



Community Volunteer Transportation Company

*Creating, coordinating and delivering
transportation solutions
for the Monadnock Region*

CVTC Unique Rider Policy and Procedures to be implemented before posting or providing trips

Unique Rider: Any individual who has self-identified as a convicted felon with a completed sentence or any potential rider whose questionable background is found during standard internet search for all new riders

If potential rider self-identifies as a convicted felon:

- Conduct internet search on potential rider
 - Print copies of any police reports, newspaper articles, other documents etc. for files
 - Based on nature of conviction (violence, robbery, sexual offender, etc):
 - Obtain signed confidentiality release form from potential rider
 - Obtain contact information from potential rider regarding professional support personnel:
 - Parole officer
 - Mental health care professional, if under counseling
 - Other professional
- Contact all professional support personnel regarding potential rider to determine risk to drivers/CVTC Staff, etc.
- Set up group meeting with potential rider, professional support personnel and CVTC staff to discuss expected behavior/consequences, etc.
 - Have potential rider sign a rider-specific CVTC memorandum of Understanding and Agreement (MUA)
 - Support personnel/CVTC staff to witness with signatures
 - Copies to rider and any professional support personnel
 - Potential rider to receive the CVTC Volunteer Driver Program Policies and Procedures
 - Copies to any professional support personnel
 - If possible, try to identify drivers who may be willing to drive the rider:
 - Have driver(s) who has/have agreed to provide transportation for the unique rider sign a Memorandum of Understanding and Agreement which states they have been fully informed of the rider's background and are willing to provide transportation for the rider.
 - Driver(s) will also receive a copy of the "unique rider's" signed and witnessed MUA
 - All trip requests will **only** be posted as a "draft" – not viewable or available for any driver to choose
 - Identified driver(s) will be contacted about the trip details. If the driver is available, CVTC Volunteer Driver Program Coordinator will assign the trip to that identified driver.
 - If the identified driver(s) is/are unavailable for any particular trip request, rider will be asked to make a different appointment and ask CVTC for a new trip.
 - If CVTC is unable to identify a driver who is willing to provide the transportation, CVTC cannot be held responsible for providing transportation.

If potential rider is found to have a questionable background during standard internet search:

- Call them to discuss the internet findings
 - Dependent on offense, ask if they are seeing a counselor, etc.
 - If yes, obtain signed confidentiality release form and contact support staff
 - Determine if a group meeting is needed before providing services
 - If support staff and CVTC staff are comfortable moving forward with providing transportation



Community Volunteer Transportation Company

*Creating, coordinating and delivering
transportation solutions
for the Monadnock Region*

- Potential rider needs to sign memorandum of understanding and agreement – CVTC staff to witness
- Support staff may/may not need to witness
- Potential rider needs to sign standard CVTC Volunteer Driver Program Policies and Procedures
- If it makes good sense to post the rider's trips for any driver to choose, CVTC reserves the right to identify the unique situation within the trip requests, which may or may not limit the rider's availability to receive transportation. For instance, a valid situation might be:
 - Male drivers only for any male rider who has any offense perpetrated on females