



**ACCESS Transportation Systems**  
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# DRIVER FACT SHEET

ACCESS sets the bar high for its service providers when it comes to standards for hiring, training, performance and monitoring for the people that have the greatest responsibility for taking care of you or your loved ones while riding with ACCESS—the drivers.\*\* In addition to being some of the most caring and dedicated, they are held to the highest standards in the industry:

## DRIVER SCREENING & QUALIFICATIONS

Driver screening and qualifications include:

- 23 years of age or older (as required by insurance) with a valid PA driver's license
- Child abuse (Act 33) & Pennsylvania criminal history clearances (Act 34) in accordance with the Pennsylvania Adult Protective Service Act standards with no disqualifying findings, subject to continuous annual Act 34 verification.
- Negative pre-employment, random, post-accident and reasonable suspicion drug and alcohol testing
- FBI clearances for drivers required to transport unaccompanied minors and for those who have lived in Pennsylvania less than 2 years
- Physicals for van drivers as mandated by the United States Department of Transportation
- Good driving record with a 10-year retroactive pre-employment check, continuously verified monthly

## DRIVER ASSISTANCE

Drivers must provide a level of service and assistance as required, including:

- Proper announcement of arrival
- Getting to the vehicle, including assistance up or down as many as 4 steps
- Entering the vehicle, including use of the lift
- Securing wheelchairs, mobility aids and seat belts
- Exiting the vehicle
- Getting from the vehicle to the door of the destination
- Entering the home or destination
- Carrying packages of reasonable number and size

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\*\* Drivers are hired and employed by the transportation service providers, which are independent contractors of ACCESS. Drivers are not employees or agents of ACCESS. These standards are intended to ensure service providers comply with federal and state government requirements and make passenger safety a top priority in providing transportation services as part of the ACCESS paratransit program.

## **DRIVER TRAINING**

To ensure training to proficiency, ACCESS has established training standards for each ACCESS service provider with contractually mandated minimum requirements including:

- Each provider must have a Certified Master Trainer on site to manage and supervise all aspects of the driver training programs, and certify training to proficiency
- Standardized training modules to ensure high quality and continuity of training
- Approved curriculum
- Classroom, on line and on-the-road training that is personal and interactive, including:
  - United States Department of Transportation (US DOT)/Traffic Safety Institute (TSI) fatigue awareness training
  - Defensive driving
- Proficiency with use of lifts and securements
- Required incident & accident reporting
- 2-way radio and on-board technology competency
- Effective communication strategies
- Passenger assistance & customer service practices
- Disability & aging awareness
- Identifying & reporting potential abuse
- Requirements of the Americans with Disabilities Act (ADA)
- Effects of drugs and alcohol, and prohibition of operating vehicles while impaired by drugs or alcohol
- Distracted driving

## **DRIVER MONITORING**

Routine driver performance monitoring is conducted regularly by safety managers at each service provider location and regularly by ACCESS staff. A combination of on-the-road, unannounced monitoring, ride alongs and review of on-board videos is used to evaluate performance and take corrective action as needed.

Observation of drivers includes:

- Obeying traffic laws
- Use of proper greeting
- Compliance with dress code and visible photo ID
- Assistance to and from vehicles
- Proper use of lifts and securements
- Assistance with boarding the vehicle
- Appropriate customer service practices