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Community Services: Specialized Transportation

Service Name: Essential Transit Service

Service Definition: The use of wheelchair lift-equipped vehicles to provide transportation to and from non-emergency appointments.

Unit of Service: One one-way trip

Contract Type: Fee-for-Service

Minimum Requirements:

1. Programs must have a published fee schedule.
2. Drivers must have basic emergency training on dealing with emergencies of clients on board vehicles.
3. Programs must employ drivers with safe driving records and safe driving practices. Programs must review the driving records annually as well as safe driving practices with program drivers.
4. Transportation providers must comply with local, State and Federal transportation guidelines concerning the use of wheelchairs in lift-equipped vehicles.
5. Services provided must be door-to-door.
6. Programs must have a means of communication on the driver/vehicle at all times.
7. Programs must have a protocol in place for return trip client pick-ups.
8. Drivers must have valid driver's license and appropriate driving endorsements as required.
9. Program must serve residents age 60 and older.
10. Program must service the Monroe County Area.

