



WASHINGTON COUNTY HEALTH DEPARTMENT

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RFP 2026-02 NEMT Addendum # 3 Questions/Answers

1. Is multi-loading permitted for ambulatory and wheelchair transportation services?

Yes.

2. What operational challenges has WCHD experienced with prior vendors? [Vendor staffing turnover.](#)

3. Can WCHD provide a detailed monthly breakdown of ambulance transports over last 24 months by:

BLS

ALS

bariatric

specialty care

discharge vs scheduled

local vs out-of-county

after-hours vs daytime?

Yes – [See chart attached.\(page 2\)](#)

4. How often are out-of-state ambulance transports required? [We do not track this information, so we are unable to give you an accurate number at this time.](#)

5. How are urgent same-day requests typically handled? [Urgent requests are carefully reviewed on a case-by-case basis, and we work closely with the vendor to help the participant.](#)

6. What situations have historically triggered complaints from hospitals or recipients? [Participants arriving to their appointments late.](#)

7. Does WCHD expect transport volumes to increase, decrease, or remain stable? [Remaining stable.](#)

RFP 2026-02 NEMT Addendum # 3 Questions/Answers - Chart for question # 3 (breakdown a. through g.)

AMBULANCE	a. BLS	b. ALS	c. Bariatric	d. Specialty Care	e. Hospital Discharge	f. Local	f. Long Distance	g. After Hours vs. Daytime
Apr-24	213	15	do not track	X	70	196	32	do not track
May-24	194	9	do not track	X	54	176	27	do not track
Jun-24	167	15	do not track	X	54	154	28	do not track
Jul-24	193	11	do not track	X	47	180	24	do not track
Aug-24	149	12	do not track	X	42	145	16	do not track
Sep-24	162	12	do not track	X	43	153	21	do not track
Oct-24	194	9	do not track	X	58	172	31	do not track
Nov-24	146	16	do not track	X	58	128	34	do not track
Dec-24	122	7	do not track	X	23	111	18	do not track
Jan-25	141	16	do not track	X	50	136	21	do not track
Feb-25	176	12	do not track	X	44	169	19	do not track
Mar-25	208	15	do not track	X	51	199	24	do not track
Apr-25	222	17	do not track	X	47	212	27	do not track
May-25	271	10	do not track	X	66	243	38	do not track
Jun-25	263	13	do not track	X	53	250	26	do not track
Jul-25	307	18	do not track	X	67	295	30	do not track
Aug-25	283	20	do not track	X	62	278	25	do not track
Sep-25	267	7	do not track	X	68	244	30	do not track
Oct-25	258	6	do not track	X	61	222	42	do not track
Nov-25	209	13	do not track	X	64	186	36	do not track
Dec-25	190	19	do not track	X	64	165	44	do not track
Jan-26	206	20	do not track	X	61	196	30	do not track
Feb-26	204	19	do not track	X	44	201	22	do not track
Mar-26	251	21	do not track	X	73	213	59	do not track
Apr-26	197	13	do not track	X	79	180	30	do not track