

**NC DIVISION OF AGING AND ADULT SERVICES
NC AREA AGENCIES ON AGING
TRANSPORTATION SERVICES ASSESSMENT TOOL**

Community Service Provider: _____

Review Date: _____ State Fiscal Year: _____

AAA Monitor: _____

Provider Staff Interviewed and Title(s): _____

| PROGRAM ADMINISTRATION | Yes | No | N.A. |
|--|-----|----|------|
| 1. The agency has a transportation coordinator with at least a high school diploma or a GED certificate. (Page 6 of the Transportation Service Standards) | | | |
| Documentation used to verify compliance (verbal assurance is acceptable): | | | |
| | Yes | No | N.A. |
| 2. Drivers (paid or volunteer) meet the following qualifications: | | | |
| a. Drivers are 18 years of age or older. | | | |
| b. Drivers hold a valid North Carolina drivers license for the class of vehicle they are to operate. | | | |
| c. Drivers have two years driving experience. | | | |
| (Page 7 of the Transportation Service Standards) | | | |
| Also see Attachment B worksheet. | | | |
| Documentation used to verify compliance and other notes: | | | |

| | Yes | No | N.A. |
|---|-----|----|------|
| <p>3. If the agency utilizes volunteers to provide transportation, then the agency:</p> <p>a. maintains volunteer records and.....</p> <p>b. provides or assures minimum vehicle coverage, for all volunteers, as required by the State of North Carolina</p> <p>(Pages 10 of the Transportation Service Standards)</p> <p>Also see Attachment C worksheet.</p> | | | |
| Documentation used to verify compliance and other notes: | | | |
| | Yes | No | N.A. |
| <p>4. All vehicles utilized by the agency to transport clients have been properly inspected by the state and have a current inspection sticker.</p> <p>(Page 8 of the Transportation Service Standards)</p> <p>Also see Attachment C worksheet.</p> | | | |
| Documentation used to verify compliance and other notes: | | | |
| | Yes | No | N.A. |
| <p>5. All vehicles utilized by the agency to transport clients have adequate liability insurance (for paid and/or volunteer staff) as required by the State of North Carolina. (An unexpired vehicle registration indicates minimum liability insurance is maintained on the vehicle as required by the State of North Carolina.)</p> <p>(Page 8 of the Transportation Service Standards)</p> <p>Also see Attachment C worksheet.</p> | | | |
| Documentation used to verify compliance and other notes: | | | |

| | Yes | No | N.A. |
|--|-----|----|------|
| 6. The agency has written policies and procedures establishing priority for: | | | |
| a. ridership | | | |
| b. destination and purpose of trip | | | |
| c. geographic area covered and | | | |
| d. routes and schedules for providing services. | | | |
| (Page 5 of the Transportation Service Standards) | | | |
| Documentation used to verify compliance and other notes: | | | |
| | Yes | No | N.A. |
| 7. The agency has written policy and procedures regarding accidents and traffic violations involving agency vehicles. (Page 9 of the Transportation Service Standards) | | | |
| Documentation used to verify compliance and other notes: | | | |
| | Yes | No | N.A. |
| 8. The agency demonstrates that transportation services are being coordinated through one of the following ways: | | | |
| a. Agency is identified in the Transportation Development Plan (TDP) or the Community Transportation Services Plan (CTSP) as participating in a coordinated system..... | | | |
| b. Agency has written documentation (e.g., a Memorandum of Understanding, board minutes, etc.) that services are coordinated with at least one other human services transportation agency or public/private transportation provider (e.g., the sharing of vehicles, drivers, or operating costs). | | | |
| (Page 5-6 of the Transportation Service Standards) | | | |
| Documentation used to verify compliance and other notes: | | | |

