

SENIOR CHOICES MEDICAL TRANSPORTATION SERVICE SPECIFICATION

A. PURPOSE

The purchased service shall be a program of transportation services for eligible clients of **SENIOR CHOICES**. The specific objective of the purchased transportation service will be to transport clients, as determined by the Care Consultants, from their place of residence or other site, as approved by the Care Consultant to a provider of medical or social services, Adult Day Care or other destination, as approved by the Care Consultant.

B. UNIT OF SERVICE

1. A unit of service is a one-way trip.
2. The Council for Older Adults may contract for other units of service as long as the units are specified in the Provider Application and agreed to, as stated in the Letter of Understanding.
3. The unit rate shall include all administrative costs and training and record documentation time.

C. PROVIDER AGENCY REQUIREMENTS

1. The provider may be an individual or agency.
2. The provider shall document that all utilized vehicles have insurance in compliance with Ohio's financial liability law requirements.
3. The provider shall document that all vehicle operators and owners maintain proof of financial responsibility as required in section 4509.101 of the ORC for motor vehicles.
4. The provider shall document that each vehicle operator has a current/valid Ohio motor vehicle operator's license, or a license appropriate to the vehicle (i.e., commercial driver's license for multi passenger vehicle).
5. The provider shall have a written plan for regularly scheduled maintenance and safety inspection of vehicles used, and must document compliance with the plan.
6. The provider shall document that an annual OBMV check on vehicle operators has been successfully completed.
7. The provider shall maintain daily service logs or trip sheets that include:
 - A. Date of service;
 - B. Participant's name and pick up and destination points;
 - C. Participant's signature or initials or designee's signature; and
 - D. Odometer or mileage calculation signed by vehicle operator

8. Vehicle operators transporting five (5) or more passengers must complete a vehicle inspection that must include at a minimum the items listed in **Appendix I-A** of these specifications, prior to transporting clients.
9. A copy of the certificate of insurance and vehicle registration shall be maintained in each vehicle.

D. SERVICE REQUIREMENTS

The provider is responsible for assuring the safety of each vehicle used to transport participants according to these standards:

1. Vehicles designed for transporting less than five individuals shall:
 - A. Be equipped with seat belts for each individual transported; and
 - B. Have documentation that an annual safety inspection has been conducted through either the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in **Appendices I-A and I-B** of these specifications.
2. Vehicles equipped for transporting participants remaining in wheelchairs shall:
 - A. Be equipped with a wheel chair lift in working order. No client is to be transported by wheel chair without a working wheel chair lift.
 - B. Be equipped with permanently installed floor wheelchair restraints for each wheelchair position used;
 - C. Have documentation that an annual vehicle inspection has been conducted by the Ohio State Highway Patrol safety inspection unit or a certified mechanic;
 - D. Have a certified mechanic available to document annual inspections to insure all equipment and elements, as outlined in **Appendices I-A and I-B** of these specifications, are in working order;
 - E. Have documentation of daily inspection and testing of the wheelchair lift prior to transporting any participant that day as outlined in **Appendix I-B** of these specifications; and
 - E. Have documentation that each operator has been trained and skill-tested in the proper use of the wheelchair lift and securing mechanisms prior to transporting any wheelchair-bound participant.
3. Vehicles designed for transporting five or more participants/individuals shall:
 - A. Be equipped with functional safety belts for each participant transported, unless state law exempts the vehicle;
 - B. Be equipped with external Convex lens (any vehicle larger than fifteen passenger

van);

- C. Be equipped with emergency equipment specified in **Appendix I-A** of these specifications; and
- D. Have documentation of at least an annual vehicle inspection by the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in **Appendix I-A** of these specifications.

E. TRAINING

- 1. The provider must document that each vehicle operator has completed the DRIVE training or other COA pre-approved passenger assistance course that meets the minimum criteria specified in **Appendix I-C** of these specifications. The operator must have completed the training within six months prior to hire or within the first year of employment by the provider.
- 2. Each vehicle operator shall complete a DRIVE refresher course or other COA pre-approved passenger assistance refresher course at least every three years.
- 3. Each vehicle operator shall complete one of these defensive driving programs within one year prior to hire, or within the first three months of employment:
 - National Safety Council;
 - Ohio Department of Development; or
 - Any other COA-approved defensive driving course.
- 4. Each operator of those vehicles designed to transport five or more passengers, shall complete a COA pre-approved defensive driving refresher course at least every three years.

F. PERSONNEL QUALIFICATIONS

All vehicle operators shall:

- 1. Have a current/valid Ohio motor vehicle operator's license, or license appropriate to the vehicle (i.e., commercial driver's license);
- 2. Be twenty-one years or older;
- 3. Meet all other State Laws and the Council for Older Adults Conditions of Participation.

G. COORDINATION OF TRANSPORTATION SERVICES

- 1. To the extent feasible the provider is required to participate in the design and delivery of a coordinated non-emergency transportation system with their service area.
- 2. To facilitate the coordination of non-emergency transportation services among multiple providers and/or funding sources; providers may apply to the Council for Older Adults for

waivers from specific conditions of participation and transportation service specifications.

- A. Waiver applications must be made in writing to the Council for Older Adults.
- B. The waiver application must include a plan which:
 - i. Identifies the specific COPS and service specifications for which the provider is applying for a waiver;
 - ii. Demonstrates how the waivers will facilitate coordination within the service area;
 - iii. Demonstrates how the provider will preserve the integrity of program requirements set forth in state or federal law; and
 - iv. Demonstrates how the provider will ensure the health and safety of participants, clients, vehicle operators and the general public.
- C. Upon review and recommendation of the Council, the waiver application will be presented to the Board of Directors for final approval.