Accessible Taxi and Busing Grant Guide for Applications

Department of Social Supports and Well-Being

November 2026

Alternate formats of this form and guidelines are available. Please contact the Disability Policy Office at DisabilityPolicy@gov.nl.ca or (709) 729-6279.

Purpose

The Department of Social Supports and Well-being is seeking applications from eligible individuals or entities capable of providing the appropriate vehicle(s) and dispatch service to offer accessible transportation services for persons who use mobility devices, such as wheelchairs and scooters. Those who are eligible may include:

- Individuals
- Businesses
- NL based nonprofit organizations
- Municipalities and Local Service Districts (LSD)
- Indigenous governments and organizations

Background

The Government of Newfoundland and Labrador is committed to ensuring that Persons with Disabilities can fully participate in society through the prevention, identification and removal of barriers.

The Disability Policy Office is encouraging and facilitating an increase in accessible transportation in the province, particularly in rural areas as well as those who have an interest in providing cross provincial travel.

Program Description

The Accessible Taxi and Busing Grant provides grants up to a maximum of $25,000 to individuals, for profit and not for profit businesses, Indigenous governments and organizations, Municipalities and LSDs that are able to commit to delivering accessible transportation services within Newfoundland and Labrador.

Grants are provided to successful applicants to assist with costs of retrofitting a passenger vehicle, to meet accessibility standards, or to assist with the purchase of a new vehicle that can accommodate passengers with mobility devices, such as wheelchairs and scooters.

Applicants will be selected who best demonstrate local demand for accessible transportation services and their ability to provide these services. Transportation services must give priority to persons with disabilities; however, they may also provide service to all customers.

Applicants in rural areas where there is a demonstrated need, but population may not meet demand for accessible transportation service, may consider partnering with

neighboring communities and offer an accessible transportation service to meet the demand of the broader community.

Priority consideration will be given to applicants who plan to implement accessible cross provincial travel.

Once funding has been provided and the accessible transportation service is introduced, successful applicants will participate in an evaluation of the service and provide an annual report with relevant service level data after the first year of service, followed by ongoing audits by the province.

Evaluation Criteria

Applications will be evaluated on the following basis:

- Demonstrated insight and knowledge in providing accessible transportation services.
- Demonstrated training and experience in providing accessible transportation services.
- Demonstrated local demand for service.
- Demonstrated capacity to deliver safe and respectful transportation services.
- Timeline of implementation of the service and implementation plan.
- Commitment to provide service for a minimum of two years.
- Demonstrated capacity and commitment to provide accessible tax service.
- Demonstrated ability to provide advanced booking for trips outside regular working hours on an as need basis.
- Demonstrated ability to track fares by classification; demonstration that persons with disabilities are given priority.
- Demonstrated ability to purchase or retrofit a vehicle to meet accessibility standards such as by providing proof of financing or proof of purchase with your application.
- Commitment to training relevant to the delivery of transportation services for persons with disabilities.
- Proof of a license to provide a transportation service (van or bus).
- Commitment to participate in data collection and service evaluation.
- Proof of good standing with Companies and Deeds.
- Overall application.

The Department of Social Supports and Well-Being reserves the right to contact applicants, as necessary, to seek clarification on application content.

Payment Process

The options for payment include:

- **Payment to Vendor**
  - For new retrofits, payment is issued directly to the vendor providing the equipment and/or completing the installation.
  - 80% of the payment is issued when the contract is signed; and the remaining 20% payment is released when invoice(s) for the completed retrofit work are received

and verified for eligibility. Invoices must match details of approved funding and applicants must sign off the work as satisfactory.

- **Payment to Applicant**
  - If the applicant has already paid for their retrofit upfront, or purchased a vehicle with an existing retrofit, payment is issued directly to the applicant when invoice(s) for the completed retrofit work or proof of purchase of the retrofitted vehicle are received and verified for eligibility. Invoices must match details of approved funding, and the applicant must sign off the work as satisfactory.

All costs that exceed the **approved** amount of funding are the responsibility of the applicant.

Submission of Applications

Electronic applications are preferred. Send completed applications and any supporting documents via email to SSWBGrantPrograms@gov.nl.ca. If submitting a paper copy, please mail to:

Accessible Taxi and Busing Grant
Department of Social Supports and Well-Being
P.O. Box 8700
St. John's, NL A1B 4J6

Applications must be received by **December 14, 2026**

All submissions and supporting documents become the property of the Department of Social Supports and Well-Being.

Late submissions will not be accepted.

Contact Information

For assistance completing your application or for additional information contact the Disability Policy Office at DisabilityPolicy@gov.nl.ca or (709) 729-6279.