

The following section outlines some guidelines that C.A.R.R and drivers will follow:

- Ensure that customer makes it from origin to destination by scheduled appointment time.
- Attempt to drop passengers no more than 1 hour prior to requested time. It is the responsibility of the public transit passenger to ensure the requested drop off destination will allow early entry. Drivers are permitted to drop off public transit passengers regardless of inclement weather and or entry.
- Make every effort to pick customers up within 1 hour when customer calls for return pick-up.
- Driver is not required to wait more than five (5) minutes for the public transit passenger, ten (10) minutes for medical transportation HHSC passenger. Drivers will honk, knock, and ask dispatch to make courtesy call if phone number is available. Drivers will leave a no-show card at passenger's home if it can be done safely and confidentially. A no-show card will simply notify the passenger that CTRTD arrived and left the pick-up location.
- Origin or destination location must be accessed safely by the vehicle or passenger. If service cannot be rendered due to safety reasons, driver will attempt to make reasonable accommodations and if not possible then they shall immediately call the Dispatch office for further instruction in such a case. Steep driveways, low hanging trees/limbs, deteriorated sidewalks, backing situations, etc. may result in denial of service.
- Drivers are not responsible for lost, stolen or damaged items.
- Drivers may provide door-to-door service when requested at time of advanced scheduling, but are not permitted to enter a passenger's home or lock/unlock door.
- Drivers are not permitted to maneuver a mobility device up or down steps or along gravel areas.
- Drivers are not permitted to lift passengers.
- Drivers are not allowed to exit vehicle to assist or enter upon property (fences or porches) unless animals are restrained.
- Drivers have the discretion to assign seats and determine mobility device placement when necessary for the efficiency and/or safety of the operation.

The following section outlines some guidelines that customers should follow:

- Passengers must be ready for pick-up and allow for travel time for transportation to destination. For local scheduled trips, passengers should be ready at least one hour and 45 minutes prior to required arrival time at destination. In the event that a rider will be required to be ready earlier, then Dispatch will contact passengers by telephone as to the approximate pick-up time.
- Passengers must often ride while other passengers are picked up and dropped off.
- Personal items must stay in the custody of the passenger; no items should be left unattended on the vehicle at any time.