

## **Section 502 - Transportation Services**

Transportation services under the OAA are intended to facilitate access to services essential to an older adult's ability to remain active and independent in the community by:

- Participating in social service programs
- Accessing community business and health resources
- Reducing social isolation
- Maintaining health and independence
- Preventing premature institutionalization

OAA Title III-B funds may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973 and Titles XIX and XX of Social Security Act

### **Eligibility for Transportation**

The AAAs shall ensure that the providers offer reimbursable transportation services to:

- Eligible participants 60 years of age or above;
- Who are unable to drive, do not have access to a vehicle, OR have no access to affordable public transportation; and
- Be transported to destinations and services necessary for independent living and quality of life

### **Eligibility for Assisted Transportation**

The AAAs shall ensure that the providers offer reimbursable assisted transportation services to

1. Eligible participants 60 years of age or above;
2. Travel is limited to taxi or automobile with assistance of another; or
3. Travel on public transportation when assisted or accompanied by another

### **Transportation Service Activities**

The DoA stipulates that each AAA shall utilize the Point-to-Point (actual miles) for reimbursement purposes. The AAA shall assure that they meet the transportation needs of individuals covered by the OAA in the planning and service area through one or more of the following service methods, as appropriate:

- Fixed route;
- Demanded response
- Passenger assistance services
- Door-to-door
- Curb-to-curb

- Door-through-door
- Assisted transportation

### **Transportation Units of Service**

The unit of service is a point-to-point mile. It is also the unit of service for riders receiving assisted transportation. The number of one way trips must be entered in the Client Financial Tracking System when entering in units of service

### **Group Transportation**

Group Transportation is a trip, with multiple riders, starting from a single point of origin, going to a single drop-off point (i.e. a trip starting at the group dining site going to a multi-purpose store). A unit of service for group transportation is a mile. A group trip is determined by the actual miles between points, regardless of the number of clients riding (more than two riders going to one destination). Destinations may include, but are not limited to, nutrition sites, senior centers, shopping centers, and pharmacies

### **Event Transportation**

Provides the means for seniors to have the transportation to beneficial events and activities

- 1) AAA transportation responsibilities
  - a) Ensure transportation services for eligible participants are available in the planning and service area in accordance with the OAA and the DoA
  - b) Assess the transportation needs of the planning and service areas via needs assessments according to transportation needs. Regional transportation assessments and coordination of services should be reflected in the Area Plan
  - c) Practice sound and effective fiscal planning and management, financial and administrative record keeping, and reporting
  - d) Take steps to ensure that the shortest route between points is pre-determined
  - e) Ensure that providers compile a record of actual mileage for each client utilizing transportation services.
  - f) Ensure that transportation providers accurately input required data into the client financial tracking system, or any other required DoA client data collection system, in a timely manner. Data shall be submitted to the DoA on the 10<sup>th</sup> day of the month
  - g) If a transportation procurement agreement entered into by the AAA is amended and results in any changes in services provided, the AAA shall notify the DOA in writing within 5 working days and provide assurances that all services units are being earned by the provider
  - h) Ensure that the providers maintain all information which documents the providers are in compliance with federal and state transportation standards
  - i) For monitoring purposes, providers shall keep the following records
    - i) Driver certified daily rider logs for each vehicle, miles ridden by each passenger, and names of companion riders

- ii) incident reports for any unexpected event and registered complaints with follow-up
- iii) Daily contribution logs from riders
- j) Shall ensure that providers protect collected contributions and fares made daily by the riders and track the contribution to the deposit process into the provider's bank account
- k) Shall require the provider to give documentation to the AAA that any vehicle used in the delivery of services shall be adequately insured, fully equipped for safety, and mechanically sound
- l) Shall ensure that any volunteer using a personal vehicle to transport clients shall have a SLED check, proof of insurance, and proper documentation for gas mileage reimbursement
- m) Shall, with guidance by the DoA Transportation Coordinator, ensure that the provider maintains an appropriate number of vehicles accessible to persons with disabilities
- n) Shall ensure that each service provider has clearly defined written policies to handle any concerns or complaints regarding the service, vehicles, drivers or passengers
- o) Ensure that each service provider offers a non-coercive method that allows service recipients to make voluntary contributions for the services they receive each day and use such contributions to expand the services provided
- p) Conduct a consumer satisfaction evaluation on at least an annual basis
- q) The DoA Transportation Coordinator will conduct monitoring of the transportation program at least once annually with an onsite monitoring visit at the AAA. Uniform monitoring tools will be created. Additional monitoring visits may be announced or unannounced. Desktop monitoring is an ongoing function at the SCDOA.