

# **MID DEL NON-EMERGENCY SHUTTLE LLC**

**(919) 408-7020**

**Fax: (919) 296-1331**

***SERVING DURHAM COUNTY NORTH CAROLINA***

**HOURS OF OPERATION:**

**MONDAY – FRIDAY 7:00 AM - 5:00 PM**

**E-mail: [RDUAREA@GMAIL.COM](mailto:RDUAREA@GMAIL.COM)**

**AMBULATE  
WITH ASSISTANCE SERVICES**

***Specializing in  
children's non-emergency transportation.***

***MDNES IS A EQUAL OPPORTUNITY EMPLOYER***

**We provide non-emergency transportation. We will ensure that you get to your destination safely and on time, because ... WE CARE!**

Our vehicles are comfortable, well maintained, ADA compliant and provides suitable accommodations to riders with limited mobility.

*\* We provide door to door service. Drivers will pick riders up from the door of requested pick-up location and escort the rider to the door of the requested drop-off location. Drivers will not accompany riders into their home, appointments, etc.*

## **RIDERS NEED TO KNOW**

- \* WHEN MAKING RESERVATIONS HAVE YOUR MEDICAID I.D. NUMBER AVAILABLE**
- \* RIDERS MUST BE ABLE TO ENTER AND EXIT VEHICLE WITH LIMITED ASSISTANCE.**
- \* SEAT BELTS MUST BE WORN AT ALL TIMES.**
- \* NO SHOWS WILL RESULT IN INSURANCE PROVIDER BEING CHARGED FULL PRICE OF RIDE.**
- \* PRICE OF TRIP WILL INCREASE, IF DRIVER IS WAITING AFTER 15 MINUTES OF SCHEDULED PICK-UP TIME.**
- \* TRIPS MUST BE CANCELLED AT LEAST 12 HOURS PRIOR TO SCHEDULED PICK-UP. TRIP CANCELLED LESS THAN 12 HOURS TO SCHEDULED PICK-UP TIME WILL BE CONSIDERED A NO SHOW.**
- \* SURCHARGE OF \$1.00 PER MINUTE WILL BE ADDED TO RIDE PRICE AFTER THE 15 MINUTE GRACE PERIOD OF SCHEDULED PICK-UP TIME.**
- \* PROVIDER RESERVES THE RIGHT TO CANCEL OR RESCHEDULE TRIP IF RIDER HAS EXCEEDED THE 15 MINUTE GRACE PERIOD.**
- \* RIDER MUST PROVIDE A MOBILE PHONE NUMBER AND OR PHONE NUMBER TO PICK UP LOCATION**
- \* PROVIDER RESERVES THE RIGHT TO SUSPEND OR CANCEL A RIDER'S ACCOUNT AFTER 3 OR MORE NO SHOWS.**
- \* PROVIDER RESERVES THE RIGHT TO MAKE A TRIP A SHARED RIDE IN AN EMERGENCY SITUATION.**

- \* NO FOOD, NO DRINK. NO SMOKING IN VEHICLE.
- \* **\$15.00 SURCHARGE FOR USING MDNES CAR SEAT.**
- \* RIDERS SHOULD BE READY 15 MINUTES BEFORE THE SCHEDULE PICK-UP TIME.
- \* MDNES DRIVER CAN BE 15 MINUTES LATE IN THE CASE OF TRAFFIC. THE DRIVER WILL CALL THE RIDER WITH THE ESTIMATED TIME OF ARRIVAL.
- \* ALL CHANGES TO RIDER SCHEDULE OR RESCHEDULE MUST BE PHONE INTO RESERVATIONS AGENT OR DISPATCH.

## **MID DEL NON-EMERGENCY SHUTTLE STANDARD OPERATING PROCEDURES**

- Drivers will check in with dispatch 12 hours prior to shift to obtain schedule for following shift.
- Drivers will confirm trips with riders via call or text before scheduled pick-up time. (1 hour prior to first trip of the day and 30 minutes prior to each following trip)
- Drivers must always utilize GPS Navigation System to complete trips.
- Drivers must ensure the interior and exterior cleanliness of vehicle at all times.
- Drivers must keep trunk/cargo area empty to ensure space for adaptive equipment to be stored during transport.
- Drivers must gas up or charge vehicle every evening following shift.
- Drivers must utilize hands free head sets and keep phone calls to a minimum.
- Drivers must ensure that riders are being picked up and dropped off in a safe manner/area.
- Drivers must only pick up and drop off at the addresses provided by dispatch.
- Drivers must complete one trip at a time unless otherwise advised by dispatch.
- Drivers must dress professionally at all times. Clothes should be clean, well fit, and conducive to doing physical labor. No clothes that would cause a distraction or hazard (i.e. tight clothing, clothing with obscene gestures or messages, clothes that are short in length, etc.).
- Drivers must send pics daily of vehicle to ensure upkeep.



- Drivers must ensure that speakers in passenger area of vehicle are off at all times.
- Drivers must attend and be proficient in all trainings related to transportation in NC.
- Drivers must know U.S. Department of Health and Human Services HIPAA Law: [WWW.HHS.GOV](http://WWW.HHS.GOV)
- Drivers are responsible to have vehicle inspected as needed with NC State Inspection Station.
- Drivers must call 911 first in case of an accident or medical emergency. Once safety of all parties involved is ensured, please call the main office at 919-408-7020.
- Drivers will need to submit request for time off in writing at least two weeks prior to the first day requested off.
- Drivers will provide door to door services for riders. Under no circumstances will drivers enter homes or agencies/institutions with riders.
- MDNES, LLC will not be responsible for moving violations or parking tickets under any circumstance. Drivers will be responsible to pay for all moving violations independently. Parking fines will be deducted from drivers pay automatically. Drivers should alert management to any fines/violations immediately.

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**UNDER NO CIRCUMSTANCE SHOULD MDNES, LLC VEHICLES BE UTILIZED FOR INDEPENDENT CONTRACTING SERVICES OR PERSONAL TRAVELS.**



Keisha Palmer, General Manager



Alisha JONES, Executive Officer