



Service Requirements & Definitions for Transportation Services Funded & Billed to the AAA, Under the Older Americans Act-Title III-B

Transportation Services are a vital link that ensures older adults access to services that help them remain independent. For the purpose of transportation funded through the Older Americans Act, Title III-B, All Transportation Services shall comply with federal (DOT) and state (INDOT) rules and regulations as well as applicable codes, including the Americans with Disabilities Act (ADA).

POLICY AND PROCEDURES REGARDING TRANSPORTATION SERVICES

1. Service providers shall operate and maintain safe and effective transportation services for older adults and persons with disabilities.
2. The provider will ensure that safety inspections are conducted, preventive maintenance is in place, that vehicles with identified safety concerns will be taken out of service until necessary repairs are made, and that vehicles will be properly insured for liability, medical payments, uninsured motorist and collision/comprehensive coverage.
3. When demand exceeds services available, the provider shall prioritize the types of transportation that will be provided with the Title III-B funding received.
4. All vehicles must be equipped with seat belts for all passengers. The seat belts must be used any time the vehicle is in motion.
5. Vehicles that transport clients in wheelchairs must be equipped with approved tie downs and seat belts. These items must be used any time the vehicle is in motion. Clients transported in wheelchairs must be facing forward.
6. Vehicles must be equipped with emergency flasher lights or carry flares or reflective warning signs.
7. Vehicles shall comply with all laws, rules, regulations, and applicable codes, including the Americans with Disabilities Act.
8. Maintenance records and a preventive maintenance schedule for each vehicle in use shall be maintained and available for inspection.
9. A pre-trip inspection shall be completed before the driver's scheduled shift and a report of any maintenance concern will be documented and reported to their supervisor for appropriate action.
10. Drivers will be given a pre-employment screen and will agree to submit to random drug tests;
11. The provider will conduct pre-employment Bureau of Motor Vehicle driver's license checks and criminal background checks on drivers, to determine employment and insurance eligibility;
12. Drivers will complete a minimum two week training period before operating a vehicle without supervision. Training modules and personal training may be from (RTAP) Rural Transit Assistance Program or from personal driver observation during training, and training seminars selected by the (TAC) Transportation Advisory Committee of their county or service area, or as required by INDOT.
13. Van drivers must have valid Chauffeur's Driver's Licenses or other license appropriate for the vehicle driven, and have CPR certification as well as other specialized training that is updated annually.
14. The transportation provider shall establish procedures that provide for evaluation of any driver involved in an accident and assure that corrective action is taken within 7 days of the accident, for

any negative findings. The provider will notify the AAA of any accident within one business day of its occurrence, and follow up with the AAA concerning the findings and any corrective action taken.

15. The provider receiving Title III-B funds shall provide each older adult receiving transportation services an opportunity to voluntarily contribute to the cost of the service, if funded through Title III.

16. The provider will enroll all eligible riders receiving Title III-B services to include all necessary demographic information needed for the reporting forms required by the AAA.

ACTIVITIES NOT ALLOWED:

1. Billing to the AAA for rides provided to residents living in institutional care.
2. Billing to the AAA for rides provided to individuals under the age of 60.
3. Billing to the AAA for rides paid for by another source, i.e. Medicaid.
4. Transporting riders in their personal vehicles, except in emergency situations.
5. Refusing to transport Title III-B riders for failure to donate or pay for the service. (Donations are encouraged, and providers are also encouraged to post to riders the actual cost of the trip provided)

Unit Definition

A unit billed to the AAA is any one way trip provided a rider eligible for and billed to the AAA under the Title III-B funding.