

Agency Name
Transit Policies and Procedures

Subject	Transportation Coordination
Section	Outreach
Effective Date	
Approved By	
Approval Date	

Purpose

Establish a process for local entities to follow when requesting transportation services from the Agency.

Definition

Transportation Coordination: When multiple entities increase their capacity to provide transit trips by working together to deliver transportation services.

Procedure

Develop a written process for local social service agencies and other local transportation providers to follow when requesting transportation assistance from the Agency. Transportation assistance could include providing rides to/from local festivals, transporting wheelchair bound seniors to local senior centers, or providing backup transportation to a small agency in the event that their only bus breaks down.

The entity requesting assistance must call the Transit Director no less than one month prior to the requested service date. This advance notice will allow the Transit Director to work with the Dispatcher to guarantee that all existing reservations, including standing orders and subscription services, will not be impacted. If the event is after normal Agency business hours, the Transit Director can accommodate the request by asking for volunteer Drivers. A Dispatcher shall also be available to support any Driver who is involved in an accident, incident, or road call. All employees who work outside of regular business hours shall receive overtime compensation.

If the Agency does not have enough personnel or vehicles to fill a request, the Transit Director shall inform the requesting entity within 24 hours of the request. The entity may negotiate with the Transit Director for fewer vehicles, a shorter timeframe, or a different date.

Responsibilities

The Transit Director is responsible for negotiating transportation requests from other entities and either scheduling or declining each request.