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## Community Services: Specialized Transportation

**Service Name:** Specialized Transportation

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

**Unit of Service:** One one-way trip

**Contract Type:** Fee-for-Service

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### Minimum Requirements:

1. Programs must have a published rate schedule.
2. Programs must have a provision of service for those that cannot afford to pay the scheduled rates.
3. Drivers must have basic emergency training on dealing with emergencies of clients on board vehicles.
4. 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.
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 funded by the county should have a plan in place to maximize the number of clients and trips outside of the county to medical appointments.
8. Programs must have a protocol in place for return trip client pick-ups.
9. Drivers must have valid driver's license and appropriate driving endorsements as required.
10. Program must serve residents age 60 and older.
11. Program must service the Monroe County Area.
12. Transportation providers must comply with local, State and Federal transportation guidelines concerning the use of wheelchairs in lift-equipped vehicles.

