



## TRANSPORTATION SERVICE STANDARDS

**IMPORTANT:** Service standards must adhere to requirements and restrictions from the federal agency, Health Resources and Services Administration (HRSA). The key documents used in developing standards are as follows:

- [Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice \(PCN\) #16-02 \(Revised 10/22/18\)](#)
- [HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs National Monitoring Standards for Ryan White Part A Grantees: Program – Part A](#)
- [Service Standards: Ryan White HIV/AIDS Programs](#)

### INTRODUCTION

Service standards for the [Ryan White HIV/AIDS Part A Program](#) (RWP) outline the elements and expectations a service provider should follow when implementing a specific service category. The purpose of the standards is to ensure that all RWHAP service providers offer the same fundamental components of the given service category. The standards set the minimum level of care Ryan White-funded service providers may offer clients; service providers are encouraged to exceed these standards.

The [Los Angeles County Commission on HIV](#) (COH) developed the Transportation service standards to establish the minimum service necessary to provide transportation services to assist people living with HIV adhere to their Ryan White medical and support services appointments and sessions. The development of the standards included review of current guidelines, as well as feedback from service providers, people living with HIV, members of the COH's Standards and Best Practices (SBP) Committee, COH caucuses, and the public-at-large. All service standards approved by the COH align with the [Universal Service Standards and Client Bill of Rights and Responsibilities](#) (Universal Standards) approved by the COH on January 11, 2024. Transportation Services providers must also follow the Universal Standards in addition to the standards described in this document.

### TRANSPORTATION SERVICES OVERVIEW

Transportation services is the provision of non-emergency transportation that enables an eligible RWP client and their caregiver(s) to access or be retained in core medical and support services on an as-needed basis. The goal of transportation services is to reduce barriers by assisting clients with accessing, maintaining, and adhering to primary health care, prevention, social services, and other HIV-related support services. Provision of transportation services is

subject to funding availability and may be limited to provide the most economical means of transportation available when possible.

Transportation can include:

- Taxi Services and rideshare services
- Public Transportation Services: Transit Access Pass (TAP) Cards, Commuter and Light rail services
- Van Transportation Services

**SERVICE COMPONENTS**

**GENERAL CONSIDERATIONS**

Transportation service provider staff must ensure clients are connected to the most appropriate transportation services that are timely, cost-efficient, safe, and respectful. Transportation services are strictly limited to non-emergency medical and support services and shall not be utilized for medical emergency, recreational and/or entertainment purposes. All transportation services will be provided in accordance with COH service standards, applicable local laws and regulations, and in compliance with the [Americans with Disabilities Act](#) (ADA).

Each eligible client receiving transportation services must have on file appropriate eligibility documentation and a written assessment stating the criteria used to determine the different type(s) of transportation best suited for that individual. Provision of transportation services is subject to funding availability and may be limited to provide the most economical means of transportation available when possible.

To be eligible for taxi or van transportation services, a client must be unable to use public transit services due to at least one of the following:

- Documented health reasons
- Health/safety reasons due to time of day
- Necessary location is not accessible by public transportation
- Pregnant and/or traveling with children

<b>GENERAL CONSIDERATIONS</b>		
<b>STANDARD</b>		<b>DOCUMENTATION</b>
1.1	Clients receiving transportation will be eligible and assessed for the most appropriate means of service.	Client record to include eligibility documentation and transportation assessment.
1.2	Transportation services will be provided in compliance with ADA.	Program review and monitoring to confirm.
1.3	Transportation services will be provided in accordance with policies and procedures formulated by the DHSP and consistent with local laws and regulations.	Program review and monitoring to confirm.

**TAXI SERVICES**

Taxi services include providing vehicles able to accommodate passenger’s wheelchair, taxi staff and drivers who are bilingual in Spanish (when requested in advance), and on-demand car services or rideshare services. Agencies coordinate taxi services for eligible clients which includes scheduling on-demand car services or rideshare services such as Access, Lyft, and Uber. Agencies are expected to schedule the most cost-effective ride share available at the time.

All drivers will hold and maintain a valid Class “C” or higher California driver’s license with passenger endorsement and valid [Los Angeles Department of Transportation](#) (LADOT) driver permit. For more information on the requirements visit the LADOT website. Additionally, all taxi and rideshare service providers will abide by their respective agency Community Guidelines<sup>i</sup> to ensure clients receive Transportation services that are safe, kind, and respectful. Clients may report a grievance by contacting the DHSP [Customer Support Program](#) at (800) 260-8787.

<b>TAXI SERVICES</b>		
<b>STANDARD</b>		<b>DOCUMENTATION</b>
2.1	Taxi services will include providing: <ul style="list-style-type: none"> <li>• Vehicles able to accommodate passenger’s wheelchair</li> <li>• Taxi staff and drivers who are bilingual in Spanish when requested in advance</li> <li>• On-demand car services or rideshare services</li> </ul>	Program review and monitoring to confirm.
2.2	All drivers have valid Class “C” or higher California driver’s license with passenger endorsement and <a href="#">Los Angeles Department of Transportation</a> driver permit.	Copies of driver’s licenses and permits on file at contractor agency.
2.3	All taxi and rideshare service providers will abide by their respective agency Community Guidelines to ensure clients receive Transportation services that are safe, kind, and respectful. Clients may report a grievance by contacting the DHSP <a href="#">Customer Support Program</a> .	Contractors will provide clients receiving transportation services with the contact information for the DHSP <a href="#">Customer Support Program</a> .

**PUBLIC TRANSPORTATION SERVICES**

Public transportation services are provided through the Metropolitan, Antelope Valley, Foothill and Long Beach Transit Authorities in the form of TAP cards, reduced fare passes, and MetroLink train passes. Agencies who serve clients in areas covered by other local transit authorities should be aware of and refer their clients to local transportation services.

Agencies are required to identify the most economical means of public transportation appropriate to eligible clients. Provision of transportation services is subject to funding

availability and may be limited to provide the most economical means of transportation available when possible.

<b>PUBLIC TRANSPORTATION SERVICES</b>		
<b>STANDARD</b>		<b>DOCUMENTATION</b>
3.1	Public transportation will be encouraged for general use when appropriate.	Record of disbursement of public transportation and transportation assessments on file at provider agency.
3.2	Agencies will record distribution of public transportation services, including: <ul style="list-style-type: none"> <li>• Date</li> <li>• Client name</li> <li>• Type of assistance given and number</li> <li>• Purpose of the trip</li> <li>• Name of person disbursing services</li> </ul>	Public transportation services log on file at provider agency.

**VAN TRANSPORTATION SERVICES**

Van transportation services include providing rides to eligible clients and their caregivers in agency owned and operated vans. Agency staff or volunteers providing van transportation services must hold and maintain a valid Class “C” or higher California driver’s license.

Vehicles used for transportation services must have a current license and registration, insurance, and be mechanically well-maintained. All vehicles must contain a first aid kit and a fire extinguisher that are regularly maintained. Vehicles used for transportation services must be able to accommodate wheelchairs that may be folded and placed in the van by the driver. If such vehicles are not available, agencies must provide other transportation options able to accommodate clients in wheelchairs. Additionally, agencies will provide and ensure use of child restraint devices, as needed, that meet federal safety standards for all children under six years of age regardless of weight and under sixty pounds regardless of age.

All drivers will complete First Aid and CPR training provided by an approved institution and maintain current certifications; and complete driver safety training on an annual basis. All drivers, volunteer drivers and contract staff are encouraged to attend the DHSP [HIV Basics for Taxicab Drivers training](#) prior to providing transportation services.

At no time will an agency, staff, drivers, or volunteer solicit or accept surcharges, tips, or gratuities for their services. Clients may report a grievance by contacting the DHSP [Customer Support Program](#).

Agencies providing van transportation services are responsible for:

- Promoting the availability of van transportation services to service providers.
- Developing and implementing client eligibility criteria.

- Developing written protocols to assure that cost-effective transportation options are being used on a consistent basis. Protocols will direct staff to assess and choose the transportation option which both meets the client’s need and is most cost-effective. Provision of transportation services is subject to funding availability and may be limited to provide the most economical means of transportation available when possible.
- Providing training and/or a policy manual to guide staff in assessing client’s need for transportation, the appropriateness of specific transportation options for clients and the relative cost effectiveness for these options.
- Maintaining documentation of all training of the transportation staff and volunteers.

<b>VAN TRANSPORTATION SERVICES</b>		
<b>STANDARD</b>		<b>DOCUMENTATION</b>
4.1	All drivers and volunteer drivers will have California Class “C” or higher license.	Copies of driver’s licenses on file at provider agency.
4.2	Agencies will promote the availability of van transportation services to their clients.	Outreach/promotion plan on file at provider agency.
4.3	Van transportation programs will develop eligibility criteria.	Written eligibility materials on file at provider agency.
4.4	Van transportation programs will: <ul style="list-style-type: none"> <li>• Provide services in licensed, registered, insured and well-maintained vehicles</li> <li>• Provide a first aid kit and fire extinguisher in each vehicle</li> <li>• Provide child restraint devices, as needed</li> <li>• Provide vehicles able to accommodate wheelchairs or other transportation options able to accommodate clients in wheelchairs</li> </ul>	Program review and monitoring to confirm.
4.5	Van transportation programs will develop cost effectiveness protocols.	Cost effectiveness protocols on file at provider agency.
4.6	Van transportation programs will provide training and/or a policy manual for assessing client’s need for transportation.	Transportation assessment manual or record of assessment training on file at provider agency.
4.7	Van transportation programs will maintain vehicle and insurance records.	Documentation insurances for all vehicles and drivers and record of regular and preventive maintenance of vehicles on file at provider agency.
4.8	Van transportation programs will maintain trip records, including:	Trip logs on file at provider agency.

	<ul style="list-style-type: none"> <li>• Date</li> <li>• Time and place of departure</li> <li>• Destination</li> <li>• Time of arrival</li> <li>• Odometer readings</li> <li>• Number of clients per trip</li> <li>• Client names</li> </ul>	
4.9	Van transportation programs will maintain records of trainings and medical examinations.	Documentation of trainings and medical examinations of drivers on file at provider agencies.
4.10	Drivers and volunteer drivers will be trained on (at minimum): <ul style="list-style-type: none"> <li>• First Aid/CPR and maintain certifications</li> <li>• Driver safety training (annually)</li> <li>• Transportation options available</li> <li>• Priority protocol</li> <li>• Emergency procedures</li> </ul>	Record of trainings on file at provider agency.

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<sup>i</sup> <https://www.lyft.com/safety/community-guidelines>  
<https://www.uber.com/legal/en/document/?name=general-community-guidelines&country=united-states&lang=en&uclid=03fd12b2-a9b9-4284-8839-d1b183b98dad>