



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

Access Services

SERVICE NAME	Transportation
SERVICE NUMBER	A-6
SERVICE CATEGORY	Access
SERVICE DEFINITION	Centrally organized services for transportation of older persons to and from community facilities in order to receive support services, reduce isolation, and otherwise promote independent living.
UNIT OF SERVICE	One, one-way trip per person, or one educational session.

Minimum Standards

1. Older Americans Act funds may be used to fund all or part of the operational costs of transportation programs based on the following modes:
 - a. Demand/Response: Characterized by scheduling of small vehicles to provide door-to-door or curb-to-curb service on demand. The program may include a passenger assistance component.
 - (1) Route Deviation Variation--where a normally fixed-route vehicle leaves scheduled route upon request to pick up the client.
 - (2) Flexible Routing Variation--where routes are constantly modified to accommodate service requests.
 - b. Public Transit Reimbursement: Characterized by partial or full payment of the cost for an older person to use an available public transit system. (Either fixed route or demand/response). The program may include a passenger assistance component.
 - c. Volunteer Reimbursement: Characterized by reimbursement of out-of-pocket expenses for individuals who transport older persons in their private vehicles. The program may include a passenger assistance component.
 - d. Older Driver Education: Characterized by systematic presentation of information and training in techniques designed to assist older drivers in safely accommodating changes in sensory and acuity functioning.
2. Older Americans Act funds may not be used for the purchase or lease of vehicles for providing transportation services, unless approved in writing by OSA.
3. All drivers and vehicles used for transportation programs supported all or in part by Older Americans Act funds must be appropriately licensed and inspected as required by the Secretary of State and all vehicles used must be covered by liability insurance.



MICHIGAN OFFICE OF SERVICES TO THE AGING

Operating Standards For Service Programs

4. All paid drivers for transportation programs supported entirely or in part by Older Americans Act funds shall be physically capable and willing to assist persons requiring help to and from and to get in and out of vehicles. Such assistance must be available unless expressly prohibited by either a labor contract or insurance policy.
5. All paid drivers for transportation programs supported entirely or in part by Older Americans Act funds shall be trained to cope with medical emergencies, unless expressly prohibited by a labor contract or insurance policy.
6. Each program shall operate in compliance with P.A. 1 of 1985 regarding seat belt usage.
7. Each program shall attempt to receive reimbursement from other funding sources, as appropriate and available. Examples include the American Cancer Society, Veterans Administration, Human Services Agency, Department of Community Health, Medical Services Administration, United Way, Department of Transportation programs, etc. Within a respective PSA, an AAA may use an alternative unit of service (e.g., vehicle miles or passenger miles) when appropriate for consistency among funding sources. Such an alternative unit of service must be approved by the MCSA at the time of area plan approval.