to transport patients, patients' families, NIH visitors, and employees on official business or government travel. The primary purpose for the hotel and airport shuttles is to serve the needs of the patients coming to NIH for treatment, research, and to support the NIH Mission. These shuttle services include transportation to and from regional airports, to and from various motels and hotels along Wisconsin Avenue/Rockville Pike corridor, medical/recreational destinations, and other select locations.

This SOP establishes the DATS policy and procedures governing the use of NIH hotel and airport shuttle services.

#### B. Roles and Responsibilities

- Program Specialist (PS) and Program Manager (PM)
  - Complies with all aspects of this SOP.
- Branch Chief (BC)
  - Ensures compliance with this SOP.
- Shuttle Contractor Staff
  - Complies with all aspects of this SOP.
- Division Management Analyst (MA)
  - Complies with all aspects of this SOP and assists with ensuring compliance.
  - Modifies this SOP as needed.
- Division Director (DD)
  - Ensures compliance with this SOP.
  - Approves this SOP.

## **C. Procedures**

### **➤ Patient Shuttles**

1. Patients and their family members have priority seating on ALL shuttles.
2. Hotel Shuttles are for patients and their family members ONLY.
3. NIH Staff that are on official government business may ride the Airport Shuttles based on space availability.
4. NIH Staff must display their official government identification badge when riding on the Airport Shuttle.
5. Individuals visiting NIH on official business, i.e., attending a conference or meeting, may ride the Airport Shuttle based on space availability.
6. Airport Shuttles cannot be used for personal use, such as commuting between home and worksite or for personal travel.
7. All passengers will sign the Passenger Sign-In Sheet on the shuttle and provide the following information: name, departure time, and circle the appropriate location.

### **➤ Shuttle Contactor**

1. The driver of a patient shuttle is to assist any patient or patient family member/friend boarding and exiting a patient shuttle vehicle. This includes assisting individuals with luggage or other personal items. This assistance is to be provided at areas such as airports, hotels, hospitals, NIH patient inspection entrance, NIH Clinical Center, and any location where the patient shuttles operate. The shuttle driver is to provide assistance to disabled individuals as necessary to ensure that they are properly placed into the vehicle and secured during transit.
2. The Shuttle Contractor shall have and maintain all required permits and registrations to operate shuttle vehicles within the District of Columbia Metro area, as well as between the Baltimore Washington International Thurgood Marshall Airport, Reagan National Airport, and Dulles International Airport.
3. In the event of a traffic accident, the driver will:
  - a. Stabilize the scene;
  - b. Call for medical assistance, if appropriate;
  - c. Contact the NIH Police Department or appropriate police jurisdiction;
  - d. Identify passengers and obtain any witness information;
  - e. Notify his/her immediate supervisor of the accident with patient and ridership information, who will then contact the Contracting Officer's Representative (COR).
  - f. Ensure all forms are forwarded to the DATS' COR for review and processing.
4. DATS's Program COR will notify the Clinical Center Representative of the accident and provide any patient information.

## D. References

1. NIH Shuttle Services Contract, maintained by the DATS Transportation Services Branch (TSB)
2. DATS Patient Shuttle Services Information - <https://www.ors.od.nih.gov/pes/dats/patientservices/Pages/default.aspx>

## E. Contacts

1. Louise Davis, Transportation Program Manager & Contracting Officer's Representative (COR) for NIH Shuttle Services Contract, [davislou@mail.nih.gov](mailto:davislou@mail.nih.gov), 301-496-9621
2. Sean Cullinane, Transportation Program Specialist, [sean.cullinane@nih.gov](mailto:sean.cullinane@nih.gov), 301-496-4998
3. Joe Cox, Chief, TSB, & Contracting Officer's Representative (COR) for NIH Shuttle Services Contract, [coxjo@ors.od.nih.gov](mailto:coxjo@ors.od.nih.gov), 301-402-7025