

NON MEDICAL TRANSPORTATION: A Matter of Public Safety

Trap

Mike is wheelchair-dependant, and due to his condition he requires many visits to doctors and other medical facilities. He tries to schedule appointments around activities of friends and family, but sometimes this is very difficult. He was starting to feel trapped and less independent because he thought he had no other alternative. While on the way to his doctor's office, Mike saw a van advertising wheelchair and stretcher service. He quickly made note of the telephone number and made plans to call. But who are they? Mike had lots of questions and was very interested in receiving more information.

Tips

Nonmedical, wheelchair and stretcher transportation services are licensed and regulated in Palm Beach County. Here is some important information to consider:

- Palm Beach County Palm Tran Connection provides prearranged, shared-ride, door to door transportation. Services are provided under the following: Americans with Disabilities Act (ADA), PBC Division of Senior Services (DOSS) and Transportation Disadvantaged (TD).
- Nonmedical transportation providers are required to be licensed and insured. Permitted vehicles are inspected by Palm Beach County Consumer Affairs Compliance Officers annually, and are specially equipped to safely transport passengers who are wheelchair or stretcher-bound.
- Drivers must pass a criminal background check and driver history review before being issued a special Consumer Affairs Driver ID Badge.
- Drivers are not authorized to provide medical assistance to riders who need medical assistance while in transit.
- Taximeters are not used, and most fares are determined by a flat rate.

**For more information, OR file a complaint, contact
Palm Beach County Consumer Affairs at 561-712-6600
(Boca/Delray 888-852-7362 toll free)**

www.pbcgov/consumer