**Agency Name**

**Transit Policies and Procedures**

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| **Subject** | Passenger Assistance |
| **Section**  | Customer Service |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Provide guidance regarding when and how Drivers should assist passengers.

**Definitions**

*Curb to curb:* Service where Drivers are only required to arrive at the pick-up or drop-off destination for passengers to board or exit Agency vehicles.

*Door to door:* Service where Drivers are permitted to assist passengers from a building exit to an Agency vehicle and/or from an Agency vehicle to a building entrance.

**Procedure**

Provide instructions for Drivers to use when assisting passengers. The Agency’s policy is to provide curb-to-curb transportation service. Drivers may assist passengers with boarding and exiting Agency vehicles. While assisting passengers, Drivers should stay within ten feet of the vehicle.

Door-to-door service may be provided only if requested at the time of reservation. Drivers are allowed to assist a passenger from a building door to the vehicle and from the vehicle to a building door. Under no circumstances should a Driver enter a private residence. Drivers should maintain a line of sight to the Agency vehicle when providing door-to-door service.

The Agency has a one-step policy for assistance. Passengers using a wheelchair must have a ramp that is clear of hazards and at an angle that does not risk Driver injury. The Driver should not provide assistance to a wheelchair passenger when there is more than one step.

The Agency may suggest that passengers requiring total assistance provide a Personal Care Attendant. Personal Care Attendants (PCAs) ride free per the Personal Care Attendants Policy.

**Responsibilities**

Drivers are responsible for assisting passengers in accordance with this policy.