



Appendix 14

Standard Operating Procedure

S.O.P #:	Title: Taxi Cab Procedure	
Creation Date: 12/01/2013	Revision Number & Date: 1 – 12/01/2013	Effective Date: 12/01/2013
Comments / Explanation:		

Taxi Cab Procedures

Occasionally due to weather, traffic, and passenger/driver issues transfers are sometimes missed. When this occurs passengers are going to be upset and will want you to fix the problem right away. Unfortunately we cannot always accommodate passengers who miss their transfers. If the missed transfer was the fault of a driver, dispatcher, or other issues that the customer had no control over make sure to apologize and see when the next route will be leaving that the passenger can get on. If there is not another route for the passenger due to the route going out of service for the evening or weather is causing the facility to close early then you may need to call your supervisor to get permission to call a cab.

Purpose

There are circumstances when providing an individual with alternative transportation is good public relations. The following guidelines have been established for use by the GTC Dispatcher to ensure that:

- Individuals are treated fairly and equally in the implementation of this policy, and
- Payments for taxi rides are made by the responsible party.

Not every circumstance can be perceived or addressed. The passenger should be assisted in any way possible.

Policy

The dispatcher is authorized to offer the passenger a taxi ride under the circumstances listed below. A log of such rides is to be maintained, including date, time, passenger's name, reason for the ride, and person authorizing the ride. This log is kept in a 3 ring binder at the dispatch desk. Under no circumstances is a contracted employee authorized to utilize their personal vehicle to transport an individual.



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DRIVER OR DISPATCH ERROR: The dispatcher is to verify to the extent possible that the passenger was missed due to driver or dispatch error and the next bus trip or transfer bus is more than ½ hour away. Examples: (1) Bus was more than five minutes early, (2) a rider “requested” service and the driver did not deviate to pick them up, (3) driver didn’t call in transfers and passenger was left. The contractor employing the driver or dispatcher who made the error shall pay for the taxi ride under this category.

MECHANICAL FAILURE, ACCIDENT OR MEDICAL EMERGENCY: Generally, another bus or driver would be dispatched to resume the route. The dispatcher must contract the applicable garage to confirm if a replacement bus will be on the scene within ½ hour. If the mechanical failure is on a wheelchair lift, and MAT Paratransit is not available for more than ½ hour, contact Ready Wheels as they are certified by Minnesota for Special Transportation Service.

IMPORTANT PHONE NUMBERS:

Doyle Taxi company: 701.235.5535

Ready Wheels: 701.280.1863

DELAYS DUE TO WEATHER, TRAINS, and TRAFFIC: No taxi rides may be authorized for individuals who are missed due to adverse weather, train and traffic delays, or when another bus will be available within one-half hour.