



Calhoun County Senior Services Minimum Service Standard

SERVICE NAME: TRANSPORTATION SERVICES

DEFINITION: Transportation services provides centrally dispatched service for transportation for Calhoun County seniors to and from community facilities in order to receive medical, social and other services that reduce isolation and otherwise promote independent living.

UNIT OF SERVICE: One unit of service equals one, one-way trip per person.

INCOME REQUIREMENT: No income requirement applies

DESIRED OUTCOME: Seniors have access to services and activities that enhance their dignity, support their independence, and encourage their involvement in and with the community.

MINIMUM SERVICE STANDARD:

- A. Recipient Eligibility Criteria** – The eligibility criteria contained in the “ALL SERVICES” standard shall apply.
- B. Transportation Modes** – Transportation programs shall be based on the following modes:
1. Demand/Response - Flexible routing and/or scheduling of small vehicles to provide door-to-door service.
 - a. Route Deviation Variation - Where a normally fixed-route vehicle leaves scheduled route upon request to pick up client.
 - b. Dynamic Route Variation - Where routes are consistently modified to accommodate requests.
 2. Volunteer Reimbursement - Out-of-pocket expenses for volunteers using their private vehicles to transport older persons. The Service Provider may initiate development of or shall cooperate with the development of potential volunteer driver programs within its service area, as deemed feasible for Senior Millage support.
 3. Public Transit Reimbursement - Partial or full payment of the cost for a client to use available public transit system.
 4. Drivers shall be licensed and covered by required liability insurance.
- C. Vehicles**
1. Vehicles used for transportation programs shall be licensed and inspected annually as required by the Secretary of State.
 2. The service provider shall label vehicles with the name, address, and phone number of the service provider.
 3. The service provider shall assure each vehicle is equipped with seat belts that are used consistent with state safety laws.



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D. Drivers

1. All paid drivers shall be physically capable and willing to assist clients requiring help into and out of vehicles unless prohibited by a labor contract or insurance policy.
2. All paid drivers shall be trained to cope with medical emergencies.
3. Drivers are required to notify central dispatch with any scheduling variations of ten minutes or longer (due to client not being ready on time, client canceling upon pick-up, etc.).

E. Service Type, Other Funding and Waivers

1. The service provider shall designate the type(s) of transportation service (medical, recreational, employment, etc.) to be provided and shall record the provision of each. If service is provided to meet both types of needs, the provider shall specify, and record planned percentage of each.
2. The service provider shall attempt to receive reimbursement from other funding sources as appropriate and available.
3. In special circumstances, waivers may be granted for transportation programs unable to utilize the central dispatch due to limited scope of the program.
4. The service provider shall cooperate with similar service providers in adjoining counties, and in local communities within its service area, to provide an orderly transfer of a senior from one county or community to another, primarily for access to Veterans Facilities, hospitals, or long-term care services.