

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
TRANSPORTATION SERVICES**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each subrecipient must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

This service provides, or provides access to, safe transportation for access to services such as nutrition, medical services, social services, adult day care, shopping and socialization.

SERVICE CATEGORIES AND UNIT MEASURES:

Transportation Voucher Program: Eligible individuals may receive vouchers for transportation. ***One voucher equals one unit.***

Transportation (Direct Service): Provision of a means of safe transportation for persons who require help in going from one location to another, using a vehicle. To report a unit of service for a fixed-fee or categorical transportation subaward, the program must have adequate records that document the ride. A ride is defined as when a client exits the vehicle. ***(Each time a client exits the vehicle; one trip is to be recorded.)***

GENERAL REQUIREMENTS:

- A. Each transportation service driver must have a valid driver's license that is the appropriate class for the type of vehicle driven.
- B. Pursuant to NRS 482.205 - Each vehicle used to provide transportation service must have a valid Nevada registration certificate.
- C. Pursuant to NRS 485.185 - Each vehicle used to provide transportation service must have the required level of insurance.
- D. Pursuant to NRS 484.641 and NRS 484D.495 – Unless otherwise exempt, vehicle used must meet the requirements and provisions for seat belts. Regardless of unladen weight, all riders must be reminded to wear a seat belt. A fasten seat belt sign must be posted in the vehicle and drivers must encourage the use of seat belts.

- E. Pursuant to 49 CFR 391.41 - All drivers who operate a commercial motor vehicle must have a commercial driver's license and carry a medical examiner's card/certificate at all times. A commercial motor vehicle is defined as a motor vehicle that is designed to transport sixteen (16) or more passengers, including the driver and has a gross vehicle weight of 26,001 or more pounds.
- F. Pursuant to 49 CFR 396.25 - All inspections, maintenance, repairs and service of brakes for commercial motor vehicles must be completed and documented by a qualified brake inspector.
- G. Priority will be given to requests for transportation based first on the urgency and then the type of service requested in the following order: medical appointments, pharmacy, nutrition (including grocery store), adult day care, employment, shopping and recreation.

SPECIFICATIONS:

Transportation Voucher Programs

1. Programs will develop and maintain:
 - 1.1 A voucher log (e.g., receipt of vouchers from transportation provider, voucher distribution to clients).
 - 1.2 An application that will include required client information.
 - 1.3 A process for reconciling information to the person who receives vouchers, how many were distributed and monthly usage.
 - 1.4 A report on the number of vouchers received/purchased from the transportation provider, the number of vouchers distributed to clients, and the number of vouchers that have expired or are unused.
2. Expiration dates must be approved by ADSD.

Direct Service Transportation Programs:

1. Assist riders, as appropriate, in boarding, fastening seat belts and disembarking at destination points.
2. All rural transportation providers will schedule and post their routine, non-emergency trips to urban areas, one month in advance, with destination city or cities, date/day of the week, departure and approximate return times, suggested donation amount(s), and program contact information, so clients may know what days they can schedule appointments and reserve seats on vehicles.

3. If the suggested donation is posted in the vehicle, in program materials, on donation envelopes or in another manner, it must be accompanied with a statement that service will not be denied because someone chooses not to contribute.
4. Service Prohibitions:
 - 4.1 No smoking policy must be enforced and "No Smoking" signs must be posted in each vehicle.
 - 4.2 Staff and/or volunteers cannot use program vehicles for personal use.
 - 4.3 Units of service cannot be claimed or reported for those on the vehicle who are on-duty staff members or volunteers who are providing or helping with program services.
5. Safety:
 - 5.1 Subrecipients must have a written vehicle maintenance plan.
 - 5.2 Each vehicle must be equipped with the following equipment: first aid kit, triangle reflectors, and unexpired fire extinguisher. All vehicles that travel 50 miles or more to a specific destination must also carry emergency water, a flashlight, and several blankets during travel.
6. Documentation Requirements:
 - 6.1 Program Director must maintain on file a copy of the current driver's license for each driver.
 - 6.2 Require all drivers to submit a copy of their driving record from the Department of Motor Vehicles, prior to hiring and annually, thereafter. Copies of the driving records of each driver must be maintained in the Program Director's file.
 - 6.3 The program shall maintain on file a copy of the current driver's license and proof of vehicle insurance for volunteers who use their personal vehicle to transport clients.
 - 6.4 Maintain a daily service log for each vehicle that, at a minimum, documents the date of service, name of client, type of ride, total number of rides provided and total mileage. The driver must sign the service log on a daily basis to verify client rides.
7. Operating Procedures:
 - 7.1 Each vehicle used for transportation must be maintained in a clean condition.

- 7.2 Establish and implement a written accident/incident reporting procedure. A copy of the procedure must be maintained in each vehicle.
 - 7.3 Perform and document pre-trip vehicle inspections on all vehicles each business day, before providing service. Documentation must include the date of inspection, items inspected and their status, and signature of driver.
 - 7.4 Perform preventative maintenance that, at a minimum, is in accordance with the maintenance schedule suggested by the vehicle manufacturer and follows the written vehicle maintenance plan. Documentation of vehicle maintenance repair must include: the date of service, type of maintenance/repair, mileage at time of service and cost of service.
 - 7.5 Establish and implement a written vehicle use policy.
8. Training:
- 8.1 Paid and volunteer drivers who transport people must attend training within three months of hire and at least every three years thereafter that includes: (1) Emergency and Accident procedures, (2) Defensive Driving and (3) Passenger Service, Assistance and Safety, including Wheelchair Securement and Lift Operations. Documentation of all training must include the date of training; type of training; name, title, and agency of presenter; name of drivers receiving training; and description of training.