



**Baseline Industry Standards  
& Best Practice Suggestions**

**SPECIALIZED TRANSPORTATION  
PROVIDERS**

**2016**

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## **Background Definitions and Assumptions**

### SPECIAL TRANSPORTATION NEEDS - RCW – 81.66.10 (3)

Excerpt – “Persons with special transportation needs” means those persons, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase appropriate transportation.

### ADDITIONAL FACTORS

Community Transportation Association of the Northwest recognizes the following also contribute to special transportation needs:

- Geographic location
- Availability of transportation options
- Familial, custodial, guardian status – i.e. parent is transporting children

### PROVIDERS OF TRANSPORTATION TO PERSONS WITH SPECIAL TRANSPORTATION NEEDS

Community Transportation Association of the Northwest recognizes transportation options for people with “Special Transportation Needs” can be provided by all of the following: Public transit, paratransit, transportation network/rideshare companies (Uber/Lyft), friends/family, neighbors, churches, community organizations, volunteers, private companies, nonprofits, senior centers, assisted living organizations, veterans’ programs, taxi companies, limousine and town car companies, shuttles, ferries, trains, government agencies, planes, helicopters, ambulances, school buses, and private cars.

## **Application and Development of Best Practices and Standards**

A committee of transportation providers, brokers, transits, and government agencies researched current and existing contract regulations and incorporated the latest best practices from field experience into the recommendations. It is assumed ‘Best Practices’ and ‘Standards’ will evolve as the industry evolves.

This information is designed for use by any business or organization providing “Specialized Transportation”, with particular emphasis on businesses or organizations where transportation is a direct service or major component of the programming and where there is a financial contract or agreement to provide the service. It designed as a “Professional Standard” that can be adapted to meet organizational and customer/client/passenger needs.

### **A Specialized Transportation Provider (AKA Supported Mobility Transportation Provider):**

- Has a vehicle designed or specially enhanced to meet various mobility capacities and needs (seating, ramps, accessible loading, etc.);
- Has a driver who has received training to work with various populations, including those living with various abilities, mental and cognitive capacities, and those from various backgrounds;
- Has internal rules and regulations designed to promote safety;
- Provides Location/Destination specific options, including pick-up and drop-off;
- Includes up to door-to-door, door-through-door, and hand-to-hand services (above and beyond curb-to-curb).

### **Areas of Best Practices and Standards**

- ⇒ Insurance
- ⇒ Operator/Drivers
- ⇒ Vehicles and Inspections

INSURANCE	BASELINE INDUSTRY STANDARDS	BEST PRACTICE SUGGESTIONS
AMOUNTS	<ul style="list-style-type: none"> <li>• <u>Commercial &amp; General Liability Policy</u> 1,000,000 Occurrence Limit 2,000,000 General Aggregate Limit</li> <li>• <u>Business Auto Liability Insurance</u> 1,000,000 Combined Single Limit (CSL) for all owned, hired, leased and non-owned vehicles</li> <li>• <u>Loading &amp; Unloading Coverage</u> Insurance coverage must include Loading and Unloading Coverage and cannot limit coverage to a certain premises. This includes "...bodily injury to any person being transported or assisted from the place where there accepted for movement in an "auto" or from an "auto" to the place where they are finally delivered..."</li> <li>• <u>Worker's Compensation</u> Compliant with all applicable state Worker's Compensation, occupational disease, occupational health and safety laws and regulations; All employee drivers shall be covered under Washington Labor and Industry Policies or by private carrier.</li> </ul>	<ul style="list-style-type: none"> <li>○ Sexual Abuse and Molestation Coverage</li> <li>○ Employment Practices Liability</li> <li>○ Directors &amp; Officers Liability</li> <li>○ Fiduciary Liability</li> <li>○ Employee Benefits Liability</li> <li>○ Cyber Liability</li> <li>○ Crime Coverage</li> <li>○ Uninsured/Underinsured Motorist Coverage</li> <li>○ Property Coverage</li> <li>○ Umbrella/Excess Liability</li> </ul>
INSURANCE TYPE	<ul style="list-style-type: none"> <li>• All insurance policies shall be written on an "Occurrence" or "Per Occurrence" basis.</li> <li>• Provider shall provide, upon request, certification of the coverage required under this section.</li> </ul>	
CARRIER RATING	<ul style="list-style-type: none"> <li>• B++</li> </ul>	<ul style="list-style-type: none"> <li>○ A Best's Report rating of B++, Class VII, or better, Surplus Lines insurance companies should have a A-, Class VII, or better.</li> </ul>

OPERATORS	BASELINE INDUSTRY STANDARDS	BEST PRACTICE SUGGESTIONS
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> <li>• Have a Valid Driver’s License recognized by the States of Washington, Oregon and Idaho.</li> <li>• Be able to operate a vehicle in accordance with manufacturer recommendations, and all local, state and federal laws.</li> <li>• Have at least 5 years of driving experience.</li> <li>• Be able to document information accurately, and communicate clearly on radio and in person.</li> <li>• Obtained prior to hire and annually, maintain a DMV record with: no more than 3 moving violation convictions in the last 3-year period; no “Driving Under the Influence” convictions in the last 5-year period; and no more than 1 at-fault accident in the last 24-months.</li> <li>• Be able to pass a pre-employment fingerprint level background check and annual Criminal Background Check with no convictions in accordance with RCW 43.43.830 and WAC 388.112.0020.</li> <li>• Maintain annual “Fit for Duty” certification from a recognized physician or through self-declaration.</li> </ul>	<ul style="list-style-type: none"> <li>○ Abilities to communicate in the predominate language(s) of the geographic service region, including English.</li> <li>○ Knowledge of the Geographic Service region.</li> <li>○ Have at least 3 years driving experience in the United States.</li> <li>○ Have no more than 2 moving violation convictions in a 3-year period.</li> <li>○ Be able to maintain a pre-employment and annual fingerprint level Criminal Background Check in accordance with RCW 43.43.830 and WAC 388.112.0020.</li> </ul>
<p>TRAINING</p>	<ul style="list-style-type: none"> <li>• <b>Successfully complete training in the areas of:</b></li> <li>• Accident, Incident Reporting</li> <li>• Passenger Assistance &amp; Customer Service, including no less than: working with disabled youth and adults; de-escalation techniques; working with aging adults; working with populations with lower incomes; working with people who have a mental health diagnosis; and passenger-</li> </ul>	<ul style="list-style-type: none"> <li>○ Child Safety Restraint (Child Safety Seats)</li> <li>○ CDL (if applicable)</li> <li>○ Technology &amp; Distracted Driving</li> <li>○ HIPAA</li> </ul>

	<p>appropriate loading and unloading techniques.</p> <ul style="list-style-type: none"> <li>• Wheelchair and Mobility Device Securement</li> <li>• CPR/FIRST AID</li> <li>• Biohazards &amp; Blood Borne Pathogens</li> <li>• Vehicle Evacuation Procedures, to include Fire Suppression and Client/Driver Evacuation-First Procedures</li> <li>• Mandatory Reporting</li> <li>• Confidentiality and Documentation</li> <li>• Drug and Alcohol Abuse Awareness</li> </ul>	
<p>PROFESSIONAL CONDUCT &amp; ORGANIZATION POLICIES</p>	<ul style="list-style-type: none"> <li>• ID Badge, including name or ID number, picture and name of organization must be worn or prominently displayed in the vehicle.</li> <li>• Adherence to drug and alcohol policies which include at the minimum: pre-employment testing and post-accident testing consistent with FTA guidelines.</li> <li>• Maintain confidentiality of passengers.</li> <li>• Maintain smoke-free public spaces as required by Washington State Law.</li> <li>• Follow Mandatory Reporting for Abuse and Neglect requirements provided by Washington State Department of Social and Health Services, the Washington Administrative Code, and the Revised Washington Code.</li> <li>• Adopt an Americans with Disabilities Act compliance Service Animal Policy which is readily available to customers, clients and passengers.</li> </ul>	<ul style="list-style-type: none"> <li>○ Maintain drug and alcohol-free standards set by the Federal Transit Administration, which includes random testing.</li> <li>○ Maintain a harassment-free environment.</li> <li>○ Provide courteous and polite customer service.</li> <li>○ Adhere to professional conduct standards, including ethical boundaries, nondiscrimination, and customer service.</li> <li>○ Adopt organizational policies pertaining to: <ul style="list-style-type: none"> <li>- Drug and Alcohol Testing</li> <li>- Harassment and Nondiscrimination</li> <li>- Confidentiality</li> <li>- Incident/Accident Reporting</li> <li>- Reporting of License</li> </ul> </li> </ul>

		<p>Suspension or Revocation, or Convictions</p> <ul style="list-style-type: none"> <li>- Driver Professional Conduct</li> <li>- Driver Review/Observation</li> <li>- Passenger Complaint Process</li> <li>- Shared-Ride Policies</li> <li>- No-Show/Cancellation Policies</li> <li>- Seatbelt Usage</li> <li>- Customer/Passenger Rights and Responsibilities</li> <li>- Reasonable Accommodations</li> <li>- Passenger Eligibility</li> <li>- Safety Meeting Attendance</li> <li>- CDL Level (if applicable)</li> <li>- Mileage Reimbursement</li> <li>- Emergency Preparedness</li> <li>- Physicals</li> <li>- Cell phone, personal electronic devices</li> <li>- Media</li> <li>- Passenger Complaint Mediation</li> </ul>
DOCUMENTATION	<ul style="list-style-type: none"> <li>• Pre-employment application, fingerprint background check and DMV record; Copy of Driver's License; DMV Record for all years of employment; documentation of pre-employment and annual background checks; Signed receipt of compliance with minimum qualifications and organizational policies.</li> <li>• Documentation of completed mandatory trainings</li> <li>• Documentation of pre-employment and any post-accident drug/alcohol testing</li> <li>• Copy of ID Badge</li> </ul>	

VEHICLES	BASELINE INDUSTRY STANDARDS	BEST PRACTICE SUGGESTIONS
INSPECTIONS	<ul style="list-style-type: none"> <li>• Inspections must be completed by a Certified Mechanic.</li> <li>• Initial inspections must be completed prior to a vehicle joining the fleet.</li> <li>• Complete inspections include the following points (included in attachment A).</li> <li>• Complete inspections must be completed for each vehicle periodically.</li> </ul>	<ul style="list-style-type: none"> <li>○ Complete inspections by a Certified Mechanic should be conducted annually; Use of Mileage intervals to determine periodic inspection frequency should be based on OEM specifications.</li> </ul>
<p><b>ATTACHMENT A</b>  <i>(This inspection should be completed on each vehicle used for specialized transportation services prior to the vehicle joining the fleet and periodically thereafter. Each of the following must meet or exceed Manufacturer and Federal Transit Administration (FTA) guidelines*.)</i></p>		
<p><b>*Highlighted = for Vehicles with Enhanced Communication or Mobility Equipment Only</b></p>		
BODY & EXTERIOR	<ul style="list-style-type: none"> <li>• Body and sub frame are free of significant/substantive damage, all bolts are tightened and meet minimum requirements</li> <li>• Company name, logo and vehicle number are present, visible and legible</li> <li>• Hood, trunk and door latches are fully functioning</li> <li>• Vehicle is clean and free of debris</li> <li>• Springs and shock absorbers are in place and fully functional</li> </ul>	
BRAKING SYSTEM	<ul style="list-style-type: none"> <li>• Brake system is fully operational</li> <li>• Brake pads, rotors, lines and components meet minimum safety standards</li> <li>• Brake pedal is firm and provides complete stops</li> <li>• Emergency (parking) brake is completely operational, and hold vehicle with throttle engaged</li> <li>• Brake percentages meet minimum safety guidelines</li> </ul>	
COMMUNICATION SYSTEM & CAMERAS	<ul style="list-style-type: none"> <li>• 2-way communication system is in place and fully functional. This system must provide continuous communication between the operator and dispatch and be utilized in accordance RCW: 46.61.667.</li> </ul>	<ul style="list-style-type: none"> <li>• If a camera system is in place, ensure camera system is in working order.</li> </ul>
DOORS & WINDOWS	<ul style="list-style-type: none"> <li>• All doors and windows are fully functional, free of cracks or damage, and are able to be secured</li> <li>• Door handles, latches and hinges are fully operational</li> </ul>	
EMERGENCY EXITS	<ul style="list-style-type: none"> <li>• Emergency exits have clear signage and directions for use</li> <li>• Emergency exits are fully functional</li> <li>• Emergency alarm, lighting and signs are fully functional</li> <li>•</li> </ul>	



EMERGENCY SUPPLIES	<ul style="list-style-type: none"> <li>• The vehicle includes the following emergency supplies, properly stowed and operational:</li> <li>• Accident/Incident Report Kit</li> <li>• Bio Kit</li> <li>• Emergency or caution indicators, including at least one of the following: Caution Lights, Caution Markers, Emergency Triangles and/or Flare(s)</li> <li>• Fire Extinguisher with pin intact</li> <li>• First Aid Kit</li> <li>• Traction Devices (for vehicles operating in winter or hazardous conditions)</li> <li>• Flashlight</li> <li>• Seat Belt Cutter</li> <li>• Ice Scraper</li> </ul>
ENGINE, EXHAUST & FLUID SYSTEMS	<ul style="list-style-type: none"> <li>• Battery and cables are fully functioning and in good repair</li> <li>• Cooling system, including radiator, hoses and fluids are operational and meet minimum safety regulations</li> <li>• Belts, pulleys and wheels are fully operational</li> <li>• Muffler and exhaust system is fully functioning and free of leaks or damage</li> <li>• Heating and cooling systems are fully functioning</li> <li>• All fluids meet minimum levels, are new or replaced according to manufacturer specifications</li> <li>• Emissions system is fully functional</li> <li>• Air intake systems and filters are fully functional</li> <li>• Fan is functional and fan shroud is in place and free of damage</li> <li>• All wiring is connected, and free of damage</li> <li>• Hoses, containers and fluid vessels are free of leaks and corrosion</li> <li>• Ignition and starting system is fully functional</li> <li>• Intake and acceleration system is functional</li> <li>• Distributor system is fully functional</li> </ul>
FUEL & THROTTLE SYSTEM	<ul style="list-style-type: none"> <li>• Fuel system meets manufacturer standards, and is functioning properly with no leaks present</li> <li>• Fuel Cap (if applicable)</li> <li>• Fuel tank is free of damage or leaks (any kind of fuel)</li> <li>• Alternative fuel or after-market conversions or modifications must meet manufacturer standards and approval from the Environmental Protection Agency (EPA).</li> </ul>
GAUGES & OPERATOR CONTROLS	<ul style="list-style-type: none"> <li>• Air Conditioner, heater and defrost system is functional and working</li> <li>• Speedometer, fluids, fuel and electrical system gauges are fully functional</li> <li>• Horn is functioning</li> <li>• Switches and controls are fully functional</li> </ul>
INTERIOR & CABIN	<ul style="list-style-type: none"> <li>• Interior is clean and free of debris</li> <li>• Flooring and walls are free of dirt and debris</li> <li>• The vehicle is scent-free</li> <li>• All items are securely stowed</li> </ul>
LIFTS & MOBILITY EQUIPMENT	<ul style="list-style-type: none"> <li>• Lift, ramps, and mobility devices are fully operational, and serviced per manufacturer instructions; Lift and/or ramp is fully cycled during inspection to confirm operations</li> </ul>

	<ul style="list-style-type: none"> <li>• All electrical and manual components are fully functional</li> <li>• Load test label or certification is clearly visible</li> <li>• Ramps are free of any defects and fully operational.</li> </ul>	
MIRRORS, WINDSHIELD, LIGHTING & SIGNALS	<ul style="list-style-type: none"> <li>• Vehicle includes at least 2 exterior side view mirrors free of scratches, cracks or debris</li> <li>• Rear-view mirror is in place and free of cracks, scratches or debris</li> <li>• Windshields shall meet current state safety statues; No damage or debris inhibiting visibility or creating a hazard</li> <li>• Windshield wipers are in place and fully functional</li> <li>• All signals, gauges and lighting are fully functional, including headlights, taillights, parking lights, emergency lights, back-up lights and alarms, interior lighting (dome, dash and step) and exterior lighting</li> </ul>	
SEATING & SECUREMENT	<ul style="list-style-type: none"> <li>• Seats are fully secured to the floor and are clean and free of significant tears, holes or rips</li> <li>• Driver’s seat is fully operational, and free of significant tears, cuts or disrepair</li> </ul>	<ul style="list-style-type: none"> <li>• If vehicle includes passenger and driver restraint devices (seatbelts), devices are fully functional</li> <li>• If vehicle has handrails, the handrails are secure and meet FMS Standards</li> <li>• If vehicle is designed for wheelchair transport, wheelchair securement mechanisms, including straps and cams, are in place and meet manufacturer safety requirements</li> </ul>
STEERING SYSTEM	<ul style="list-style-type: none"> <li>• Steering system, including steering wheel, linkages, fluids, pumps and mechanics are fully functional and meet minimum requirements</li> </ul>	
TIRES, WHEELS, DRIVE TRAIN AND AXELS	<ul style="list-style-type: none"> <li>• Tires are in place, appropriately rotated and have minimum tread as identified by manufacturer guidelines</li> <li>• Lugs, hub caps, and wheels are fully secured</li> <li>• Tie rods, drag link, suspension and shocks are fully operational</li> <li>• Differential and pinion system is fully functional</li> <li>• Drive shaft is functional and good repair</li> <li>• Mud flaps, if part of the original vehicle, are in place and free of damage</li> </ul>	
TRANSMISSION SYSTEM	<ul style="list-style-type: none"> <li>• Transmission system is fully functioning and operational, to include appropriate fluid levels, shifting components, and appropriate speed control</li> <li>• Shift tower is functional and operational</li> </ul>	

<p>PRE-TRIP INSPECTIONS</p>	<ul style="list-style-type: none"> <li>• Operators must complete a pre-trip inspection before each trip.</li> <li>• A pre-trip inspection includes the following points (included in attachment B).</li> <li>• Any defects noted in the pre-trip inspection or during transport must be addressed prior to transporting passengers.</li> <li>• A copy of the pre-trip inspection must be signed and dated by the operator, and kept on file electronically for 7 years.</li> </ul>	<ul style="list-style-type: none"> <li>○ Pre-trip inspection includes: visual, functional, road test, and mechanics</li> <li>○ Post-trip inspection or report completes the transportation cycle</li> </ul>
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**ATTACHMENT B**  
*(A pre-trip inspection is an observational and functional inspection and confirmation completed by the operator before each trip, and includes at minimum the following.)*

<b>BASELINE INDUSTRY STANDARD</b>		<b>BEST PRACTICE SUGGESTIONS</b>
<p>BODY</p>	<ul style="list-style-type: none"> <li>• Clean, and free of damage</li> <li>• Doors functioning, handles working, latched and closed</li> <li>• Mirrors are adjusted and clean, free of scratches</li> <li>• Windows are clean, clear and latched</li> </ul>	<ul style="list-style-type: none"> <li>○ Camera system appears to be functioning properly (if applicable)</li> <li>○ Check fluid levels for Coolant, Oil, Transmission and Windshield Wipers</li> </ul>
<p>BRAKES</p>	<ul style="list-style-type: none"> <li>• Lights are in working order</li> <li>• Emergency/Parking brake functional</li> </ul>	<ul style="list-style-type: none"> <li>○ Check for any leaks</li> </ul>
<p>CONTROLS</p>	<ul style="list-style-type: none"> <li>• Climate Controls/Defroster Working</li> <li>• Gauges working: speedometer, voltmeter, fuel, fluids, other</li> <li>• Horn is working</li> <li>• Windshield Wipers are working</li> </ul>	<ul style="list-style-type: none"> <li>○ Lug nuts are checked (consider arrow tabs)</li> </ul>
<p>COMMUNICATION</p>	<ul style="list-style-type: none"> <li>• System is functional</li> </ul>	<ul style="list-style-type: none"> <li>○ Tire pressure check</li> <li>○ Tire tread depth check</li> </ul>

EMERGENCY EQUIPMENT	<ul style="list-style-type: none"> <li>• Accident Report Kit</li> <li>• Bio Kit</li> <li>• Fire Extinguisher</li> <li>• First Aid Kit</li> <li>• Flashlight</li> <li>• Flare or Triangle or Caution Markers</li> <li>• Ice Scraper</li> <li>• Seat-Belt Cutter</li> <li>• Traction Devices (when applicable)</li> </ul>	
ENGINE	<ul style="list-style-type: none"> <li>• Belts, hoses or wires seem to be in proper place</li> <li>• Hood is latched, and engine starts</li> </ul>	
INTERIOR	<ul style="list-style-type: none"> <li>• Clean</li> <li>• Seat belts are functional</li> <li>• Seats appear to be in good repair</li> </ul>	
LIFT & EQUIPMENT (IF APPLICABLE)	<ul style="list-style-type: none"> <li>• Lift is fully cycled to ensure functional</li> <li>• Securement devices in place, functional and secured in place</li> <li>• Service Doors/Handrails/Step - Clean, clear and functional (if applicable)</li> <li>• Ramp is functional</li> <li>• Supplies stowed</li> </ul>	
LIGHTING	<ul style="list-style-type: none"> <li>• Interior and exterior lights, including instrument panel, headlights, tail lights and turn signals are functional</li> <li>• Back-Up Lights and Alarm and Clearance Lights are functional (if applicable)</li> </ul>	
STEERING	<ul style="list-style-type: none"> <li>• Operational</li> </ul>	
TIRES	<ul style="list-style-type: none"> <li>• Appear properly Inflated</li> </ul>	

<p>PREVENTATIVE MAINTENANCE</p>	<ul style="list-style-type: none"> <li>• Each vehicle must have a preventative maintenance schedule which coincides with manufacturer recommendations, including any after-market alterations (such as fuel systems).</li> <li>• A preventative maintenance schedule includes: <ul style="list-style-type: none"> <li>- Vehicle Make, Model and Year</li> <li>- Dates of Service</li> <li>- Maintenance Schedule based on Manufacturer Recommendations, including after-market equipment and accessories (attachment C)</li> </ul> </li> <li>• Any issues identified during preventative maintenance must be addressed by a Certified Mechanic prior to the vehicle returning to service.</li> </ul>	
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**ATTACHMENT C**

*(Implemented for each vehicle based on manufacturer specifications.)*

**\*Highlighted = for Vehicles with Enhanced Communication or Mobility Equipment Only**

<p>BRAKING SYSTEM</p>	<ul style="list-style-type: none"> <li>• Complete check of brake system, including:</li> <li>• Pads, rotors, drums and cylinders</li> <li>• Percentages</li> <li>• Emergency (Parking Brake)</li> <li>• Pedal</li> </ul>
<p>ENGINE &amp; UNDERCARRIAGE</p>	<ul style="list-style-type: none"> <li>• Clean Engine</li> <li>• Complete general service, including spark plugs (if applicable)</li> <li>• Service battery and clean terminals</li> <li>• Check bolts and engine mounts</li> <li>• Inspect cooling system, including radiator, hoses and fluids</li> <li>• Service A/C (as required)</li> <li>• Check differential and pinion</li> <li>• Check shocks and struts</li> <li>• Check drive shaft and under carriage</li> <li>• Change differential oil (OEM)</li> <li>• Emissions control system if applicable</li> </ul>
<p>FUEL SYSTEM</p>	<ul style="list-style-type: none"> <li>• Inspect fuel system, including tank, lines and other equipment</li> <li>• Service after-market fuel systems according to manufacturer specifications</li> <li>• Complete emissions control test (if applicable)</li> </ul>

GAUGES & OPERATOR CONTROLS	<ul style="list-style-type: none"> <li>• Check horn, gauges and instrument panel switches, including wipers, turn signals, climate control systems and all panel devices</li> </ul>
HOSES & CONNECTIONS	<ul style="list-style-type: none"> <li>• Check hoses, belts, pulleys and connections</li> </ul>
IGNITION AND STARTING SYSTEM	<ul style="list-style-type: none"> <li>• Check starter, ignition and distributor</li> </ul>
LIGHTING SYSTEM	<ul style="list-style-type: none"> <li>• Check all lighting, including headlights, taillights, parking lights, emergency lights, back-up lights and alarms, interior lighting (dome, dash and step) and exterior lighting</li> </ul>
OIL AND/OR LUBRICANTS & FILTERS	<ul style="list-style-type: none"> <li>• Check all fluid levels</li> <li>• Change oil, coolant and transmission fluid</li> <li>• Lube chassis</li> <li>• Change PVC filter and valve</li> <li>• Check all sensors</li> </ul>
STEERING SYSTEM	<ul style="list-style-type: none"> <li>• Test steering system, and service power steering</li> </ul>
TIRES & WHEELS	<ul style="list-style-type: none"> <li>• Test tread on tires</li> <li>• Check seals</li> <li>• Torque adjustments</li> </ul>
TRANSMISSION SYSTEM	<ul style="list-style-type: none"> <li>• Change fluid</li> <li>• Check transmission mounts</li> <li>• Timing</li> </ul>
WINDOWS & DOORS	<ul style="list-style-type: none"> <li>• Check operation of doors and windows</li> <li>• Check operation of emergency windows and exits (if applicable)</li> </ul>
LIFT & MOBILITY EQUIPMENT	<ul style="list-style-type: none"> <li>• Check lift operation, service lift to manufacturer specifications, ensure load certification label is visible on the lift</li> <li>• Check grab rails and securement systems</li> </ul>

INSPECTION DOCUMENTATION	<ul style="list-style-type: none"> <li>• <b>Documentation of inspection records for each vehicle should be maintained for each vehicle during its service, and for a period of 7 years after its retirement. The record should be maintained electronically, and should include the following:</b></li> <li>• Initial Inspection signed by Certified Mechanic.</li> <li>• Periodic Inspection Report by Certified Mechanic (when applicable).</li> <li>• Copy of all Pre-Trip Inspection Reports</li> <li>• Documentation of preventative maintenance , including: Preventative Maintenance Schedule; Signed and dated completed work orders from Certified Mechanic; Receipts of service.</li> <li>• Documentation of any issues identified in the initial, periodic, pre-trip or preventative maintenance inspections, including documentation of repairs signed by a Certified Mechanic.</li> </ul>
VEHICLE RETIREMENT	<ul style="list-style-type: none"> <li>• Vehicles passing complete inspections by a Certified Mechanic may remain in service.</li> </ul>

**END**