

APPENDIX E – TRANSPORTATION SERVICE

A. PURPOSE

Transportation service is designed to move participants to and from services, activities, and resources via a motorized vehicle.

B. UNIT OF SERVICE

- (1) A unit of service is a one-way trip.
- (2) Agency may contract for other units of service as long as the units are translated into one-way trips when reported to ODA.
- (3) The unit rate shall include all administrative costs and training and record documentation time.

C. SERVICE PROVIDER AGENCY REQUIREMENTS

- (1) The Service Provider may be an individual or agency.
- (2) The Service Provider shall document that all utilized vehicles have insurance in compliance with Ohio's Financial Liability Law Requirements.
- (3) Service 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) Service 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).
- (5) Service Provider shall have a written plan for regularly scheduled maintenance and safety inspection of vehicles used, and must document compliance with the plan.
- (6) Service Provider shall document that an annual OBMV check on vehicle operators has been successfully completed.
- (7) Service 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

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- (d) odometer or mileage calculation signed by vehicle operator.
- (8) Prior to transporting participants, the vehicle operator must complete a vehicle inspection that includes, at a minimum, the items listed in these specifications.
- (9) A copy of the Certificate of Insurance and Vehicle Registration shall be maintained in each vehicle.

D. SERVICE REQUIREMENTS

The Service 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 (5) 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 these specifications.
- (2) Vehicles equipped for transporting participants remaining in wheelchairs shall:
 - (a) be equipped with permanently installed floor wheelchair restraints for each wheelchair position used;
 - (b) have documentation that an annual vehicle inspection has been conducted by the Ohio State Highway Patrol Safety Inspection Unit or a certified mechanic as outlined in these specifications.
 - (c) have documentation of daily inspection and testing of the wheelchair lift prior to transporting any participant that day as outlined in these specifications; and
 - (d) 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 the vehicle is exempted by state law;

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- (b) be equipped with prismatic lens (any vehicle larger than fifteen passenger vans);
- (c) be equipped with emergency equipment specified in 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 these specifications.

E. TRAINING

- (1) The Service Provider must document that each vehicle operator has completed an Agency-Approved Passenger Assistance Training Course. The operator must have completed the training within six months prior to hire or within the first year of employment by the Service Provider.
- (2) Each vehicle operator shall complete an Agency-approved PAT 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:
 - (a) National Safety Council;
 - (b) Ohio Department of Development; or
 - (c) Any other Agency-Approved Defensive Driving Course.
- (4) Each vehicle operator shall complete an Agency-approved Defensive Driver Training Course at least every three years.
- (5) Each vehicle operator shall complete an ODA or Agency-approved Aging Sensitivity Course within six months of employment.
- (6) Each vehicle operator must complete First Aid training and become CPR Certified within six months of employment.

E. PERSONNEL QUALIFICATIONS

- (1) Have a current/valid Ohio Motor Vehicle Operator's License, or license appropriate to the vehicle (i.e., Commercial Driver's License).
- (2) Have at least two years of licensed driving experience.

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- (3) Be able to understand written or oral instructions and document services delivered.
- (4) Received hands-on transfer technique instructions prior to transporting participants.

G. COORDINATION OF TRANSPORTATION SERVICES

- (1) To the extent feasible, the Service Provider is required to participate in the design and delivery of a coordinated non-emergency transportation system with their service area.
- (2) Facilitate the coordination of non-emergency transportation services among multiple Service Providers and/or funding sources. Service Providers may apply to ODA for waivers from specific conditions of participation and transportation service specifications.
 - (a) waiver applications must include a plan which:
 - i. identifies the specific COPs and service specifications for which the Service Provider requesting a waiver.
 - ii. demonstrates how the waivers will facilitate coordination within the service area;
 - iii. demonstrates how the Service Provider will preserve the integrity of program requirements set forth in State or Federal law; and
 - iv. demonstrates how the Service Provider will ensure the health and safety of participants, clients, vehicle operators and the general public.
 - (b) upon review and recommendation of the Agency the waiver application will be submitted to ODA for final approval.

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TRANSPORTATION VEHICLE MAINTENANCE AND INSPECTION

Required annual inspection elements for vehicles equipped to concurrently transport five (5) or more participants, including the wheelchair-bound, are as follow:

(A) **SEATING**

- (1) All seats must be securely fastened to the floor.
- (2) Broken tubing or protruding pieces of metal should be around seats.

(B) **DEFROSTERS & HEATERS**

- (1) Must operate as designed.
- (2) Heater cores must be clean and free of leaks and obstructions to the flow of air.
- (3) Hoses must not have cracks or leaks and must otherwise be in good condition.
- (4) Fan guards must be metal or plastic.

(C) **WINDSHIELD WIPERS/WASHERS**

- (1) Must operate as designed.
- (2) Wiper blades in the vehicle operator's field of vision must be clean.
- (3) Wiper blades must not be brittle or badly worn.

(D) The floor must be metal and intact without holes.

(E) **MIRRORS**

- (1) Must have at least one rear view interior mirror that is properly secured and in proper placement.
- (2) Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
- (3) Prismatic lens must be properly installed.
- (4) All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).

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(F) EMERGENCY EQUIPMENT

- (1) Three red reflectors must be stored in the vehicle.
- (2) The vehicle must have a five pound chemical fire extinguisher with the minimum rating outlined in section 20.B.C. of the Ohio Fire Code and based on Section 10 of the National Fire Protection Association. The fire extinguishers must be securely mounted near the vehicle operator for easy access.
- (3) The vehicle must be equipped with a first aid kit.

(G) BRAKES

- (1) Properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
- (2) Tail exhaust pipes are properly secured to prevent dropping on brake lines.
- (3) Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydrovac, and hose connections must be free of fluid leaks.
- (4) Vehicles using air brakes: reservoirs, chambers, valves, connections, and lines must be free of air leaks.
- (5) During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
- (6) All moisture ejection valves must be free of leaks and in proper working order.

(H) EMERGENCY BRAKE

- (1) The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
- (2) If the emergency brake is located on the drive shaft, the brakes shall:
 - (a) hold the vehicle in parked position;
 - (b) be properly mounted; and
 - (c) have cables that are properly lubricated and not hazardously worn.

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(I) **STEERING GEAR**

- (1) The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.
- (2) The steering gear assembly, power steering unit, brackets, and mounting bolts must be securely fastened.
- (3) If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
- (4) The rod ends must function properly.

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- (5) Tires must not rub any chassis or body component in any position.
- (J) Horn must operate as designed.
- (K) WINDSHIELD/WINDOWS
 - (1) Dow/glass must be free of chips or cracks and be securely mounted without exposed edges.
 - (2) Plexiglas may not be used to replace safety glass.
- (L) EMERGENCY DOOR (APPLICABLE TO BUS-TYPE VEHICLES)
 - (1) The door must be able to open to its maximum width without catching or binding.
 - (2) All handles must be permanently installed.
 - (3) Operating instructions for the emergency door must be lettered or decaled inside the emergency door.
 - (4) The safety buzzer must operate as designed, and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
 - (5) The door must be free of temporary or permanent obstructions.
 - (6) No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.
- (M) Springs/shocks must be intact and properly mounted.
- (N) TIRES
 - (1) Must have less than two sixteenth inch tread pattern measured anywhere on the tire.
 - (2) Retread tires should not be located on the steering axle.
 - (3) Must be free of irregular wear, cuts, bruises, and breaks.
 - (4) Must be balanced and in proper alignment.
 - (5) All lugs must be present and fitted tightly on tires.
 - (6) All tread types must match mated tires.

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(O) **EXHAUST SYSTEM**

- (1) Must be intact and operating as designed.
- (2) All pipe and muffler joints must be properly welded or clamped.
- (3) Exhaust manifolds must be free of cracks and missing bolts.

(P) Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.

(Q) The vehicle body condition must be intact and free of broken parts that can cause injury.

(R) **GAS TANK MUST**

- (1) Be free of rust/damage and/or leaks.
- (2) Be securely mounted.

(S) The seating area and aisle must be free of debris.

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TRANSPORTATION SAFETY REQUIREMENTS

Required Elements of Daily Inspection of Wheelchair Lifts

For each day services are provided, Service Providers must complete and document an inspection of the wheelchair lift prior to any participant service that day according to these specifications. Note that these requirements are not intended to be all inclusive. The Service Provider is also required to meet all manufacturer and federal, state and local safety requirements in the maintenance and operation of vehicles.

- A. Run the lift through one complete cycle to be sure that it is operable.
- B. Check for any signs of seal leaking or binding of hardware.
- C. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
- D. Check for physical damage and jerky operation.
- E. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
- F. Check all fasteners and assure that all bolts are snug.
- G. Make sure the lift is properly secured to the vehicle when stored.
- H. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
- I. Lubricate the lift in compliance with the manufacturer's requirements.

Service Providers shall not use the lift any time repairs are necessary. A complete inspection of the lift must be accomplished before it is placed back in service.

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MINIMUM HEALTH REQUIREMENTS for VEHICLE OPERATORS

- (A) The vehicle operator must have a signed statement from a licensed physician declaring that the vehicle operator:
 - (1) does not have any physical or mental limitations likely to interfere with safe driving, passenger assistance, or emergency activities;
 - (1) has vision in both eyes, ordinary depth perception, and visual acuity twenty/thirty (20/30) in both eyes together with or without correction;
 - (1) has adequate hearing to assure safe response to horns, emergency vehicle sirens, and train signals; and
 - (2) is not impaired by the use of alcohol, narcotics, or habit-forming drugs;
- (B) The signed physician statement must be updated at least every two (2) years, and the current signed statement must be maintained in the vehicle operator's personnel file.

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VEHICLE CHECK LIST

Required Vehicle Safety Checklist Elements

Vehicle ID: _____ **Odometer:** _____ **Date:** _____

Indicate Inspection by Placing Checkmarks (✓) in Boxes.

Interior: Daily

- Clean Appearance
- Seats (Tears, Loose Armrests, Etc.)
- Seat Belts
- Wheelchair Restraint
- Wheelchair Lift Ramp
(Good Operating Condition and Secure)
- Cargo Barriers (Secure and In Place)
- Floor Coverings

Lights: Weekly

- Headlights: High, Low Beams
- Tail Lights, Marker Lights
- Brake Lights
- Turn Signals (Front and Rear)
- Backup Lights
- 4-Way Hazard (Front and Back)
- License Plate Light
- Interior Lights

Exterior: Weekly

- No Body Damages
- Clean Appearance
- Mirrors (Adjusted and Clean)
- Windows (Clean)
- Doors (Operable In/Outside)
- Door Locks (Operable)
- Windows (Clean)

Electrical/Mechanical: Weekly

- Horn
- Windshield Wipers Washer
- Heater
- Emergency Jack Tire Tools
- Air Conditioning
- Defroster

Fluids: Monthly

- Engine Oil
- Brake Fluid
- Engine Coolant
- Power Steering*
- Automatic Transmission*
- Fuel
- Windshield Washer
- Battery

Belts & Hoses: Monthly

- Fan
- Alternator
- Heater Hose
- Radiator
- No Leaks under Vehicle

Tires: Monthly

- Inflation
- Wear
- Sidewall or Tread
- Damage
- Spare

Emergency Equipment: Monthly

- Fire Extinguisher
- First Aid Kit
- Three Flares, Fuses, Or
- Reflectorized Triangles

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Optional (winter):

- Gauges (Oil, Fuel, Temperature, Brake, etc.)
- Emergency Brake
- Foot Brake

****Must Be Checked At Operating Temperature***

Monthly

- Small Shovel and/or
- Non-Corrosive Traction Material (Sand/Cat Litter)

Check List completed by: _____
Signature

Printed Name

Date