**Agency Name**

**Transit Policies and Procedures**

|  |  |
| --- | --- |
| **Subject** | Pick Up Window / Wait Time Policy |
| **Section**  | Customer Service |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Establish a pick up window and a timeframe for Drivers to wait for passengers to board Agency vehicles.

**Definitions**

*Pick Up Window:* The period during which passengers are expected to be ready and waiting for their scheduled vehicle to arrive.

*Wait Time:* Time spent by Drivers waiting for passengers to board after arriving at a scheduled pick-up address.

**Procedure**

Identify and publish written definitions for the Agency’s pick-up window and wait time. Passengers should expect a vehicle to arrive at their scheduled pick-up location within 30 minutes of their scheduled pick up time (15 minutes prior to 15 minutes past the scheduled time). If a Driver is delayed and unable to arrive during the established pick-up window, the Driver shall notify the Dispatcher. The Dispatcher shall notify the passenger of the revised pick-up time.

Passengers must board the vehicle within five minutes of the vehicle’s arrival. The Driver’s wait time shall not exceed five minutes, and the Driver must contact the Dispatcher to report the passenger as a no-show if they do not appear within five minutes of the vehicle’s arrival. The Driver must log all no-shows in their daily manifest.

**Responsibilities**

Drivers are responsible for arriving within the pick-up window and for recording no-show passengers in the daily manifest. Dispatchers are responsible for notifying passengers of the pick-up window and the Driver’s allowable wait time. Dispatchers are also responsible for notifying passengers of revised pick-up times when needed.