

	Title: <b>Passenger Escort Policy</b>	Document #: <b>TACT 136</b>
	Approved By: <b>TACT Board of Directors</b>	Date Originally Adopted: <b>March 22, 2017</b>
	Effective Date: <b>03/22/2017</b>	Revision #: <b>0.0</b>

**Policy:** Mid-County Transit Authority dba Town and Country Transit (TACT) has adopted a specific passenger escort policy.

**Purpose:** TACT has a written passenger escort policy which is distributed via the User Guide and on the TACT web site. This policy is intended to provide clarification as to when an escort is required.

**Scope:** This policy affects all transportation services provided by Town and Country Transit.

**Background:**

TACT drivers routinely assist passengers in boarding and alighting our vehicles and in securing passengers’ mobility devices; however some passengers require levels of assistance that exceed our drivers’ scope of responsibility.

The need for an escort may be determined by documented demonstrated need by a driver, family member, or other interested third party, or at the request of a healthcare or social work professional.

**Procedure:**

Persons with disabilities are generally not required to travel with an escort. However, if a person with disabilities engage in violent, seriously disruptive, or illegal conduct, or if a person with disabilities is otherwise unable to safely travel from origin to destination by themselves without assistance due to physical or cognitive disabilities, TACT reserves the right to require an escort to accompany the person with a disability on trip(s) requested.

An escort is defined as an able-bodied person of at least eighteen years of age who provides personal care and/or assistance to a person with a disability in order to facilitate safe travel between points of trip origin and destination.

Escorts must board and alight at the same time and at the same location as the persons they assist.

When making a trip reservation for a person requiring an escort, the escort must be identified by name. Only one escort is permitted per trip.

The terms “escort” and “personal care attendant” (PCA) are similar, with the exception that PCAs do not pay a fare on fixed route Complementary Paratransit service. Escort fares for other transportation programs are determined by the current approved fare structure per program.

**Revision History:**

<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Requested By</b>
0.0	03/22/2017	Initial Release	Patti Lynn Baker General Manager