

SEAGO - AAA TRANSPORTATION SITE MONITORING EVALUATION

Updated: 03032015

Sub-contractors shall provide evidence of compliance for all question (can be in the form of sample copies of documents). Answering "Yes" without evidence does not constitute compliance.

Date: _____ Provider: _____ Vehicle(s) _____ Monitor: _____

PERFORMANCE MEASURE		YES	NO	NEEDS IMPROVEMENT	CORRECTIVE ACTION & RECOMMENDATIONS
ADMINISTRATION					
1	Vehicle is currently licensed and registered (Provide copies)				
2	Client Contribution Policy (Provide copy)				
3	Client Notification of Donation Policy (i.e. client donation letter, notice posted in vehicle)				
4	Submits completed Operations & Progress Reports in timely manner				
SAFETY & TRAINING					
5	Vehicle has first aid kit, provide date restocked				
6	Are there gloves/hand sanitizer/masks available in vehicle?				
6	Vehicle has fire extinguisher, provide service date				
7	Does Vehicle have Emergency Kit (flares/reflectors/triangles)				
8	Cutaway safety exits are clearly marked and legible				
9	Is there a driver barrier in vehicle?				
9	Driver has passed physical within 2 years, provide documentation				
10	Driver's licenses are current. (Provide copies)				
11	Drivers are trained-in the areas of Defensive Driving, Passenger Assistance and Safety, Drug/Alcohol & Disease Awareness, CPR and First Aid. Certifications provided.				
COORDINATION					
12	Agency participates in local and/or regional transportation coordination activities				
13	Agency adheres to guidelines established in SEAGO Transportation Coordination Plan				

OPERATIONS				
14	Back up vehicles (or an arrangement to acquire back up service) exist should the primary vehicle be out of commission. (Copy of Procedure or Agreement)			
15	Vehicle is clean and presentable to the public			
MAINTENANCE				
16	Evidence of Vehicle Suitability (routine inspections logs for wheelchair lift, heating, A/C, seat belts, pre/post trips)			
17	Agency maintains accurate maintenance logs and mileage tracking to facilitate vehicle prolonged longevity through Preventative Maintenance measures			
REPORTING & DATA COLLECTION				
18	Record of service delivered to each individual. (Sign In/Out Sheets)			
19	Agency provides data for coordination plan in a timely manner			
20	Transportation logs are utilized and managed. Include passenger trips, types of riders (wheelchair, senior, other), mileage, fuel usage, revenue, type of service (door-to-door, curb-to-curb)			

On-site Monitor responsibilities

MM Program manager responsibilities



Funding for transportation services is provided by AZ Department of Economic Security
 SEAGO will make reasonable efforts to provide this monitoring tool in alternative formats upon request.

TRANSPORTATION MONITORING REVIEW QUESTIONNAIRE

PROVIDER/SITE: _____

SEAGO MONITOR/DATE: _____

Staff Interviewed:

Staff Name	Title

Please list the drivers and dispatchers who provide transportation:

Name	Title

1. Who is responsible for completing a SEAGO Client Registration/Application form on participants?
(name/title)
2. Identify staff with authorized access to client records that identify any client by name.
3. Describe how these records are secured. How is confidentiality ensured?
4. Describe your marketing or outreach procedures.
5. Describe your coordination with other programs or agencies in the area.
6. Are volunteer drivers used?
If yes, do they carry an agency identification card?

7. Does the driver carry an agency identification card?

8. Does paid staff or volunteers use private vehicles to provide transportation?
If yes, how is the insurance coverage verified?

9. How does the driver keep track of the units of transportation? What is a unit?

10. How is transportation scheduled? How much advance notice must a passenger give?

11. Is the vehicle(s) also used for purposes other than transporting people?
If so, is mileage reported separately? Obtain a copy of mileage log.

12. **Transportation Service Information:**
 - a. Who is eligible for transportation service?

 - b. Is there a policy for prioritizing clients or trips?

 - c. Are minimum numbers of passengers required before the agency will make the trip?

 - d. Does the driver assist persons entering and exiting the vehicle?

 - e. Is there a wheelchair accessible vehicle available at this site?

 - f. What training have drivers completed?

 - g. How are contributions collected? How are these contributions handled on a daily basis?

 - h. How is the request for contribution communicated?

13. How are client grievances handled? How are clients informed of their rights of grievance?
(Obtain a copy of the grievance/complaint document given to clients.)

14. Vehicle Information:

- a. Who is responsible for cleaning vehicles? What is the procedure used?
- b. Who is responsible for maintenance?
- c. How is vehicle maintenance performed?
- d. How is this work documented?
- e. Is the vehicle checked out each day before usage? _____ How? **(Monitor will obtain a copy of the vehicle maintenance policy and a copy of maintenance log.)**

15. Do files (including those for volunteers) contain the following (Monitor will check):

ITEM	YES	NO
DRIVING RECORD CHECK		
COPY OF LICENSE		
DATE OF LAST PHYSICAL (required every other year)		
IN SERVICE TRAINING		

Examine documentation of receipt of service, i.e. daily service input forms, sign-in sheets, schedules, for current selected month). Check monthly transportation report **(monitor will check monthly report)**.

	REPORT	ACTUAL	DISCREPANCY
DATE/MONTH:			
SITE			
UNITS REPORTED TO SEAGO			

SEAGO AAA
Transportation Program Monitoring

Subcontractor: _____

Monitor Name/ Date: _____

Vehicle: License Plate # _____

Year/Make/Model _____

Lift/Ramp _____

*Vehicle Registration:

*Vehicle Insurance:

Is Vehicle Checked Daily?

*Pre-Trip Inspection?

*Post-Trip Inspection?

*Maintenance Plan?

*Vehicle Inspection Failure Procedure?

*Preventive Maintenance Vehicle Log ?

Yes	No	Comments

Fire Extinguisher/Current

First Aid Kit/Flashlight

Bio-hazard Kit/Masks/Hand Sanitizer

Seat Belt Cutter

Driver Barrier

Donation Box

Vehicle Cleanliness/Social Distancing

Volunteer or Paid Driver?

Does Driver Assist Passangers?

* Attached Copies