

Transportation Service Standards

Frequently Asked Questions

- Q. Do I count the trip to deliver a hot home meal, or a shipment of frozen home meals, to a client's residence as a "Transportation Service" and thus a 1-way trip for this client?
- A. No. This does not involve "carrying one eligible passenger from one location to another for an eligible purpose", as defined under the Units of Service section of the Transportation Service Standard.
- Q. What is an "eligible" purpose?
- A. Any purpose for which an eligible person desires to be "carried from one location to another".
- Q. If I already have a current UAI on a client, must I also complete a Quick Form?
- A. No. A UAI contains even more information than is contained in the Quick Form. The Quick Form is more appropriate for individuals who are not receiving other services from the AAA and thus have never had a UAI.
- Q. The manufacturer's recommended maintenance schedule is not the same as the minimum maintenance schedule published in the Transportation Service Standard. Which standard should I follow?
- A. Generally, you should follow the manufacturer's recommended maintenance schedule for the type of driving conditions to which the vehicle is being subjected. However, unless your fleet is extremely uniform in make, model, year and usage, this can present difficulties in maintenance scheduling and tracking. Thus, any reasonable basic schedule developed from the manufacturer's recommendations and vehicle usage of all the vehicles in your fleet may be approved. At a minimum, this schedule should do the following:
- a. Specify the mileage interval for gauging the tire pressure and checking tire wear (should perform this as part of the daily pre-trip inspection) (tires must be replaced by the time they get to the "wear bars", earlier under some circumstances of uneven wear or sidewall damage)
 - b. Specify the mileage and time intervals for inspecting, and if needed, topping off fluid levels (should perform this as part of the daily pre-trip inspection)
 - c. Specify the mileage interval for inspection of belts and hoses, replacing if needed (belt and hose inspection should also be part of the daily pre-trip inspection)

- d. Specify the mileage and / or time intervals for inspecting lights, signals, mirrors, signage (should perform this as part of the daily pre-trip inspection)
- e. Specify the mileage interval for changes or engine oil and filter and chassis lubrication, including inspection of the oil level in the differential (rear end)
- f. Specify the mileage interval for lubrication of the wheelchair lift, if so equipped
- g. Specify the mileage and / or time interval for changing antifreeze / coolant
- h. Specify the mileage interval for changing transmission fluid and filter
- i. Specify the mileage interval for inspecting and if needed replacing the air filter, PCV valve, fuel filter and other filters
- j. Specify the mileage interval for inspecting and if needed replacing shocks, struts and other suspension components
- k. Specify the mileage interval for inspecting and if needed replacing tie rods, drag link, steering box and other front end components.
- l. Specify the mileage interval for inspecting and if needed replacing brake pads / shoes
- m. Specify the mileage interval for inspecting and if needed turning (machining on a brake lathe) or replacement with new brake rotors / drums
- n. Specify the mileage interval for inspecting and if needed draining the water trap for diesel engines
- o. Other items as may be specified by the manufacturer

Q. I have CDL (Commercial Drivers License) drivers and we are enrolled in the Virginia DMV Automatic Notification program, wherein we receive written notice of any motor vehicle convictions. Must I also pull an annual motor vehicle record on these drivers?

A. No, but you must still do so with any drivers not covered by this program.