

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 Email: _____

Who is Served?

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

Services

<input type="checkbox"/> Yes <input type="checkbox"/> No	Does the service operate every day of the week? Days of operation: _____ Hours of operation: _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does the service have a brochure explaining its services, service areas and fees? If so, have a copy sent to you.
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does it have a system for making reservations? If so, how far in advance can one make a reservation? _____
<input type="checkbox"/> Yes <input type="checkbox"/> No	Can you have standing reservations for particular days and times?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does it have a system for notifying you in case a driver is running late?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does it have a backup system should a driver be held up and not be able to pick you up?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Will drivers wait for you while you run short errands?

Physical Environment

<input type="checkbox"/> Yes <input type="checkbox"/> No	Are the vehicles clean and comfortable?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Do the vehicles have a regular maintenance schedule?

Staff

<input type="checkbox"/> Yes <input type="checkbox"/> No	Are drivers given special safety training?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Is the staff trained in emergency procedures, including CPR?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Does the service require criminal record checks for employees?

Credentials

<input type="checkbox"/> Yes <input type="checkbox"/> No	Is the service licensed, if required in your state?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Can the service provide a list of references for itself? How many years has the service been in operation? _____

Cost

<input type="checkbox"/> Yes <input type="checkbox"/> No	Are there discounts for seniors and people with disabilities?
<input type="checkbox"/> Yes <input type="checkbox"/> No	Is the service subsidized by the county or other government agency?
<input type="checkbox"/> Yes <input type="checkbox"/> No	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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