

TACT 140: Alternate Pick-Up Location Policy



- Policy:** Town and Country Transit (TACT) will implement and follow the practices pertaining to customer pick-up and drop off when accessing a customer's home or when a trip destination (drop off) is not possible due to safety concerns.
- Purpose:** In an effort to promote the safety of its customers and employees, TACT has adopted the procedures as outlined below for alternate pick-up and drop off locations for customers.
- Scope:** This policy affects all employees who drive TACT-owned or TACT-leased revenue vehicles as part of their job duties.
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Background TACT personnel have encountered a number of situations where driving a TACT vehicle to the customer's home is not possible as physical conditions on the customer's property, or physical conditions of public or private roads accessing the customer's property or their destinations, create unsafe situations.

Examples of unsafe situations are steep or narrow driveways or lanes, confined spaces that would necessitate excessive backing of vehicles in order to enter or depart the customer's property, driving through unpaved or grassy areas to access the customer's home, untrimmed trees or overgrown bushes that could damage TACT vehicles, low overhead clearances, or badly rutted, unpaved or uneven roads or lanes that could damage TACT vehicles or cause injury to TACT employees or customers.

Procedure:

1. New Customer:

When TACT receives a new Find My Ride (FMR) Apply, our application for services, a TACT staff member evaluates whether conditions at the customer's property are safely accessible by TACT vehicles.

- a. If the customer lives in an area that is unfamiliar to TACT staff, a staff member will conduct a site assessment using either electronic means (Google Earth photo images) or via a site visit to the customer's home.
- b. Completed site assessments containing directions, instructions, limitations, and/or restrictions, as applicable, are emailed to office employees and uploaded into Customer Details in Ecolane.
- c. TACT staff will ensure that instructions for nearest alternate safe locations for pick-up or drop off will be entered into the Driver's Notes section of TACT's scheduling software, Ecolane, to assist drivers in maintaining safe and consistent service.

2. Current Passengers:

If a driver reports a concern to TACT staff that deteriorating conditions at a current customer's home may be unsafe for our vehicles, or that local road conditions should be reviewed, a TACT staff member will make a site visit to verify conditions and determine the nearest alternate safe location to board or discharge the customer.

- a. Completed site assessments containing directions, instructions, limitations, and/or restrictions, as applicable, are emailed to office employees and uploaded into Customer Details in Ecolane.
- b. TACT staff will ensure that instructions for nearest alternate safe locations for pick-up or drop off will be entered into the Driver's Notes section of TACT's scheduling software, Ecolane, to assist drivers in maintaining safe and consistent service.

3. Unfamiliar Drop-off Locations:

Likewise, if a customer requests to be dropped off at a location that is unfamiliar to TACT staff that may present safety concerns, TACT staff will make every effort to conduct a site assessment of the drop off location.

- a. TACT staff will ensure that instructions for nearest alternate safe locations for pick-up or drop off will be entered into the Driver's Notes section of TACT's scheduling software, Ecolane, to assist drivers in maintaining safe and consistent service.

Revision History:

Revision	Date	Description of changes	Requested By
0.0	10/18/2017	Initial Release / Board Approval	Patti Lynn Baker General Manager
1.0	07/01/2019	Update logo, font, formatting	Tiffany Chaffee Operations Manager
2.0	06/14/2023	Update logo, font, formatting, and minor changes	Patti Lynn Johnston Executive Director