

Agency Name

Transit Policies and Procedures

Subject	Flag Stop Policy
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Establish guidance for flag stops.

Definitions

Flag Stop: When a Driver stops at an unscheduled pickup location to accommodate a passenger who waves to flag down the transit vehicle.

Procedure

Develop a written procedure for flag stops. If a Driver sees a person waving for the vehicle and determines it is safe to stop, the Driver should stop the Agency vehicle at a safe location near the person. The Driver must notify the Dispatcher that they have made a flag stop and must collect the required fare from the passenger. The Driver shall add the flag stop passenger to the daily manifest before continuing the route.

Under the following circumstances, the Driver shall not pull over for a flag stop:

- Insufficient stopping distance for the vehicle.
- Insufficient room for the vehicle to pull over without blocking or obstructing traffic.
- Insufficient room on the vehicle based on the daily manifest.

Responsibilities

The Driver is responsible for responding to flag stops if it safe to do so, for notifying dispatch of the stop, and for updating the daily manifest to include the passenger.