

2. Emergency Drop Points

Emergency drop points are pre-designated safe locations that will be used by drivers to drop off passengers whenever instructed to do so by the dispatcher or the designated backup. In the event of an emergency, the emergency response coordinator must complete the form for each route, indicating that the driver has been contacted and given instructions, whether the vehicle has passengers to drop off, and the estimated time to drop off.

Decisions on selection of drop points will be based on the following:

- Geographic distribution

- Prioritization of passengers based on critical factors (e.g., medical needs of persons in the area)

- Safety of drop points

- Availability of personnel at these locations to communicate with during majority of day (24 hour per day staffing is desirable, such as at police departments and convenience stores)

The list of drop points will be maintained by the **GENERAL MANAGER** and reviewed on a quarterly basis.

