

**TRANSPORTATION SERVICES**  
**VIRGINIA DEPARTMENT FOR THE AGING**  
**SERVICE STANDARD**

**Definition**

Transportation is the provision of a means of going from one location to another. It does not include any other activity.<sup>1</sup>

**Eligible Population**

Individuals are eligible for Transportation Services if they are 60 years of age or older, lack the ability to transport themselves, and lack other means of transportation. Priority shall be given to older individuals who are in the greatest economic and social need, with preference given to low-income minority individuals and to those older persons residing in rural or geographically isolated areas.<sup>2</sup>

**Service Delivery Elements**

Area Agencies providing transportation service either directly, through contract or a combination of means must satisfy the following:

Assessment:

Assessment should determine at least the following, utilizing the Virginia Service - Quick Form:

- Individual is at least age 60.
- Individual cannot drive and lacks other modes of transport by self, community support group or public transportation.
- Whether the individual has significant economic or social need.
- Whether individual requires any special assistance.
- Reassessment determining the client's level of need for the service shall the service shall be done at least annually.

Federal Poverty/VDA Sliding Fee Scale is required, unless all information needed to determine federal poverty is documented on the Virginia Service - Quick Form.

Safety Policies:

Written policies must be adopted by the governing board and include at least the following:

- All passengers must wear safety belts and when, where available and practical.
- Each vehicle must be equipped with a fire extinguisher, first aid kit, and emergency signaling devices.
- Inspection procedures for safety equipment, including the method and frequency of inspection.

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<sup>1</sup> National Aging Program Information System Reporting Requirements – State Program Report Definitions

<sup>2</sup> Older Americans Act of 1965, Section 306(a)(4)(A)(i)

## Administrative Elements

### Driver Testing:

- The Area Agency or its provider must adopt and implement a behind-the-wheel driving test to be administered to each potential driver prior to transporting passengers.

### Driver Record Check:

- The Area Agency or its provider must adopt a written policy regarding a minimum acceptable driving record for all drivers who transport passengers.
- At hiring and at least annually thereafter, drivers must provide the Agency with a copy of their driving records from the Virginia Department of Motor Vehicles.
- VDA strongly recommends that the AAA adopts a policy for driver alcohol and drug testing.
- At hiring the Area Agency and its providers must complete drug and alcohol testing of drivers. Drug and alcohol testing of drivers shall be conducted when the driver is involved in an accident, if indicated.

### Records:

The following records, at a minimum, must be maintained either by the Area Agency or its provider(s), with access permitted in accordance with VDA contract requirements:

1. For each vehicle:
  - Vehicle maintenance/repair history
  - Pre-trip checklists
  - Vehicle logs (mileage, passengers, etc.)
  - A certificate of insurance showing the vehicle identification number (VIN)
  - Vehicle accident records
  - Service plans
  - Safety inspection logs
2. For each driver:
  - Behind-the-wheel testing results
  - Annual DMV record checks
  - Drug and Alcohol testing upon hiring.

### Job Descriptions:

For each paid and volunteer position funded by Title III of the Older Americans Act, an Area Agency on aging or provider shall maintain:

- A current and complete job description of the duties, responsibilities of each transportation services staff position; and
- A current description of the minimum entry-level standards of each job.<sup>3</sup>

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<sup>3</sup> 22VAC5-20-250, Grants to Area Agencies on Aging, Department for the Aging Regulations, Virginia Administrative Code

#### Maintenance:

- The Area Agency or its provider must perform preventive maintenance procedures, including daily pre-trip vehicle inspections and an appropriate plan for regularly scheduled maintenance of vehicles.
- Written documentation of maintenance and repairs performed on each vehicle must be maintained.
- Maintenance standards must meet or exceed the manufacturer's recommendation for the vehicle, or those standards of the Virginia Department of transportation, whichever may be applicable.

#### Insurance:

- Appropriate fleet liability insurance or, when utilizing volunteers, ensuring possession of adequate personal liability coverage.
- The Area Agency must possess a governing board-approved policy that addresses the issue of volunteer liability, including situations of volunteers driving personal as well as agency vehicles.

#### Vehicle Accidents:

- The Area Agency or its provider must develop and implement written procedures for drivers to respond to and report accidents.
- Procedures must include instructions for accidents without injuries and with injuries; accidents involving one or more other vehicles; single vehicle accidents; preparing written accident report; and post-accident testing.

#### Units of Service:

Units of service must be reported in AIM for each client receiving services. Services units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month. Units of service for required VDA reports are as follows:

- Unit 1: Total number of one-way trips Y-T-D: carrying one eligible passenger from one location to another for an eligible purpose.
- Unit 2: Total number of unduplicated persons served Y-T-D: the client who receives at least one (1) one-way trip for an eligible purpose.

#### Program Reports:

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month.

### Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.<sup>4</sup>

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.<sup>5</sup>  
and/or
- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.<sup>6</sup>

### Quality Assurance

Service Personnel: All drivers must meet the following requirements:

- Prior to employment, pass an Area Agency-approved behind-the-wheel driving test.
- Maintain appropriate operator's license.
- Satisfy an annual Division of Motor Vehicles (DMV) driving record check.
- Have no physical or health limitations that interfere with the safe performance of the driver's assigned duties.
- Be sensitive to the needs and concerns of older persons.

### Staff Training

All new drivers must receive the following training within the first year of employment:

- Passenger assistance training, including assistance to developmental, physical or sensory disabilities.
- Orientation to the safe operation of the vehicle(s) in service.
- Daily vehicle inspections and record-keeping.
- Emergency procedures for responding to and reporting vehicle accidents, passenger injuries and equipment breakdowns.
- Defensive driving course and a behind-the-wheel examination.

Current drivers must complete annual refresher courses of at least one hour each in passenger assistance, emergency procedures and defensive driving.

### Supervision/ Case Review:

Consultation, supervision and case review shall be available to all staff providing the service.

### Program Evaluation:

The agency should conduct regular systematic analysis of the persons served and the impact of the service. Subcontractors shall be monitored annually.

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<sup>4</sup> 22VAC 5-20-410, Grants to Area Agencies on Aging, Department for the Aging Regulations, Virginia Administrative Code

<sup>5</sup> Older Americans Act of 1965, as amended, Section 315(a)

<sup>6</sup> Older Americans Act of 1965, as amended, Section 315(b)

Client Records:

Service providers must maintain specific program records that include:

- Virginia Service - Quick Form (At a minimum, this form must be updated annually).
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any Fee for service charge to the client shall be determined by the applicable sliding fee scale.