

On-Demand Response Rider Policy Addendum: May 3, 2018

Passenger Time limits for non-medical transport:

1. When a passenger comes on board: review their destination.
2. Review with the passenger the length of time and when they should be ready, on the curb or inside the door, for pick up. Give a specific time that has been pre-determined by the manifest/dispatcher.
3. Alert Dispatch 30 minutes prior to the pick-up time to contact client to remind them of pick up time. (If they have a mobile device)
4. Arrive on time for the pick-up.
5. 10 minutes after pick-up time, if they have not arrived, contact dispatch for next instructions.
6. Dispatcher will then contact passenger to alert them that the driver is waiting. Depending on the passenger response either the driver will be told to leave the client for another driver to pick up or wait for the client.
7. If the client is not responding to the dispatcher's call:
 - An "ALL CALL" to the store may be made.
 - The passenger will be given 5 more minutes to exit the building and given a verbal warning about the use of MCTA services.
 - If a verbal warning is given the passenger will receive a letter from the MCTA administration citing the concern.
 - If the passenger does not comply on the next transport and adhere to the rider policy then they will be suspended for 30 days from MCTA services. They will be alerted in writing of the violation and decision. They may appeal this decision through the Transportation Advisory Board.
 - If the passenger has a second violation of not being available for pick up at the determined time they will be sent for review with the Transportation Advisory Board for possible termination of MCTA services.