

Transportation Service Checklist

Use this checklist to evaluate transportation services (simply print out one checklist per service you plan to review). The checklist is designed to help you know what to ask and to remember specific details. Use the back of the checklist to write down any additional comments. After reviewing the services, use the checklists to compare one provider with another.

Transportation Service's Name: _____

Owner/Contact Person: _____

Address: _____

Phone: _____ **Website or E-Mail :** _____

Who is Served?

- | Yes | No | |
|--------------------------|--------------------------|----------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Does the transportation service cover the area where you live and the places where you need to go? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is it a county service that can only provide services within a particular county? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the service have any restrictions on who it will serve? |
| <input type="checkbox"/> | <input type="checkbox"/> | If yes, are you eligible? |
| <input type="checkbox"/> | <input type="checkbox"/> | Can the service's vehicles accommodate any adaptive equipment you use (for example, wheelchair, walker)? |

Services

- | | | |
|--------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Does the service operate every day of the week?
Days of operation: _____ Hours of operation: _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the service have a brochure explaining its services, service areas and fees? If so, have a copy sent you. |
| <input type="checkbox"/> | <input type="checkbox"/> | Does it have a system for making reservations?
If so, how far in advance can one make a reservation? _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | Can you have standing reservations for particular days and times? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does it have a system for notifying you in case a driver is running late? |

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Yes **No**

 Does it have a backup system should a driver be held up and not be able to pick you up?

 Will drivers wait for you while you run short errands?

Physical Environment

 Are the vehicles clean and comfortable?

 Do the vehicles have a regular maintenance schedule?

Staff

 Are drivers given special safety training?

 Is the staff trained in emergency procedures, including CPR?

 Does the service require criminal record checks for employees?

Credentials

 Is the service licensed, if required in your state?

 Can the service provide a list of references for itself?

How many years has the service been in operation? _____

Cost

 Are there discounts for seniors and people with disabilities?

 Is the service subsidized by the county or other government agency?

 Are some trips reimbursable as part of another service (for example, Medicaid reimbursement for a visit to the doctor)?

How much would the service cost you, for where you want to go?

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