

Requirements For Non-Traditional Transportation Service Providers

All non-traditional transportation service providers (i.e., those that are not Community Transportation Coordinators) must submit documentation demonstrating compliance with the following insurance and safety requirements.

BUSINESS PROFILE

Provide operational experience in the provision of transportation services.
Include number of years in operation
Number of employees and vehicles

INSURANCE REQUIREMENTS

Submit a Certificate of Insurance for general liability coverage that meets the following minimum requirements:

- Issued by a company authorized to do business in the state of Florida
- Provides public liability insurance with combined bodily injury limits of:
 - \$200,000 per person
 - \$300,000 per occurrence

SAFETY PLAN REQUIREMENTS

A written Safety Plan must be submitted and must address the following components:

1. Drug and Alcohol Policy

Include policies and procedures for preventing and responding to drug and alcohol use among drivers and safety-sensitive personnel

2. Wireless Communication Policy

Describe protocols and restrictions regarding the use of mobile devices or other wireless communication while operating a vehicle

3. Driver Qualifications and Training

- All drivers must possess a valid Florida driver's license
- Outline the process for screening, hiring, and training drivers
- Specify required training, including any applicable state-required certifications
- Include hours of service policies, addressing rest requirements and shift limitations

4. Vehicle Management

Describe your vehicle inspection and maintenance program, which must include:

- A complete vehicle inventory
- Documented pre- and post-trip inspection process, including a checklist
- A regular preventative maintenance schedule for all vehicles
- Procedures for maintaining mobility equipment (e.g., wheelchair lifts, ramps)

5. Accident Investigation and Reporting

Include procedures for:

- Responding to and documenting accidents
- Investigating incidents
- Reporting to appropriate agencies or oversight bodies

All submitted plans and policies must be current and reflect actual operations. Providers may be asked to submit additional documentation to verify compliance. These materials are not subject to the page limit.