



Brenner Escorted Transportation Passenger Code of Conduct and Ride Cancellation Policy

Brenner Escorted Transportation drivers are expected to treat passengers with respect and dignity and all efforts are made to ensure passengers get rides to their necessary appointments. In return, it is required that passengers read and comply with the Passenger Code of Conduct and Ride Cancellation Policy.

Passenger must:

1. Call as soon as you know you need a ride in order to get on the schedule at the desired time. When calling for a ride, please:
 - Be prepared with the information you need to relay to the Coordinator, including the full address, date and time of the appointment, and doctor's name (if applicable)
 - Let the Coordinator know at the time of scheduling if you have an assistive device or need special assistance getting into and out of the car
 - Let the Coordinator know if you wish to stop at the pharmacy on the way home from a medical appointment, so your request can be included in the schedule
2. Be prepared to depart at the requested/scheduled time and meeting location (even if it is inside your home).
3. Be courteous and follow driver safety instructions at all times (e.g. use of seatbelt). Failing to do so may result in the driver cancelling your ride or returning you home before your ride is complete.
4. Contact the Coordinator immediately if you need to cancel your ride. Excessive cancellations with less than 24 hour notice may result in removal from the Brenner Escorted Transportation program.
5. Understand that if you cancel a ride less than 24 hours in advance more than 3 times in a calendar year you will be responsible for paying for the 3rd scheduled ride time.

Passenger Signature

Date

If you have any questions or concerns about the Passenger Code of Conduct and Ride Cancellation Policy, please contact Diane Hays-Earp at dhaysearp@jssa.org or 301-816-2639.