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TRANSPORTATION SERVICES

EXECUTIVE SUMMARY

SERVICE INTRODUCTION

Transportation services are provided to medically indigent clients living with HIV and their immediate families for the purpose of providing transportation to medical and social services appointments.

Transportation services can include: taxi services; public transit services such as bus tokens, bus passes and MetroLink tickets; and van transportation services.

The goal of transportation services for people living with HIV is to reduce barriers in accessing, maintaining and adhering to primary health care and related social services

SERVICE/ORGANIZATIONAL LICENSURE CATEGORY

All transportation services will be provided in accordance with Commission on HIV guidelines and procedures, and local laws and regulations.

All participating taxi drivers will hold and maintain a current Class “C” or higher license with passenger endorsement issued by the state of California, Department of Motor Vehicles. All van drivers and volunteers will hold and maintain a current Class “C” drivers’ license issued by the state of California, Department of Motor Vehicles.

SERVICE CONSIDERATIONS

General Considerations: Each eligible and ambulatory 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. Agencies are expected to provide the most economical means of transportation when possible. All transportation services will be culturally and linguistically appropriate to the target population.

TAXI SERVICES

Services: Taxi services will include: providing car seats, as requested; providing vehicles able to accommodate passenger’s wheelchair, providing taxi staff and drivers who are bilingual in Spanish (when requested in advance); providing transportation services using eligible taxi drivers who voluntarily request to participate; and providing “will call” services as requested by AIDS service providers. All personnel providing transportation services will exercise sensitivity and professionalism at all times. Inappropriate behavior will not be tolerated at any time.

Program Records: Contractors providing taxi services will maintain appropriate records of insurance, permits, licenses, trips, meter fares and relevant personnel information.

Additional Requirements: Contract personnel will not: solicit or accept surcharges, tips or gratuities; knowingly accept a request to transport women in labor; make or offer gifts or special favors to any AIDS service provider or staff; or charge for taxi services when a driver



*Agencies
provide
transportation to
medical
and social
services.*

is 30 minutes late or has demonstrated inappropriate behavior. In addition, contractors will: ensure the confidentiality of clients; ensure that all vehicles contain a first aid kit and fire extinguisher; have a written policy to access emergency medical treatment; and comply with event reporting as required by California Code of Regulations and Title 22.

PUBLIC TRANSPORTATION

Services: Public transportation services are currently funded in the form of bus tokens, reduced fare passes and MetroLink train tickets. Agencies are required to identify the most economical means of public transportation appropriate to eligible clients. Agencies who serve clients in areas covered by other local transit authorities should be aware of and refer their clients to local transportation services.

Program Records: Agencies distributing tokens, passes and trip tickets will keep a transportation services records for each trip.

VAN TRANSPORTATION SERVICES

Services: Van services will be provided by staff or volunteers with specialized training and knowledge about issues involved in providing transportation to people living with HIV. Van transportation services include: promoting the availability of van transportation services; developing eligibility criteria; providing transportation services; providing child restraint devices, as needed; providing vehicles able to accommodate wheelchairs; providing personnel/volunteers who demonstrate sensitivity and professionalism; developing written protocols to assure that cost-effective transportation options are being used; and providing training and/or a policy manual to guide staff. At no time will a program, staff, driver or volunteer solicit or accept surcharges, tips or gratuities for their services.

Program Records: Programs will maintain the following program records: documentation of current insurances for all vehicles and drivers; documentation of maintenance of vehicles; trip documentation; documentation of all training of staff and volunteers; and documentation of medical examination of van drivers' physical, mental and/or behavioral conditions.

STAFFING REQUIREMENTS AND QUALIFICATIONS

At minimum, all transportation staff will be able to provide linguistically and culturally appropriate transportation services and complete documentation as required by their positions. All drivers, volunteer drivers and contract staff will attend the OAPP HIV/AIDS taxicab driver training workshop prior to providing transportation services. Staff will also be trained and oriented regarding client confidentiality and HIPAA regulations.

TAXI SERVICES

All drivers will hold and maintain a valid Class "C" or higher California driver's license with passenger endorsement and valid Los Angeles (or other city) Department of Transportation driver permit. Drivers and contract staff will sign a "Taxicab Driver General Policies and Procedures Agreement."

VAN TRANSPORTATION SERVICES

All drivers and volunteer drivers will hold and maintain a valid Class "C" or higher California driver's license. Programs will review each driver's and volunteer driver's current DMV record for any infractions, suspensions or accidents prior to providing services and annually thereafter. Drug/alcohol screens will be conducted before employment as a driver is offered. Drivers or volunteer drivers who transport minor children must have a criminal background check performed by a law enforcement agency to ensure the safety and security

of child passengers. In addition, drivers and volunteer drivers must provide evidence of medical examination that verifies safe driving ability associated with physical, mental and/or behavioral conditions. Drivers and volunteer drivers will be trained by an approved institution in first aid and CPR and maintain current certifications. Driver safety training will be received on an annual basis.

STANDARDS OF CARE

Los Angeles County Commission on

HIV



TRANSPORTATION SERVICES

SERVICE INTRODUCTION

Transportation services are provided to medically indigent clients living with HIV and their immediate families for the purpose of providing transportation to medical and social services appointments.

All programs providing transportation services will use available standards of care to inform their services and will operate in accordance with legal and ethical standards. Maintaining confidentiality is critical and its importance cannot be overstated. All programs must comply with the Health Insurance Portability and Accountability Act (HIPAA) standards for information disclosure.

Transportation services in Los Angeles County can include:

- ◆ Taxi services
- ◆ Public transit services: bus tokens, bus passes and MetroLink tickets
- ◆ Van transportation services

The goal of transportation services for people living with HIV is to reduce barriers in accessing, maintaining and adhering to primary health care and related social services

Recurring themes in this standard include:

- ◆ Transportation services will respect the dignity and self determination of clients.
- ◆ Services will be delivered to support and enhance a client's self-sufficiency.
- ◆ All clients receiving transportation services will be assessed for eligibility and the most appropriate mode of transportation service.
- ◆ Drivers will be specially trained to provide services to people living with HIV.

The Los Angeles County Commission on HIV and Office of AIDS Programs and Policy (OAPP) have developed this standard of care to set minimum quality expectations for service provision and to guarantee clients consistent care, regardless of where they receive services in the County.

This draft represents a synthesis of published standards and research, including:

- ◆ *Transportation Services Contract Exhibit*, Office of AIDS Programs and Policy
- ◆ *Van Transportation Services Exhibit*, Office of AIDS Programs and Policy
- ◆ *Taxi Services Policies and Procedures Draft*, Office of AIDS Programs and Policy
- ◆ *Public Transit Services Policies and Procedures Draft*, Office of AIDS Programs and Policy
- ◆ Standards of care developed by several other Ryan White Title 1 Planning Councils. Most valuable in the drafting of this standard were Baltimore, 2004; Boston, 2004 and Las Vegas.



Services include taxi, public transportation and van services.

SERVICE/ORGANIZATIONAL LICENSURE CATEGORY

All transportation services will be provided in accordance with Commission on HIV guidelines and procedures, and local laws and regulations.

All participating taxi drivers will hold and maintain a current Class “C” or higher license with passenger endorsement issued by the state of California, Department of Motor Vehicles.

All van drivers and volunteers will hold and maintain a current Class “C” driver’s license issued by the state of California, Department of Motor Vehicles.

DEFINITIONS AND DESCRIPTIONS

Actual metered fare is the amount reflected on the taximeter at the end of a trip.

Do not exceed (DNE) amount is the maximum cost of a ride that the taxi company has estimated based upon mileage, time and time of day from pick-up point to destination.

Family, in the context of transportation services, includes individuals affected by HIV through their relationship and shared household with one or more people living with HIV, and is not restricted to those related through blood ties or legally sanctioned marriage

Fixed rate is the lowest amount between the DNE and the actual metered fare.

Inappropriate behavior is behavior (by drivers, volunteer drivers or staff) that does not reflect favorable public image, professional manner or continued use of services.

HOW SERVICE RELATES TO HIV

At this time, over 23,000 people in Los Angeles County are known to be living with AIDS. Of these individuals, over 64,000 are estimated to be infected with HIV. Los Angeles County comprises 35% of the total AIDS cases in the state of California (Los Angeles County, HIV Epidemiology Program).

Lack of transportation has been cited as a significant barrier to enrolling in HIV services (Office of HIV Planning, 2002). A review of the literature found several studies noting that the receipt of transportation services is positively associated with entry and retention into HIV primary care (Conviser & Pounds, 2002). Lo, MacGovern and Bradford (2002) also found that providing ancillary services like transportation has a positive influence on access to HIV care. Another study demonstrated that people living with HIV who had received ancillary services (case management, transportation, mental health or chemical dependency counseling) were more likely to have regular primary HIV care and more total visits than people who did not receive such services (Sherer et al., 2002). Women with children cite the lack of transportation as an especially challenging barrier and a reason for missed medical and support service appointments (Hackl, et al., 1997; Metha, Moore & Graham, 1997).

SERVICE COMPONENTS

Transportation services provide eligible clients and their immediate families with transportation for medical and social service appointments on an as-needed basis. Transportation services will not be provided for recreational and/or entertainment purposes. Services are meant to reduce barriers by assisting clients with accessing, maintaining and adhering to primary health care and HIV-related support services.

Transportation services in Los Angeles County can include:

- ◆ Taxi services
- ◆ Public transit services: Bus tokens, bus passes and MetroLink tickets
- ◆ Van transportation services

Each eligible and ambulatory 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. Agencies are expected to provide the most economical means of transportation when possible. To be eligible for taxi or van transportation services, a registered 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
- ◆ Traveling with two or more children

All transportation services will be culturally and linguistically appropriate to the target population. (See Program Requirements and Guidelines in the Standards of Care Introduction.) Transportation services will be provided in compliance with the American Disabilities Act of 1990.

| STANDARD | MEASURE |
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| Clients receiving transportation will be eligible and assessed for the most appropriate means of service. | Client record to include eligibility documentation and transportation assessment. |
| Transportation services will be provided in compliance with ADA. | Program review and monitoring to confirm. |

TAXI SERVICES

Programs providing or coordinating HIV transportation services will do so in accordance with policies and procedures formulated by OAPP and consistent with local laws and regulations.

Services to be provided will include (but not be limited to):

- ◆ Providing car seats, as requested, that are certified to meet federal safety standards for all children under six years of age regardless of weight and under sixty pounds regardless of age. Car seats will be used correctly as required by State law.
- ◆ Providing vehicles able to accommodate passenger’s wheelchair, to be folded and placed in the taxi by the driver. Contractors are encouraged to provide vans that are wheelchair accessible and equipped with wheelchair lifts
- ◆ When requested in advance, providing taxi staff and drivers who are bilingual in Spanish
- ◆ Providing transportation services only as requested by authorized personnel of AIDS service organizations
- ◆ Providing transportation services using eligible taxi drivers who voluntarily request to participate in the OAPP transportation program and who:
 - Hold and maintain a Class “C” or higher California driver’s license with passenger endorsement
 - Hold and maintain a valid city driver permit
 - Operate a vehicle that has passed inspection by the County of Los Angeles and is licensed, insured and well-maintained
 - Have attended the OAPP-approved HIV/AIDS training for taxi drivers and have signed the required agreement
- ◆ Providing “will call” services as requested by AIDS service providers. Will call services can be scheduled in advance by authorized personnel and activated by the passenger when he or she is ready to be picked up. Will call is the only instance in which a passenger or client will activate services. Pick up and destination addresses will not be altered without approval from the requesting AIDS service agency personnel.

All personnel providing transportation services will exercise sensitivity and professionalism at all times. Inappropriate behavior will not be tolerated at any time. Such behavior includes (but is not limited to):

- ◆ Engaging in or initiating conversations with passengers regarding their sexual orientation, health status or lifestyle
- ◆ Honking upon arriving to pick up their passengers
- ◆ Smoking in the taxicab when providing services
- ◆ Refusing to provide driver identification or a receipt upon request
- ◆ Failing to activate or deactivate the meter and/or receiving more than the actual metered fare
- ◆ Soliciting passengers for money or attempting to raise the actual metered fare amount
- ◆ Failing to report a problem to the appropriate administration and/or not attempting to resolve the problem with appropriate administrative guidance
- ◆ Failing to follow rules as established by local transportation regulators
- ◆ Riding unauthorized passengers in the cab
- ◆ Failing to inform the dispatcher or provider that a driver will be unable to pick up the intended passenger within 30 minutes of the requested pick-up time and/or falsely reporting taxi locations
- ◆ Soliciting or attempting to solicit payment for services that were not provided, and/or receiving payment from more than one funding source for the same trip
- ◆ Failing to provide specific services including car seats or wheelchair accessibility upon request
- ◆ Detaining passengers in their taxicabs for personal and/or financial gain
- ◆ Discharging passengers from their taxicabs at locations other than that requested by the transportation provider

| STANDARD | MEASURE |
|---|---|
| Transportation services will be provided in accordance with policies and procedures formulated by OAPP and consistent with local laws and regulations. | Program review and monitoring to confirm. |
| Taxi services will include providing: <ul style="list-style-type: none"> • Car seats • Vehicles able to accommodate passenger’s wheelchair • Taxi staff and drivers who are bilingual in Spanish when requested • Services authorized by ASO • “Will call” services | Program review and monitoring to confirm. |
| Drivers providing taxi services will voluntarily request to participate in the OAPP transportation program and: <ul style="list-style-type: none"> • Hold and maintain a Class “C” or higher California driver’s license with passenger endorsement • Hold and maintain a valid city driver permit • Operate a vehicle that has passed inspection by the County of Los Angeles and is licensed, insured and well-maintained • Have attended the OAPP-approved HIV/AIDS training for taxi drivers and have signed the required agreement | Records on file at taxi company which include: <ul style="list-style-type: none"> • Drivers’ licenses • Drivers’ city permits • Vehicle inspections • Proof of insurance • Proof of vehicle maintenance • Proof of drivers’ attendance at OAPP training • Signed drivers’ agreements |
| Transportation services will be provided with sensitivity and professionalism. Inappropriate behavior will not be tolerated at any time. | Records on file at taxi company of reports of inappropriate behavior and actions taken. |

PROGRAM RECORDS – TAXI SERVICES

Contractors providing taxi services will maintain the following records:

- ◆ Proof of current liability insurance and any written agreements with subcontractors
- ◆ Proof of current permits and licenses for all participating drivers and/or subcontractors
- ◆ A log of all trips and corresponding meter fares
- ◆ Documentation of attendance for all appropriate personnel in OAPP’s mandatory HIV/AIDS training. Such documentation will consist of a highlighted signature on a photocopy of the sign-in sheets

- ◆ Copies of the “Taxicab Driver General Policies and Procedures Agreement” signed and dated by the taxi drivers and the president of the company Documentation of inappropriate behavior and actions taken by the contractor
- ◆ Assessment records (performance, disciplinary actions, etc) of drivers eligible and interested in participating in the HIV/AIDS Transportation Program

| STANDARD | MEASURE |
|--|--|
| Contractors providing taxi services will maintain appropriate records, including (at minimum): <ul style="list-style-type: none"> • Proof of insurance • Proof of current permits and licenses • A log of all trips and meter fares • Documentation of OAPP’s mandatory HIV/AIDS training. • Agreement detailing relationship between provider agencies and taxi company • Taxicab Driver General Policies and Procedures Agreements • Documentation of inappropriate behavior and actions taken • Driver assessment records | Program records on file with contractor. |

Lack of transportation is a barrier to HIV services.

ADDITIONAL REQUIREMENTS – TAXI SERVICES

Programs will adhere to the following additional requirements:

- ◆ Contract personnel and drivers will not solicit or accept surcharges, tips or gratuities
- ◆ Contractor will not knowingly accept a “will call” order or regular request for taxi services to transport women in labor
- ◆ Contractors will not make or offer gifts or special favors such as computers, free transportation, personnel or entertainment to any AIDS service provider or staff
- ◆ Contractor will ensure the confidentiality of clients
- ◆ Contractor will ensure that all vehicles contain a first aid kit and fire extinguisher that are maintained on a regular basis
- ◆ Contractor will not charge for taxi services when a driver is 30 or more minutes late after scheduled pick-up time or a driver or other staff member has demonstrated inappropriate behavior as defined above
- ◆ Contractor will have a written policy for staff regarding how to access emergency medical treatment for passengers (including having the driver call dispatch so that 911/CHP and the referring agency can be informed).
- ◆ Contractors will comply with event reporting as required by California Code of Regulations and Title 22. Written reports will be provided for:
 - Any unusual incident which threatened the physical or emotional health or safety of any passenger, including those exiting the vehicle at an unauthorized location
 - Any suspected physical or psychological abuse of any passenger
 Written incident reports will include:
 - AIDS service provider’s agency name, account number and authorized person who booked the ride
 - Passenger’s name, pick-up and drop-off address
 - Day, date and time of the ride

| STANDARD | MEASURE |
|---|---|
| Contract personnel and drivers will adhere to additional requirements by: <ul style="list-style-type: none"> • Not soliciting or accepting surcharges, tips or gratuities • Not knowingly accepting a "will call" or request to transport women in labor • Not making or offering gifts or special favors • Ensuring confidentiality of clients • Ensuring that vehicles contain first aid kit and fire extinguisher • Not charging for services when a driver is 30 minutes late or has demonstrated inappropriate behavior. | Program review and monitoring to confirm. |
| Contractor will have a written policy for staff regarding how to access emergency medical treatment for passengers. | Written policy regarding how to access emergency medical treatment for passengers on file at contractor agency. |
| Contractors will comply with event reporting when an incident threatened the physical or emotional health or safety of any passenger or there has been any suspected physical or psychological abuse of any passenger. | Written incident reports on file at contractor agency to include: <ul style="list-style-type: none"> • Provider agency name, account number and person who booked the ride • Passenger name, pick-up and drop-off address • Day, date and time of the ride |

PUBLIC TRANSPORTATION

Public transportation services are currently funded in the Metropolitan, Antelope Valley, Foothill and Long Beach Transit Authorities in the form of bus tokens, reduced fare passes and MetroLink train tickets. Agencies are required to identify the most economical means of public transportation appropriate to eligible clients. Agencies who serve clients in areas covered by other local transit authorities should be aware of and refer their clients to local transportation services.

Public transit services include:

- ◆ **Bus tokens** may be used only as one-way fare and not in lieu of transfers. If a client is regularly utilizing more than 12 tokens per month, he or she should be transitioned to a monthly reduced fare pass (below).
- ◆ **Monthly reduced fare passes** may be used instead of bus tokens and are issued once a month. The pass allows clients to travel on public transit in Los Angeles County 24 hours a day, seven days a week. Transit identification cards are required prior to utilizing monthly reduced fare passes.
- ◆ **MetroLink train tickets** are provided in a 10-trip or monthly format. These tickets may be used on MetroLink trains throughout Los Angeles County. Any client receiving a MetroLink train ticket must sign an agreement to abide by the MetroLink Passenger Code of Ethics.

| STANDARD | MEASURE |
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| Public transportation will be encouraged for general use when appropriate. | Record of disbursement of public transportation and transportation assessments on file at provider agency. |

PUBLIC TRANSPORTATION – PROGRAM RECORDS

Agencies distributing tokens, passes and trip tickets will keep a transportation services record which includes (at minimum):

- ◆ Date
- ◆ Client name
- ◆ Type of assistance given and number (e.g., tokens, passes or trip tickets)
- ◆ Intended purpose of the trip
- ◆ Name of agency representative disbursing tokens passes or trip tickets

| STANDARD | MEASURE |
|---|--|
| Agencies will record distribution of public transportation services, including: <ul style="list-style-type: none"> • Date • Client name • Type of assistance given and number • Purpose of the trip • Name of person disbursing services | Public transportation services log on file at provider agency. |

VAN TRANSPORTATION SERVICES

Van transportation services provide rides to medically indigent people living with HIV and their immediate families in agency owned and operated vans. Van services will be provided by staff or volunteers with specialized training and knowledge about issues involved in providing transportation to people living with HIV.

Van transportation services include (at minimum):

- ◆ Promoting the availability to van transportation services through contacts with AIDS service organizations and other service providers
- ◆ Developing and implementing client eligibility criteria
- ◆ Providing transportation services in vehicles that are currently licensed and appropriately registered, insured and mechanically well-maintained. All vehicles will contain a first aid kit and fire extinguisher that are regularly maintained.
- ◆ Providing child restraint devices, as needed, that are certified to meet federal safety standards for all children under six years of age regardless of weight and under sixty pounds regardless of age. Such devices will be used correctly as required by State law.
- ◆ Providing vehicles able to accommodate wheelchairs that may be folded and placed in the van by the driver. If such vehicles are not available, programs must provide other transportation options able to accommodate clients in wheelchairs.
- ◆ Providing personnel/volunteers who demonstrated sensitivity and professionalism at all times
- ◆ 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.
- ◆ 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.

At no time will a program, staff, drivers or volunteer solicit or accept surcharges, tips or gratuities for their services.

| STANDARD | MEASURE |
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| Van transportation services will promote the availability of van transportation services. | Outreach/promotion plan on file at provider agency. |
| Van transportation programs will develop eligibility criteria. | Written eligibility materials on file at provider agency. |
| Van transportation programs will: <ul style="list-style-type: none"> • Provide services in licensed, registered, insured and well-maintained vehicles • Provide a first aid kit and fire extinguisher in each vehicle • Provide child restraint devices, as needed • Provide vehicles able to accommodate wheelchairs or other transportation options able to accommodate clients in wheelchairs • Provide personnel/volunteers who demonstrated sensitivity and professionalism | Program review and monitoring to confirm. |

| STANDARD | MEASURE |
|--|---|
| Van transportation programs will develop cost effectiveness protocols. | Cost effectiveness protocols on file at provider agency. |
| 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. |

VAN TRANSPORTATION SERVICES – PROGRAM RECORDS

At minimum, programs will maintain the following program records:

- ◆ Documentation of current insurances for all vehicles and drivers, including liability
- ◆ Documentation of regular and preventive maintenance of vehicles
- ◆ Trip documentation. Each trip will be documented to include:
 - Date
 - Time and place of departure
 - Destination
 - Time of arrival
 - Odometer readings at times of departure and arrival
 - Number of clients per trip
 - Client names
- ◆ Documentation of all training of the transportation staff and volunteers to include: approved curriculum, approval letter, attendance log and post training evaluations
- ◆ Documentation of medical examination of van drivers’ physical, mental and/or behavioral conditions.

| STANDARD | MEASURE |
|---|--|
| 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. |
| Van transportation programs will maintain trip records, including: <ul style="list-style-type: none"> • Date • Time and place of departure • Destination • Time of arrival • Odometer readings • Number of clients per trip • Client names | Trip logs on file at provider agency. |
| Van transportation programs will maintain records of trainings and medical examinations. | Documentation of trainings and medical examinations of drivers on file at provider agencies. |

STAFFING REQUIREMENTS AND QUALIFICATIONS

At minimum, all transportation staff will be able to provide linguistically and culturally appropriate transportation services and complete documentation as required by their positions. All drivers, volunteer drivers and contract staff will attend the OAPP HIV/AIDS taxicab driver training workshop prior to providing transportation services. Staff will also be trained and oriented regarding client confidentiality and HIPAA regulations.

Prior to a taxi’s or van driver’s employment or service provision, programs must obtain a photocopy of each taxi or van driver’s documentation of tuberculosis screening. Tuberculosis screening will consist of a tuberculin skin test (Mantoux test) result or written certification by a physician or nurse that the driver is free from active tuberculosis based on a chest X-ray. Drivers providing written documentation in millimeters of induration of a prior positive tuberculin skin test are required to obtain a pre-employment chest X-ray and submit the result in the form of a physician’s statement that he or she does not have communicable TB. For

recertification annually thereafter, persons with a history of a positive tuberculin skin tests will provide documentation from a physician or nurse certifying that the person continues to be free from active TB symptoms, unless they develop symptoms suggestive of TB. If symptoms suggestive of TB develop, the person must immediately be excused from further service provision. Reinstatement to the previous status of service provision will be dependent upon a medical reevaluation including a chest X-ray and documentation certifying that he or she is once again free from communicable TB.

| STANDARD | MEASURE |
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| Staff and drivers will have ability to provide appropriate services and complete documentation. | Staff resumes on file at provider agency. |
| All drivers, volunteers and contract staff will complete OAPP's HIV/AIDS taxicab driver training prior to service delivery and be oriented regarding confidentiality and HIPAA. | Record of trainings in employee files at provider agency. |
| Contractors and/or programs will ensure that drivers are free of active TB. | TB records maintained in contractor/program files. |

TAXI SERVICES

All drivers will hold and maintain a valid Class “C” or higher California driver’s license with passenger endorsement and valid Los Angeles (or other city) Department of Transportation driver permit. Before being issued such permit in Los Angeles, a driver must:

- ◆ Be fingerprinted
- ◆ Be investigated for possible criminal histories
- ◆ Have DMV records checked
- ◆ Pass a drug test
- ◆ Pass an English communication exam
- ◆ Demonstrate an ability to understand the city’s taxi rules
- ◆ Demonstrate knowledge of city locales and routes

Drivers and contract staff will sign “Taxicab Driver General Policies and Procedures Agreement.” Contract staff will ensure compliance of each participating driver with the requirements set forth in the OAPP HIV/AIDS contract training, and ensure that all drivers are able to provide sensitive and professional services. Key to such service is maintaining client confidentiality at all times. Any driver or contract staff whose behavior has been reported by OAPP to have adversely affected the quality of transportation services will be terminated from participating in the HIV/AIDS Transportation Program. To be reinstated into the HIV Transportation Program, drivers who have had complaints made against them must complete OAPP’s eight-hour basic HIV training course prior to reinstatement.

All drivers’ Department of Motor Vehicles records will be reviewed to determine if there have been any infractions, suspensions, penalties, special incident reports, etc. Those drivers who have received any of the above within the last 30 days will be ineligible for participation in the HIV/AIDS Transportation Program.

| STANDARD | MEASURE |
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| All drivers have valid Class “C” or higher California driver’s license with passenger endorsement and Los Angeles (or other city) Department of Transportation driver permit. | Copies of driver’s licenses and permits on file at contractor agency. |
| Drivers and contract staff will comply with Taxicab Driver General Policies and Procedures Agreement. | Copies of agreements on file at contractor agency. Program review and monitoring to confirm. |
| Drivers’ DMV records will be reviewed those with infractions in past 30 days will be ineligible to provider services. | DMV records on file at contractor agency. |

VAN TRANSPORTATION SERVICES

All drivers and volunteer drivers will hold and maintain a valid Class “C” or higher California driver’s license. Programs will review each driver’s and volunteer driver’s current DMV record for any infractions, suspensions or accidents prior to providing services and annually thereafter. Drug/alcohol screens will be conducted before employment as a driver is offered. In addition, drivers or volunteer drivers who transport minor children must have a criminal background check performed by a law enforcement agency to ensure the safety and security of child passengers. In addition, drivers and volunteer drivers must provide evidence of medical examination that verifies safe driving ability associated with physical, mental and/or behavioral conditions. Drivers and volunteer drivers will be trained by an approved institution in first aid and CPR and maintain current certifications. Driver safety training will be received on an annual basis.

Additionally, staff will be trained on (at minimum):

- ◆ Transportation options available for clients
- ◆ Protocol used by program to prioritize the use of van transportation
- ◆ Emergency procedures to follow in the event of accident, sudden illness or other unexpected situations

| STANDARD | MEASURE |
|--|---|
| All drivers and volunteer drivers will have California Class “C” or higher license. | Copies of driver’s licenses on file at provider agency. |
| Programs will review each driver’s and volunteer driver’s current DMV record prior to providing services and annually thereafter. | Copies of DMV records on file at provider agency. |
| Drug/alcohol screens will be completed prior to hiring. | Record of drug/alcohol screens on file at provider agency. |
| Drivers and volunteer drivers who transport minor children will have criminal background check completed prior to providing such services. | Record of criminal background check by law enforcement agency on file at provider agency. |
| Drivers and volunteer drivers must provide medical examination verifying safe driving ability. | Record of examinations on file at provider agency. |
| Drivers and volunteer drivers will be trained on (at minimum): <ul style="list-style-type: none"> ● First Aid/CPR (and maintain certifications) ● Driver safety training (annually) ● Transportation options available ● Priority protocol ● Emergency procedures | Record of trainings on file at provider agency. |

UNITS OF SERVICE

Unit of service: Units of service defined as reimbursement for transportation services are based on services provided to eligible clients.

- ◆ **Transportation taxi units:** calculated in number of one-way trips provided
- ◆ **Public transportation services units:** calculated in number of bus tokens, monthly reduced bus passes or MetroLink tickets provided
- ◆ **Van transportation services units:** calculated in number of one-way trips provided

Number of clients: Client numbers are documented using the figures for unduplicated clients within a given contract period.

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COMMITTEE/STAFF REPORT

STEPS IN DEVELOPMENT PROCESS

- ◆ Expert panel review date: March 15, 2006
- ◆ Presented in review to Standards of Care Committee: May 4, 2006
- ◆ Presented for public comment: May 11, 2006
- ◆ Final adoption by the Commission: June 8, 2006

CONSULTANT/STAFF DISCUSSION

Purpose of these notes: Each expert panel session requires a complex discussion of both the detail and the larger issues included in the standards under discussion. These notes attempt to capture the complexity of the discussion in the Transportation Services expert review panel, as well as the area where the panel was split and struggled to an incomplete consensus. These will be important areas for review when the standards are examined for revision.

Issues that generated most discussion:

1. **Standardizing the criteria for choosing bus voucher vs. taxi:** Panel members struggled with whether and how to support case managers and other transportation resource dispensers in using the least costly appropriate transportation method. Panel members felt there were definite pressures on staff to give taxi rather than bus vouchers where both are available, and that, at times, staff fell into using the differential resources as rewards, or to avoid conflict with an insistent client, even when there did not seem to be a medical reason for the higher cost option. The panel discussed developing a series of relatively tight criteria for choice of bus vs. taxi, but ultimately felt that this would be too confining and not reflective of the diversity of needs and circumstances that clients present.
2. **Driver sensitivity and training:** OAPP staff noted that they received complaints at times about the HIV and other cultural acceptance and sensitivity of taxi drivers. The panel was aware that drivers were all volunteers in the program and are already required to participate in a special Taxi Driver Training. There was discussion about increasing that training requirement to include the OAPP “HIV 101” course. Ultimately, the panel felt that sensitivity issues were likely deep-seated enough that any reasonable amount

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of training was unlikely to affect it and focusing on tracking complaints and removing drivers who are repeat offenders was more important. The panel also emphasized the customer service and sensitivity shown by the vast majority of drivers.

- 3. Car seats:** The panel tried to balance economic reality for drivers against the needs of families being transported. Taxi drivers cannot keep a car seat in the taxi at all times because it reduces room for adult passengers and luggage, thus reducing fares. If the seat is kept at the referring care site or at the taxi company, the necessity to pick it up before picking up the family means that the time to pick up is longer and the taxi has an uncompensated trip leg. Currently, the taxi companies are absorbing these uncompensated trip legs. The panel ultimately did not change the draft and left the requirement that a car seat be available but did not specify who would be financially responsible for required extra trips.