

## **Rider Policy**

- **It is recommended that the rider be ready for pick-up at least 15 minutes prior to scheduled pick-up time.**
- **There is a 3-minute waiting period for rider pick-ups, after 3-minutes the driver will leave.**
- **If a passenger is scheduled for 2 rides for a particular day, and misses the first ride, the second ride will be canceled. Passenger must notify the MCE office if they wish to confirm the second ride.**
- **For permanent schedules, MCE has a 3 (three) no-show policy. If the patron misses three scheduled rides in a row, the patron will be removed from the permanent schedule. It will be the patrons responsibility to then reschedule their pick-up times.**