



Duluth Aging
Support



HELPFUL QUESTIONS

TRANSPORTATION

Looking into transportation options?
Arm yourself with this list of questions.

QUESTION CATEGORIES

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1 ACCESSIBILITY

Is there a wheelchair ramp to get into the vehicle?

Different levels of assistance may be needed depending on an individual's mobility. Not every transportation service can accommodate specialized needs. It is important to be clear on what specific services the transportation can offer.

Can someone help you into and out of Vehicle?

Some individuals may need assistance in and out of vehicle. Asking if this is a service provided by transportation is important.

2 SERVICE AREA

What is the service area?

Many transportation service providers pick-up and drop-off over large areas spanning multiple counties. The options vary depending on where pick-up and drop-off locations are.

3 COST

What is the cost of transportation?

Pricing is done differently by each transportation company. The charges for pick-up and drop-off vary depending on the miles traveled, the type of transportation, and basic price differences between the companies. Loading and unloading wheelchairs or stretchers require an additional fee opposed to a customer who can get into a vehicle unassisted.

4 EMERGENCY

What procedures are your drivers trained for in case of an emergency?



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5 HOW ARE DRIVERS SCREENED

How are the drivers screened?
Are they given a background check?

- Initial and on-going
- Company that provides checks
- Components of a background check
 - Criminal records history
 - Credit background check
 - Identity and address
 - Employment verification
 - Education verification
 - Credentials verification and licensing
 - DMV and MVR background checks
 - Reference verification
 - Drug screening

6 TRAINING

What type of training do the drivers go through?
Safety comes first. It is important that the drivers have had the correct amount of training and licensing to operate the vehicles and lifts they are required to.

7 DRUG TESTING

Are the drivers drug tested on a regular basis?

8 TIME

Wait time policy?
Many transportation companies have a maximum wait time due to demand for transportation. Get clear on how long they will wait at a location so you can plan accordingly.