

Agency Name

Transit Policies and Procedures

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.